



## WELCOME TO PARKS GARBAGE

***Welcome to Apple Valley Waste / Parks Garbage.*** - It is the goal of AVW/Parks to be your "Go To" resource for refuse and recycling needs. We take pride in providing superior customer service and our employees are dedicated to serving those needs.

This welcome packet will give you an overview of all we have to offer and assist with some of the frequently asked questions about the services available to you. We also provide you with a warm and friendly customer service department and a user-friendly web site to meet your needs. We invite you to follow us on Facebook for any updates and weather advisories.

The entire staff would like to thank you for choosing AVW/Parks Garbage. There is no one else in the industry that will value the opportunity to service your needs as much as we will. We do not just view you as a customer, but as part of our family. We look forward to what we hope will be a long and valuable relationship.





## Dickinson Contract Information

**Important Information for Dickinson Township Residents** – New Refuse & Recycling Service Starting 3/31/2025

Starting on **March 31, 2025**, Apple Valley Waste will be your new hauler for trash and recycling pickup. Here's everything you need to know:

### **Cart Delivery**

Your new trash and recycling carts will be delivered between March 23 – March 30, 2025. If you don't receive your carts by March 31, 2025, please contact our customer service team at (304)-724-1834 for assistance.

### **Old Carts**

After your final collection under the old contract, please leave your previous hauler's carts out for pickup. Make sure to let them sit out until they are picked up by the previous hauler. Unfortunately, Apple Valley Waste cannot remove these carts for you.

### **Pricing Options**

#### **Standard Service:**

Includes a 96-gallon trash cart collected once a week and a 64-gallon recycling cart collected once a week.  
\$76.50 (Quarterly Billed)

#### **Bag Rate Customers:**

Per Bag (weekly service): \$5 per bag. A minimum of 12 bags per year is required for bag rate service.  
(12 months \$60)

### **Setting Up or Changing Your Account**

To set up your account or make any changes, you have several options:

**Call Us:** Speak directly with a customer service representative by calling (304)-724-1834.

**Chat Online:** Visit [AppleValleyWaste.com](https://www.AppleValleyWaste.com) to chat with a representative or send us an email and we'll contact you back.

**Self-Service:** Go to [AppleValleyWaste.com](https://www.AppleValleyWaste.com) and follow the link to set up your account automatically.

We're excited to serve you and look forward to providing reliable and efficient waste services. If you have any questions or need assistance, feel free to reach out!

# APPLE VALLEY WASTE

## GENERAL GUIDELINE

To ensure a smooth and efficient trash collection, please follow the guidelines below:

### PROPER BAGGING AND DISPOSAL:

All trash should be bagged and placed inside your AVW/Parks Cart.

If needed, double-bag heavy items (such as solids or animal litter) to prevent spillage.

Weight Limit: Bags should weigh no more than 35 pounds for safety.

Timely Placement:

Place your garbage and recycling at the curb the night before (prior to midnight) on your scheduled collection day.

**CLEAR COLLECTION AREA:** Ensure there is at least 4 feet of clear space on all sides of your cart.

Do not place your cart behind parked cars, as this may block access for collection.

Display your address clearly at your service location to help collection crews and emergency vehicles.

### SHARP OR HAZARDOUS ITEMS:

For sharp objects (razor blades, broken glass, knives), place them inside a durable plastic bottle, seal with tape, and then bag them securely.

Never store valuable or important items in trash bags, as they may be mistaken for garbage.

### BULK ITEM PICKUPS:

For large items (e.g., sofas, mattresses, Freon-containing appliances like refrigerators or air conditioners), please call AVW/Parks at 304-724-7834 at least 24 hours in advance to schedule a pickup.

These items will be collected on your scheduled pickup day, unless the items are too large for one person to pick up.

### SERVICE DAYS & DELAYS:

We strive to maintain consistent collection days; however, due to uncontrollable circumstances, we cannot guarantee exact pickup times.

Please plan for potential delays and ensure your trash is ready the night before.

### CANCELLATION AND DELAYED SERVICES

At certain times we 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. We will make every effort to provide service as conditions allow. There will be no adjustment made to your bill for cancellations or delays, as we will pick up any trash on the next scheduled pickup. It's important you keep your contact information updated to be properly notified of any service delays.

### RECEPTACLES

Trash must be bagged inside and placed inside the cart supplied by AVW/PARKS. Please call for more information. If your Parks cart needs repaired or replaced, please call our office or contact us via our website or email. Please remember, the customer is responsible for the maintenance and cleaning of the wheeled cart while at the customer's location. Any damage caused by normal wear and tear will be repaired by AVW/Parks at no charge. Trash carts and recycling bins remain the property of AVW/Parks and are provided to our customers for the duration of service.



### CANCELING ACCOUNT

If you wish to cancel or transfer your service, you must personally notify our office in advance. Unless we receive prior notification, you will remain responsible for the accrued monthly charges. When contacting us, please provide your account number to verify your details. Any refunds owed will be processed within 60 days of the cancellation. Upon cancellation, all receptacles (carts) will be scheduled for removal, and failure to return them will result in a charge for their replacement. To ensure a smooth process, please notify us as soon as possible if you plan to cancel or transfer your service.





## GUIDELINES FOR RECYCLING

### Getting Started:

- Place acceptable recyclables inside the red recycling cart w/ yellow lid provided by AVW/Parks Garbage.
- Place your cart at the curb in front of your house the evening your collection day (prior to midnight)
- Will pick up under a "single stream" method. There will be no need to separate your recyclables.
- Make sure that all Items are free from food debris. Food contaminated products will not be accepted. Rinse out all containers prior to placing in AVW/Parks cart with yellow lid for recycling.
- Remove all lids, metal and plastic. Lids can be recycled but must be removed from all container types.
- If your cart is contaminated with unacceptable items it will not be serviced.
- If you have any questions or concerns please call AVW/Parks Garbage at 877-267-1280.  
(Please **do not use your own plastic container** to set out recyclables)

### Plastics



- **Accepted Materials:**
  - Plastic containers with numbers: 1,2,3,4,5,6 and 7
  - Wide mouth containers (yogurt, peanut butter, butter tubs)
  - Plastic Beverage Containers
- **Unacceptable Items:**
  - Plastic bags, Styrofoam, oil containers, plastic buckets,
  - Oversized plastics (example: Kids riding toys, Barrels)

### Metals



- **Accepted Materials:**
  - Food and Beverage containers made of aluminum, steel and tin
  - Aluminum, tin and steel containers and foils
- **Unacceptable Items:**
  - Chemical paint thinner solvent cans, non-aerosol pesticide cans
  - Empty gasoline or chemical cans
  - Aerosol cans

### Paper, Newspapers, and Cardboard



- **Accepted Materials:**
  - Mixed paper
  - Magazines, books, catalogs
  - Cardboard , paperboard, cereal boxes
  - Junk mail, Office paper
- **Unacceptable Items:**
  - Any type of paper, cardboard, gift wrap, juice or milk cartons with a waxed surface
  - No Pizza Boxes

### Glass



- **NO GLASS PRODUCTS**
- Please remember that you can continue to take your sorted Glass Bottles and Jars to your local Solid Waste Authority (SWA) recycling centers.

# HOW TO READ YOUR INVOICE

- Account Number:** Your AVW/Parks Garbage account number.
- Invoice Number:** Please use this number in addition to your account when you have specific questions about an invoice.
- Service Period:** This will let you know for what periods your service is being billed.
- Balance Forward:** Amount due from your last invoice.
- Payments & Credits:** Sum of any payments or credits since your last invoice.
- Past Due Balance:** Any amount that is past due from prior invoices.
- New Charges:** New charges on your account since your last invoice.
- Total Amount Due:** Total amount due on your account. Please note that any past due amounts should be remitted immediately.
- Due Date:** The date AVW/Parks Garbage must receive your payment for this invoice.
- Billing Address:** This is your account billing address.
- Service Address:** This is your account service address.
- Quantity:** Quantity may reflect months of service. For example, 96 Gallon Cart-Trash Service with a quantity of 3 may reflect a service period of 3 months (November, December, and January).

**AVW**  
APPLE VALLEY WASTE

PO BOX 308  
Kearneysville, WV 25430  
(304) 724-1834  
www.applevalleywaste.com

INVOICE - PAGE 1 OF 1

Account Number: 028027  
Invoice Date: 12/01/2011  
Invoice #: 0000034780  
Service Period: Nov-Dec 2011

SMITH, JOHN  
157 MAIN ST  
KEARNEYSVILLE, WV 25430

Balance Forward	Pmts/Credits	Past Due Balance	New Charges	Total Amount Due
\$71.00	(\$71.00)	\$0.00	\$70.13	\$70.13

PO Number: Net 60 Days Due Date: 01/30/12

Past Due Balances are subjected to penalties

Account History	Quantity	Rate	Amount
Balance Forward			\$ 71.00
11/15/11 Payable	1.00	\$ 0.00	\$ (0.00)
11/15/11 Payment	1.00	\$ 0.00	\$ (70.00)
<b>New Charges: 001 - SMITH, JOHN - 157 MAIN ST</b>			
11/15/11 96 GALLON CART-TRASH SERVICE	1.00	\$ 67.77	\$ 67.77
11/15/11 EXTRA PICKUP - BULKY ITEM	1.00	\$ 0.00	\$ 0.00
11/15/11 EXTRA PICKUP - ELECTRONIC WASTE	1.00	\$ 15.00	\$ 15.00
11/15/11 SHIPPING & HANDLING	1.00	\$ 2.00	\$ 2.00
11/15/11 YARD WASTE (STEELING) CHARGE	5.00	\$ 2.00	\$ 10.00
11/17/11 EXTRA PICKUP - YARD WASTE	1.00	\$ 0.00	\$ 0.00
12/01/11 18 GALLON BIN - RECYCLE SERVICE	1.00	\$ 0.00	\$ 0.00
Fuel Surcharges		\$ 3.50	\$ 3.50

Working today to preserve her tomorrow

Call us for pricing, location and to get the details on our services. Find out more at applevalleywaste.com

90 Days Overdue	60 Days Overdue	30 Days Overdue	Current	Total Amount Due
0.00	0.00	0.00	67.87	\$67.87

DETACH HERE AT PERFORATION

Account Number	Invoice Date	Due Date	Total Amount Due	Amnt Enclosed
028027	12/01/2011	01/30/12	(\$67.87)	

SMITH, JOHN  
157 MAIN ST  
KEARNEYSVILLE, WV 25430

Apple Valley Waste  
PO Box 7117  
Charleston, WV 25356-0117

SAMPLE INVOICE

## BILLING STATEMENTS

You will receive an invoice and newsletter every quarter. Please take time to scan our newsletter as it will have important updates about our company and your service. No adjustments will be made to your bill without prior approval from the office of Apple Valley Waste.

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

- Return bottom portion of your invoice with your payment.
- Make check payable to Parks Garbage
- Write your account number and service address on the check
- Sign your check

Please mail all checks in the remittance envelope provided with your invoice, as our collection crews are not authorized to handle payments.

A late penalty will be assessed if payment is not received by the due date. If service is interrupted due to delinquent status, you will continue to be billed and a reinstatement fee will be assessed to your account.

## CONVENIENT PAYMENT OPTIONS

### ON-LINE

Pay online by credit or debit card on our web site • [parksgarbage.com](http://parksgarbage.com). You can make online payments, set up automatic payments, manage your account, and view invoices.

### BY PHONE (CALL CENTER HOURS)

If you wish to make your payment by phone, call toll free 304-724-1834 Monday - Thursday 7:00 a.m. - 5:00 p.m. and Friday 8:30 a.m. and 5:00 p.m. and pay by credit card. We accept Visa, MasterCard, Discover, AMEX and Debit cards.

### IN PERSON (OFFICE HOURS)

If you would like to make your payment in person, come to 5436 Sunset Pike, Chambersburg, PA 17201 Mon - Fri 9 a.m. - 4:30 p.m.,

### BY U.S. MAIL

Please mail your payment to:

PARKS GARBAGE P.O. Box 7117, Charleston, WV 25356



# AVW HOLIDAY SERVICE SCHEDULE

## NOTE TO OUR CUSTOMERS:

**Please check your newsletter and our website [www.applevalleywaste.com](http://www.applevalleywaste.com) for continuous updates.**

We do not provide service on major holidays, including Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day and New Year's Day, to allow our employees to spend time with their families.

If your collection day falls on or after one of the holidays listed above your service will be delayed one day for that week.

For example, Memorial Day falls on a Monday; Monday customers are picked up Tuesday, Tuesday customers on Wednesday, Wednesday on Thursday, Thursday on Friday, and Friday on Saturday.

## 2025

NEW YEARS DAY	Wednesday, January 1, 2025	DELAY
MEMORIAL DAY	Monday, May 26, 2025	DELAY
INDEPENDENCE DAY	Friday, July 4, 2025	DELAY
LABOR DAY	Monday, September 1, 2025	DELAY
THANKSGIVING	Thursday, November 27, 2025	DELAY
CHRISTMAS	Thursday, December 25, 2025	DELAY

## 2026

NEW YEARS DAY	Thursday, January 1, 2026	DELAY
MEMORIAL DAY	Monday, May 25, 2026	DELAY
INDEPENDENCE DAY	Saturday, July 4, 2026	NO DELAY
LABOR DAY	Monday, September 7, 2026	DELAY
THANKSGIVING	Wednesday, November 26, 2025	DELAY
CHRISTMAS	Friday, December 25, 2026	DELAY



# Copy of Dickinson Township Service Boundaries

## Boundaries



Dickinson Township



Monday Service



Wednesday Service



Friday Service

