



Dear Customer,

This letter is to inform customers of Lower Valley Water District of upcoming changes in the Solid Waste services provided by Lower Valley Water District. We are committed to meeting the customer's needs and that of the community. The changes fall into five categories:

1. Non-Collection Tag: Commercial Containers
2. Non-Collection Tag: Residential Poly Carts
3. Service Charge for Commercial Containers, Non-collection
4. Automatic Service Charge, Residential Poly Carts
5. Tire Disposal Fee

### **1. Non-Collection Tag: Commercial Containers**

Effective September 1, 2019 the Solid Waste Department at Lower Valley Water District will be placing tags for commercial containers that are not serviced. A commercial container will not be serviced for the following reasons:

- Overflowing: Lids should be closed completely, and waste should be inside commercial container
- Container too close to a vehicle or obstacle: Container must be at least five feet away from any parked vehicle, mail box, wall, or obstacles
- Prohibited Waste: No construction material, no tires, no oils, no paint, no hazardous material

### **2. Non-Collection Tag: Residential Poly Cart**

Effective September 1, 2019 the Solid Waste Department at Lower Valley Water District will be placing tags for poly carts that are not serviced. A poly cart will not be serviced for the following reason:

- Prohibited Waste: No construction material, no tires, no oils, no paint, no hazardous material, no farm waste, no metals, and no oversized materials

### **3. Service Charge Commercial Containers**

Effective September 1, 2019 a \$30.00 fee will be imposed if commercial container is serviced after a tag of non-collection has been placed the day of collection. Customers will have the option to call LVWD offices at (915) 791-4480 to schedule same day pick-up. The fee will be applied to the monthly bill. Customers will also have the option to wait for the next week's trash pick-up with no charge.

### **4. Automatic Service Charge Residential Poly Carts**

Poly carts that are overflowed will be serviced and shall be subject to an automatic service charge of \$6.00 after the customer has been notified. The Solid Waste department requires lids always be closed and for waste to be inside container to maintain community cleanliness and for the safety of the community.

### **5. Tire Disposal Fee**

The Solid Waste Department does not accept tires as part of trash pick-up. Lower Valley Water District customers who dispose tires in residential or commercial containers will be charged a \$5.00 fee per tire. To dispose tires properly, please contact local landfill at (915) 212-6232.

Lower Valley Water District appreciates your support associated with this critical component for the benefit of our community and residents. If you have any questions or would like more information, please contact the Solid Waste Department at (915) 791-4480 ext. 1042, 1043, or 1044.