



It's Out of the Bag ...

362 W. Burr Blvd. Kearneysville, WV 25430 • 877-267-1280 • Monday - Friday • 8:30 a.m. to 5:00 p.m. • www.applevalleywaste.com FEBRUARY 2010

Welcome to Apple Valley Waste Service of Maryland, Inc.

As a valued customer, we wanted you to be among the first to hear the merger of Greenscape and Apple Valley Waste has been completed - effective November 20, 2009.

Founded in 2006, Apple Valley Waste is proud to provide residential service to over 39,000 customers in West Virginia and Washington County, MD. Over 50 local men and women are employed by AVW. The current owners of Greenscape and several of Greenscape's employees will be joining the company, as well.

As a customer of Apple Valley, your service, rate and pickup days will stay the same. We think you will find, in combining Greenscape with our current Washington County operations, this merger offers you many enhanced services. As a part of our ongoing commitment to customer service we provide:

- Online payment option – saving time and money
- A web site designed for your convenience
- A quarterly newsletter providing valuable information about your service
- A state-of-the-art customer service center designed to meet all of your needs

We encourage you to visit www.applevalleywaste.com at your earliest convenience and read all about Apple Valley Waste and what this merger offers you. If you have any questions, please feel free to call our customer service center or email us. We are always happy to help!

*Thank you for your business and
we look forward to serving you.*

Think Spring!

Are you already thinking about getting outside and cleaning up your yard from the long, hard winter? Remember to use Apple Valley's **Yard Waste Program**. Each bag, can or bundle of yard waste requires a sticker for pick-up and cannot exceed 30 gallons in size and 30 pounds in weight. The stickers can be purchased for \$2.00 each.

For your annual clean up, you may also want to schedule to have a **15-yard roll off container** delivered from Apple Valley. These containers are ideal for residential spring clean up or "do-it-yourself" home projects. The rate for this service is a one-time delivery fee of \$50.00 and \$250.00 for pick-up and disposal of the first two tons.

Call Apple Valley Waste today about both of these great services.

2010 Holiday Schedule

The following holidays will be observed by Apple Valley Waste and **service will be delayed one day** for any pickups scheduled on or after the holiday.

Memorial Day Monday, May 31, 2010
Labor Day Monday, September 6, 2010
Thanksgiving Thursday, November 25, 2010

There will be **no interruption in service** for the following holidays:

Independence Day Sunday, July 4, 2010
Christmas Saturday, December 25, 2010
New Years Saturday, January 1, 2011



Winter Garden Tips

Snow and ice on trees and shrubs: During winter, the threat of damage from snow and ice is always near. When snow piles up on evergreens, try to gently brush it off. Don't shake the branches as this may cause them to break. If the snow is frozen on the branch and will not brush off easily, it is best to let it melt naturally, to avoid damage to the tree or shrub.

If tree limbs break due to the weight of ice or snow, it is advisable to have the broken limbs removed as soon as the weather permits. Hanging branches can be a danger to passing pedestrians. Also, the tree will be able to heal the wound better in spring if the wound has clean edges instead of ragged tears.

WINTER IS HERE:

BAD WEATHER POLICY

If the roads are in a hazardous condition, and we cannot run our trucks in your area safely, we will try the following day or just as soon as the roads or streets are clear. Also, please have your garbage to the curb especially early as we may arrive earlier in other pick-up areas that are not cancelled due to weather conditions.

AVW CONTACTS

J. P. Phillips; General Manager
Chris Rachel; Operations Manager
Tony Hardcastle; Route Supervisor
Ken Harrelson; Route Supervisor
Archie Locke; Logistics Manager
Sandra Walker; Customer Service Representative
Jenie Kief; Customer Service Representative
Ashley Gehr; Customer Service Representative

Customer Service Hours:

Monday – Friday 8:30 a.m. – 5:00 p.m.

Customer Service Phone Numbers:

(local) 301-223-4485 or (toll free) 877-267-1280



Please remember that in addition to your regular weekly service, Apple Valley Waste can offer these additional services:

- Rental of a 96 gallon container
- Large bulk item pick up
- Yard waste pick up

A Personal Note from Carl Hardcastle

(Owner Greenscape Trash Service)

I appreciate all the years you have shared with me and my family. I would like to take this time to let you know how much you have meant. After spending the last decade in business in this area, I have come to think of our many Greenscape customers as friends.

As I sell the refuse business, I know I am leaving you in good hands. My family and I were approached by many different companies; but we decided on Apple Valley Waste for several reasons. One of the top reasons was because they were the best fit for our customers. I am sure you will be pleased with the service and people of Apple Valley Waste and I intend to help in any way to make this as smooth a transition period as possible.

Again, thank you, Washington County. It has been wonderful serving you and getting to know you. I leave with many fond memories and much gratitude.

~ Carl Hardcastle