



Welcome to Apple Valley Waste Service, Inc.

Our sincere desire is to provide you with the best waste services available in your community. Below we have listed general information concerning our service.

Office Hours

Our office is located inside the Burr Industrial Park at 362 W. Burr Blvd., Kearneysville, WV. To speak with a Customer Service Representative you may call our office at 304-724-1834, Monday through Friday from 8:30 a.m. to 5:00 p.m. You may also email us at info@applevalleywaste.com or visit our website at www.applevalleywaste.com.

Pickup Items and Setout Requirements

We attempt to maintain the same scheduled service days unless otherwise noted (See Cancellations and Delays). It is difficult to duplicate pickup times due to uncontrollable circumstances that we may encounter day to day. **To help ensure pickup, please have your trash and recycling staged and ready for pickup by 5:00 a. m. on collection day or the night before.**

Toters and Bins

To prevent unsightly litter in your community all refuse must be contained. Metal or plastic trash cans are acceptable but trash must be bagged inside (*Trash bags alone are acceptable*). AVW offers upon request and for a small setup fee a 96-gallon wheeled trash cart and recycling bins (*recycle bins are supplied to Jefferson County Customers only*). Up to two extra recycling bins are available at no cost. **Reminder: For safety reasons trash placed out in bags weighing in excess of 35 pounds will not be picked up.**

If your AVW cart needs repair or replacement, please call our office or contact us via our website at www.applevalleywaste.com. Please remember, the customer is responsible for the maintenance and cleaning of the wheeled trash cart. There will be a fee for any wheeled cart in need of repair or replacement due to negligence or misuse. Any damage caused by normal wear and tear will be repaired by AVW at no charge. Trash carts and recycling bins remain the property of AVW and are provided to our customers for the duration of service.

Cancellations and Delays

AVW at certain times may need to cancel or delay collection services due to weather, disasters, acts of God, or emergencies of uncontrollable circumstances. Areas that remain unserviceable will be delayed until it is determined that our crews can operate safely and unobstructed. When delays in service occur our crews will run all accessible routes as normal and continue into the next day until the route is complete. For up to date information concerning delays and cancellations, please visit our website www.applevalleywaste.com or call our Customer Service Center at 304-724-1834. We will make every effort to provide service as conditions allow. There will be no adjustment made to your bill for cancellations or delays.

Holidays

We do not provide service on Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day and New Years Day, to allow our employees to spend time with their families. Depending on landfill and transfer station availability, we may be closed on other holidays, as well. If your collection day falls on or after one of the holidays listed above your service will be delayed one (1) day for that week. For example, Memorial Day falls on a Monday; therefore, we will service Monday customers on Tuesday, Tuesday customers on Wednesday, Wednesday customers on Thursday, Thursday customers on Friday, and Friday customers on Saturday. Please check our web site www.applevalleywaste.com for continuous updates.

Apple Valley Waste Service, Inc.

P.O. Box 309 • Kearneysville, WV 25430 • Office: 304-724-1834 • Fax: 304-724-1890



AVW Will Not Pickup

Ashes, Vehicle Parts, Flammable products, Oil, Paint cans, animal carcasses, manure, tree stumps, dirt, stone, rock, brick, lead, acid/wet cell batteries, railroad ties, toxic materials, bio-hazardous material's or waste, propane/oxygen/helium tanks, items containing gas or oil, explosives, live ammunition or weapons, large amounts of animal waste, or yard waste (please call our office for a special pickup of yard waste), bags weighing more than 35 pounds or any items that cannot be safely loaded by our crews for removal or any items that may damage our hauling equipment.

Scope of Our Responsibility

AVW will not be responsible for any items, large or small left within 10 feet of curb line. AVW is also not responsible for personal trash cans or lids (Except for the very durable AVW wheeled trash carts that are available to you).

Other Considerations

Do not store valuable or important items in plastic trash bags. It is too easy for you to mix up the trash. Please use common sense in leaving items near your trash can on collection days. Our crews are trained to do a thorough job. Therefore, anything left within 10 feet of collection area or curb may be collected as trash. Sharp objects, such as needles, razor blades, and knives, should be placed inside of durable plastic bottles, sealed with tape, then placed in the trash and marked accordingly. If you will have any refuse in excess of a normal weekly household amount please call the office to schedule a pickup. **Display your address prominently at your service location. This not only aids our collection crews but emergency vehicles as well.**

Billing Statements

You will receive an invoice and newsletter once every quarter. A 10% late penalty will be assessed if payment is not received by the due date. If service is interrupted due to delinquent status a \$5.00 reinstatement fee will be assessed to your account. Please take the time to scan our newsletter as it will have important updates about our company and your service

Payments

There is a \$30.00 fee for all returned checks, so be sure to:

Make Check Payable to Apple Valley Waste

Write your account number and service address on the check

Sign your check

We do accept Visa, MasterCard and Discover via the Customer Service Center

Please mail all checks in remittance envelope as our route crews are not authorized to handle payments. Payments may be dropped in our Payment Box at our Main Office located inside the Burr Industrial Park at 362 W. Burr Blvd., Kearneysville, WV. No adjustments will be made to your bill without prior approval from the office of Apple Valley Waste.

Service Cancellation

You must personally notify our office in advance by phone when you plan to move, cancel or transfer service. Unless we are notified in advance, you will remain responsible for the accrued monthly charges. Refunds due will processed within 60 days of cancellation.



West Virginia Bulky Item Pickup

As part of your monthly service fee each customer is entitled to disposal of two (2) bulky items per month at no additional charge. You may put your bulky items(s) at the curb for collection with your household trash on its regularly scheduled pickup day. **Any additional items over two(2), any items that weigh more than 50 lbs, or items that contain Freon must be scheduled in advance and there may be an additional charge assessed at that time.**

Bulky items include washing machines, clothes dryers, dishwashers, stoves, microwave ovens, and other household appliances, couches, chairs, mattresses, box springs, kitchen tables, televisions, home computers, bicycles, tires off the rim, no larger than 16" in diameter and other various items not included in the above list.

Examples of items with Freon are refrigerators, freezers, air conditioners, dehumidifiers and water coolers. For items that contain Freon, CFC, or HCFC gas, there is an additional charge of \$30 per appliance for the removal of the gas. Again, these items containing Freon must be scheduled in advance.

If you are unsure about an item you have for pickup, you may call our office at 304-724-1834. You may also email us at info@applevalleywaste.com or visit our website at www.applevalleywaste.com.