

Recycling

*Recycling is picked up **every other week**. Your week is determined by the trash truck servicing your account.*

Your recycling week is

Call the office if you are unsure, we are always glad to take your call!

Recycling may be co-mingled in blue or clear bags. It is to be clean and dry—please prepare it properly. If not prepared properly or unaccepted items are comingled the entire load will be thrown away. We do not sort it.

See the Henderson County Solid Waste website for recycling guidelines. We do not accept everything the transfer station does. We will accept e-recycling on a donation basis payable to the Etowah Lions Club. Please call for details.

Remember recycling is every other week, trash is weekly. Your recycling is unlimited, trash is limited for basic curbside pickup to up to three—33 gallon bags of trash per week.

Available to our customers is a recycling drop off at 28 Ridgeway Ave, Etowah, NC 28729, six days a week.

Do not bring trash to the recycling center.

Missed Pickup. If it is our fault we will come back and pick it up. Call the day of the happening so it can be taken care of. Out by 7:00 am and you won't be missed. We will note households that don't have trash out. If utilities, contractors or private citizens have blocked access to service your account we will not be back until your regular scheduled pickup next week.

It is the customers responsibility to ensure that your private roads remain passable to include tree trimming. The truck needs 10 feet clearance for width and 13 foot clearance for the top. We also need access to your trash on pick up day. Please move it to where we can get the back of the truck so we can sling it in.

Bad weather procedures.

Snow, ice or extreme mud will prevent us from accessing some areas. Please be patient. We will get all you put out on your next pick up if it is accessible. No we don't have four wheel drive and we will not be getting it. Nothing like all four wheels spinning on ice and there is 24000 pounds moving in the wrong direction.

We always err on the side of safety.

Our goal is to offer the best customer service as possible. If you follow our simple procedures on this paper there should be no issues, but if they should arise, please call the office so I can take care of it. Our employees are human beings just like you. We wish every day was 72 degrees, light breeze and little traffic. But we are out rain snow cold and warm to get your trash.

Etowah Lions Services, Inc

Residential Trash & Recycling Pick up

We are on the WEB stay up to date at
etowahlionssservices.com

***Thanks for belonging
to the pride!***

28 Ridgeway Avenue
P.O. Box 234

Etowah, NC 28729

HOURS: M—F 8-5

Sat: 9-12 (Recycling Drop Off)

Visit us at our website to find out who we are and what we mean to our community

and Lions.



Tel: 828-891-3071

liondebbie@bellsouth.net

Policy and Procedures

BAG IT & Have it out by 7 AM

New customers this is your day & Truck #

Monday	2-10 / 2-20
Tuesday	2-10 / 2-20
Wednesday	2-10 / 2-20
Thursday	2-10 / 2-20

Use the truck number to determine your recycling week using the on-line calendar. If you do not know your truck number call the office.

Household refuse Trash is picked up weekly (Defined as kitchen and bathroom trash only), **Recycling is picked up every other week.**

No yard waste , loose trash or banned items.

See banned items at the Henderson County website.

Recycling is comingled (mixed together) in a bag (blue or clear) or bin (plastic) of your choosing.

Limit— Three—33 gallon cans of **Bagged** trash per week. Recycling is unlimited if prepared properly. Your participation in recycling will help us keep garbage collection rates as low as we can and still operate.

Additional Services

Driveway service is available \$3.00 extra per month if conditions are appropriate.

Special Pickup Service is available for other than household trash. Call the office.

Use this as a tool and highlight what applies to you for helpful reminders

Billing and Payment Options

DUE THE FIRST LATE AFTER THE 10TH

Monthly	
Quarterly	Jan, Apr, July, October
Semi Annual	Jan, July
Annual	January

New customers this is your billing cycle reminder

Adjustments: Credit is given for **30 days or more.** Credit will not be given if there was no prior notification, with exceptions. Please call the office.

Payment

We do **NOT** accept credit/debit cards. They cost too much to process. Sorry for the inconvenience.

Please ensure your six digit account number is on your form of payment for proper credit.

Cash, Check or ACH only.

Electronic payment through your bank is not transferred but mailed to our office. Payments are stamped & posted the day they are received.

NSF \$25.00 will be assessed on bounced transactions. Service is immediately interrupted. We turn the paperwork over to the magistrates office for collection.

There is a drop off box at the office on the porch.

You may incur a Late fee of \$5.00 , service interruption and a \$10.00 reinstatement fee , if posted after the 10th.

Revised 30 December 2011—DLH

Holidays

Only those holidays listed on the calendar or on the website will affect pickup. ***If the holiday falls on or before your pickup day your day, will slip one day.*** Example: Monday Holiday, pickup will slip one day Tues—Fri.

Thursday Holiday: Thursday customers only will be affected, we will pick you up on Friday.

If it's not listed it does not affect Pickup

We will follow this calendar unless there is a major change.

This calendar may not reflect days you may think are holidays. We follow the landfill Schedule no more no less.

If there are any changes to this schedule it will be posted on the website.

2012 Holiday Schedule

Jan 2, 2012	New Years Day
Jan 16, 2012	MLK Day
May 28, 2012	Memorial Day
July 4, 2012	Independence Day.
September 3, 2012	Labor Day
November 12, 2012	Veterans Day
November 22, 2012	Thanksgiving
December 25, 2012	Christmas Day