

KNOW THE LAW!



West Virginia law requires citizens to properly dispose of solid waste, either by subscribing to solid waste collection service, or by the resident transporting his or her own solid waste to a solid waste facility. (WV 22C-4-10)

It is illegal to do the following with solid waste: burn, bury, dump in or near stream or body of water, dump into a roadside dump, or create an open dump on your property. Criminal penalties range from fines of \$2,500 to \$25,000 per day of violation and/or incarceration for up to one year.

Theft of services is a crime. (WV 61-3-24d) Theft of services is when any person, firm or corporation obtains services of any such value from another under false pretense. (WV 61-3-53) Unauthorized use of dumpsters is also a crime. Both crimes are punishable with fines up to \$2,500 and one year confinement in jail.

THE RATES AND PRACTICES OF THIS MOTOR CARRIER ARE REGULATED BY THE PUBLIC SERVICE COMMISSION OF WEST VIRGINIA. IF YOU FEEL THAT YOU HAVE BEEN OVERCHARGED OR TREATED UNFAIRLY, YOU MAY CALL 1-800-645-8544 TO OBTAIN INFORMATION ABOUT FILING A COMPLAINT.

<http://www.psc.state.wv.us/>

PSC FUEL SURCHARGE: WV PSC reviews, calculates and sets the fuel surcharge charged on all services of this motor carrier. The current percentage rate appears on your monthly statements.



2011 Annual Residential Letter



WHY YOU ARE RECEIVING THIS ANNUAL LETTER

In addition to meeting the West Virginia Public Service Commission Rules and Regulations, the purpose of this Letter is to provide you with information concerning our services and procedures. Please call our office with questions, concerns, and/or comments.

906 Arkansaw Road
Baker, WV 26801
304-897-6060
800-235-4044

www.envircoinc.com
Office Hours: 8:00am-4:00pm
Monday through Friday
Proudly Serving Hardy & Grant counties since 1990

Date Provided: September 28, 2011



WHAT'S NEW AND COMING SOON!

Have You Noticed?

~**New Logo** Phasing into our stationery and our local advertising.

~**Online Bill Pay** It's easy to use! Give it a try! No stamp, no envelope. Pay or view your account in your PJs. Even sign up for recurring payments and email notification. Call us for more details. Accepting credit/debit: Mastercard, VISA, Discover and eChecks.

If you are enrolled in recurring credit/debit card payments, please remember to update expiration dates and/or card information.

COMING MID/LATE-2012: Ability to view "pending payments" to verify payment confirmation and to avoid duplicate payment attempts.

~**Revised Website** Check out EnvircoNews! Enroll your email address to keep informed of any Route Changes and Useful Customer Tips. Only receive an email when new posting is available.



Reuse of Envelope

Save the stamp: Use Online Bill Pay or call our office to make payments over the phone.

If you have been using our tip to reuse our envelope, PLEASE remember to do the following to satisfy the United States Postal Service rules & regulations:

1. Mark out all USPS barcodes.
2. Place a valid **STAMP** over our preprinted stamp area. Effective 11/1/2011, customers neglecting to place a stamp on the return envelope **WILL be charged for the postage. A charge will be applied to your account for EACH occurrence for the applicable postage fee.**
3. Include your payment. Sign your check or money order.
4. Make sure our Remit To address appears in the window.



CEDs: Covered Electronic Devices

Senate Bill No. 398

Please be aware

that the collection of CEDs may change due to landfills no longer accepting these items. The West Virginia Public Service Commission is currently reviewing the Rules & Regulations concerning the collection and disposal of these items.

Updates will be posted on our website

FREE COLLECTION DAY FOR CEDs

Sponsored by Region 8 Solid Waste Authority

Call 304-257-2644 for more information

DATE: Saturday, October 8, 2011

LOCATION: Moorefield WalMart **TIME:**

9:00am to 3:00pm **LIMIT:** 10 items



Sharps-Please Dispose Safely

Medical Needles, Broken Glass, Sharp Hard Plastic Packaging, Scrap Metals

These sharp objects pose a serious danger to those "taking out the trash" and to our employees. Use common sense and think of the potential hazards and the safety to others.

Please help alleviate the danger by properly disposing:

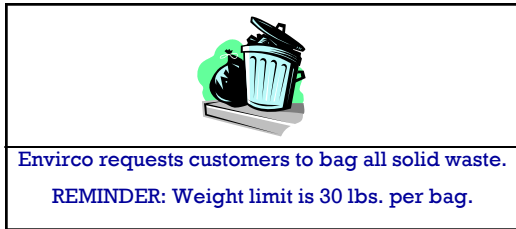
~**Medical Needles** should be placed in a hard plastic container, such as an empty laundry detergent bottle with the lid/cap securely closed. Place the bottle inside a heavy corrugated cardboard box and close with duct tape. Label box "Sharps Enclosed" so our employees know to handle with care. Or, check with your doctor/supplier for proper disposal.

~**Broken Glass** and other sharp objects should be wrapped in duct tape or contact/shelving paper and placed in a securely closed cardboard box for safe disposal.

2011 Annual Residential Letter

COLLECTION ROUTES

Solid waste is required to be ready for collection at 6:00am on your scheduled collection day. Per WV PSC rules and regulations and to avoid injuries, Enviroco Inc. is not required to collect solid waste from a residential customer that does not have solid waste in a suitable, waterproof container with a loaded weight of thirty (30) pounds or more. A suitable, waterproof "container" shall include plastic bags and garbage cans.



When roads are hazardous and the safety of our employees, as well as other drivers, is in jeopardy, solid waste collection may be delayed and/or postponed until the following week or until the road conditions improve.

Updated collection route information during inclement road conditions is frequently updated on our website www.envircoinc.com, our telephone messaging system and announced on WELD and WQWV radio stations.

TIP: Sign Up for EnvirocoNews and you will be notified via email as soon as any changes occur.

911 Addressing: Posting of your physical 911 address near the placement of your solid waste either on dwelling and/or mailbox is helpful in routing efficiency.

BILL PAYMENTS

Please allow at least five (5) business days for Enviroco Inc. to receive and post your payments. **Overdue payments must be received in our office prior to termination dates.** All overdue payments posted after the 15th of each month will be subject to a \$5.00 late payment fee. Terminated accounts must pay entire account balance plus a \$5.00 restart fee. For your convenience, payments may be mailed to Enviroco Inc. or made at the following banking institutions:

Capon Valley Bank, Summit Community Bank, Grant County Bank, First United Bank & Trust, or Pendleton Community Bank

Or, pay online at www.envircoinc.com

Must agree to payment terms & conditions, customer is responsible for sufficient funds available and updating expiration dates and vital payment information.

HAZARDOUS & UNACCEPTABLE ITEMS

YARD WASTE: TREES, LIMBS, STUMPS, GRASS CLIPPINGS, ETC.
 Wet Paint Paint Thinner Batteries
 Tar Freon Items Medical Waste
 Petroleum Oil Chemicals
 Sludges Asbestos Pesticides
 Electronic Devices

HOLIDAY SCHEDULE

The OFFICE is CLOSED in observance of the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.



UNLESS LANDFILL CLOSURES DICTATE OTHERWISE, SOLID WASTE ROUTES ARE COLLECTED ON ALL HOLIDAYS EXCEPT CHRISTMAS DAY.

BULKY GOOD & TIRE COLLECTION

Per residential customer, one bulky good item per month and up to 4 tires per month no more than 16.5 radius off rim (annual limit of 8) are allowed at no extra charge. These items MUST BE SCHEDULED at least 5 days in advance of your scheduled day.

Any customer having more than one bulky good item and/or 4 tires per month or an excluded item MUST call for a special pick up quote.

For items containing FREON, this hazardous material MUST BE REMOVED by a certified person/business PRIOR to collection.

The following is required by WV PSC:

"Your service includes monthly removal of oversized items including, but not limited to refrigerators, washing machines, clothes dryers, dishwashers, ovens, stoves, microwave ovens, and other appliances; televisions; home computers; air conditioners; bicycles, furniture; waste tires off the rim, having a radius of no more than 16.5 inches, from automobiles, from pickup trucks, from motorcycles, from all-terrain vehicles, and from farm tractors; and other items, not included in the above, that are at least three (3) feet in length, width, or height or at least fifty (50) pounds in weight. The following items are not included in bulky goods service and your solid waste collector may refuse to pick them up: (a) automotive components, parts, or frames that weigh at least two hundred (200) pounds each; (b) automotive parts, such as motors and transmissions, that have a high density; (c) hazardous waste; (d) items that can be easily divided and placed into bags, boxes, or other containers, less than three (3) feet high, long, or wide, that, with contents, weigh less than fifty (50) pounds each; and (e) construction and demolition debris generally. This service is designed to eliminate the illegal disposal of oversized items." Bulky goods pick up in your neighborhood will occur each month:

COLLECTION DAY

Monday customers
 Tuesday customers
 Wednesday customers
 Thursday customers

MONTHLY BULKY GOOD DAY

4th Monday
 1st Tuesday
 2nd Wednesday
 3rd Thursday



RECYCLING SCHEDULE

Times at all locations: 9:00am-12:00pm

Items must be brought during these hours ONLY.

No exceptions!

This service is for Enviroco customers ONLY.

Must show valid recycling receipt from Enviroco Inc.

Receipts are printed on monthly statements. If you need a recycling receipt, valid receipt copies can be obtained simply by calling our office.

Violators subject themselves to litter laws and applicable fines.

Check our website for updated lists of acceptable recyclables or simply contact our office.

Recycling Schedule is as follows:

Monthly Saturday	Recycling Location
First	Wardensville Carnival
Third	Moorefield Industrial
Fourth	Mathias Community
Call for details	Grant Co. Customers

Due to HOLIDAY, there will be NO RECYCLING on the following date:

Saturday, December 24, 2011

In cases of inclement weather, Recycling Days may be canceled. Check our website or call our office for updates.