



## **Dear Valued Customer,**

First and foremost, thank you for choosing Eco-Tech for your trash service. We are a locally owned and operated company who, along with our employees, appreciate your support and friendship. As a courtesy we would like to remind you of our holiday schedule and other information pertaining to our service.

### **Holiday Schedule**

Eco-Tech will be closed the following holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day. If your normal pick up day is prior to the holiday, **there is no change in service**. If your normal pick up is the day of the holiday or after the holiday, your pick up day will be on a one day delay. *Note: Friday routes following a scheduled holiday will be picked up on Saturday.*

### **Hazardous Weather**

In the instance that our trucks are unable to run, due to hazardous road conditions, we will try our best to notify our customers via news channels in our local viewing area. All routes will follow the holiday schedule and run on a one day delay.

### **Household Trash**

- Household trash consists of normal everyday waste. It **does not** include clean outs or junk pick ups. We do offer junk pickups or roll off containers at an extra cost.
- Household trash should be placed at the curb no later than 6:00 AM. All routes are subject to change. Due to the number of customers, we cannot tell you when we will be in the area.
- Household trash and garbage should be placed in totes, cans, or bags and placed at the curb within reaching distance. For our employee's safety – **No barrels or drums, & all trash must be contained.**
- **Please call the office before setting out a large item.**
- Our employees will clean up any spillage created while picking up the trash. If you need to report any problems please contact the office (502) 935-1130.
- Payment terms are 10 days receipt of the bill. Those few customers who reach 50 days delinquent will be suspended until full payment is made. All accounts that are placed on suspension must prepay the next 3 months to restart service. There is a \$25 redelivery fee on all totes picked up due to non-payment.
- No refunds, or pro-ration of service.

### **Referral Bonus**

Eco-Tech is currently offering a Referral Bonus Program. Eco-Tech will credit your account for one month of free service for each neighbor or friend that you refer. The referred customer **must give your name when they call in to sign up** for service, in order to receive the free month.

### **Yard Waste Services (Optional)**

- County regulations do not allow you to mix yard waste with trash.
- City regulations forbid the use of plastic bags with yard waste. You must use paper or biodegradable bags specifically designed for yard waste – stamped with approval #ASTMD6400.
- Yard waste is an optional service that **must be prepaid**. A postcard will be mailed to every customer between February & March. We will notify you by mail of your pick up day once payment is received.
- Yard Waste must be placed at the curb no later than 6:00AM.
- Leaves, Grass and small limbs must be bagged or canned, and is limited to 15 bags or bundles per week. There is a 60 lb weight limit on all cans.
- Larger branches must be tied in bundles no more than 4 feet in length & 4" in diameter.
- There are no refunds or pro-ration of service.

### **Recycling (Optional)**

- Recycling bins may be purchased thru Eco-Tech, or store bought. Additional items must be placed in clear recycling bags and placed near the recycling bins.
- Acceptable items include: newspaper; aluminum/steel cans; clear/brown/green glass; plastic bottles and jugs. (Please rinse out items before placing in cans).

### **Toter Procedure**

- The toters are numbered and the property of Eco-Tech.
- If you paint or deface the toter in any way, you will be charged \$75.00 for replacement of the can.
- Please contact the office for any repairs.
- All toters must be returned to Eco-Tech upon cancellation.
- **We cannot empty another company's toter.**

Once again thank you for choosing Eco-Tech,

Management and Employees  
Eco-Tech, LLC