

Terms of Service

Trash and Recycling Carts:

County Code requires the storage of household trash in a water-tight, insect-proof container, which is equipped with a tight-fitting lid. Household trash in secured plastic garbage bags maybe set out for collection for a period of not more than 12 hours. Republic Services is not responsible for personal trash containers and lids that are lost or damaged. Republic Services offers upon request, a 96-gallon wheeled trash cart, a 64 gallon wheeled recycling carts or 22 gallon recycling bin. Up to two extra wheeled trash or recycle carts are available for an additional monthly fee. Customers are responsible for the maintenance and cleaning of the wheeled trash cart. There will be a fee for any wheeled toter in need of repair or replacement due to negligence or misuse. Trash carts, recycling carts and bins remain the property of Republic Services and are provided to our customers for the duration of service. Republic Services provided equipment repair requests should be made to 703-818-8222.

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 each week due to uncontrollable circumstances. 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. Republic Services is not responsible for personal trash containers and lids that are lost or damaged.

Republic Services Will Not Pickup:

Flammable products and liquids, gasoline, oil, paint cans, tires, animal carcasses, manure, tree stumps, dirt, sod, gravel, 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 such as freon, explosives, live ammunition or weapons, large amounts of animal waste, oversized brush, (longer than four feet in length or six inches in diameter), bags weighing more than 50 pounds or any items that cannot be safely loaded by our crews for removal or any items that may damage our hauling equipment. Construction debris is considered a special pick-up, listed under Special Pick-Up. Republic Services will not be responsible for any items, large or small left within 10 feet of curb line. Republic Services is not responsible for personal trash containers and lids that are lost or damaged.

Safety Considerations:

Tying lids to trash container may endanger our employees. Sharp objects, such as needles, razor blades, and knives, should be placed inside of durable plastic bottles, sealed with tape, placed in the trash and marked accordingly. Large pieces of glass should be duct taped along the edges with a large X taped in the center from corner to corner, to reduce the risk of injuries. Since ashes remain hot for several days, store them in a metal container outside of your house for a week prior to putting them out for pickup. 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 line may be collected as trash. Display your address prominently at your service location. This not only aids our collection crews, but emergency vehicles as well.

Municipal Solid Waste (Household Trash) & Special Pick-up:

Our collection crews will collect 1 cart & 5 bags of household trash that is generated weekly by our customers and placed at the curb at a minimum of once a week. For all other household items, such as, cleanout, appliances, furniture, carpet, construction material, and other large or bulky miscellaneous items require special attention. Please call our office or visit our website www.aaatrash.com in advance, to schedule your pickup of these items. There is a minimum charge of \$75.00 for special pick-ups.

Recycling:

Republic Services provides curbside single stream recycling collection for all plastic #1-7, cans, glass bottles and jars, and mixed paper once per week. **Mixed Paper Includes:** Junk Mail, Magazines, catalogs, newspapers, phone books, cereal and cracker boxes, wax coated paper (milk cartons), and cardboard. Republic Services would prefer that large cardboard boxes be flattened down. Styrofoam packing material and plastic bags must be removed from the boxes. Items not acceptable for curbside recycling: Light bulbs, ceramic dishes, cookware, metal coat hangers, soiled pizza boxes, styrofoam, packing materials, plastic bags, aluminum foil or foil pie pans. Please visit your county's website for more details.

Yard Waste Collection:

It is our goal to pick-up what is set out for collection but during peaks in yard waste production, we may choose to limit collection to 20 bags of yard waste per pick-up day. We are not a tree removal service. **Brush and limbs must be less than 6 inches in diameter, cut into 4-foot lengths or less, bundled with rope or twine and cannot exceed 50 pounds. Yard waste or bundles that do not meet these set-out requirements will not be collected.** All unbundled brush will be considered a special pick-up. Please call our office or visit our website in advance to schedule your pickup of these items. The minimum charge for a special pickup is \$75.00.

Prince William County: residents may place yard waste, including Christmas trees out with their normal household trash year-round.

Loudoun County: residents must place yard waste out on their scheduled yard waste collection day, from March 1st through December 24th. Grass clippings, leaves and twigs can be placed in paper bags or personal containers. See instructions below for Christmas tree collection.

Fairfax County: residents must place yard waste out on their scheduled yard waste collection day, from March 1st through December 24th. Grass clippings, leaves and twigs can be placed in paper bags, personal containers, clear plastic bags or black plastic bags marked with an "X".

Christmas Tree Collection:

We provide a special collection for **Christmas Trees** up to 8 feet long during the first two weeks of January on your regularly scheduled yard waste day. Please remove all decorations & tinsel before placing at the curb. Trees not picked up by the second Wednesday in January will be collected with the trash the following week.

Weather Cancellations and Delays in Service:

Republic Services at times may need to cancel or postpone collection services due to weather, disasters, acts of God, emergencies or uncontrollable circumstances. Areas that remain unserviceable will be postponed 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 call our Customer Service Center at 703-818-8222. We will make every effort to provide service as conditions allow. There will be no adjustment made to your bill for service cancellations or delays due to situation out of our control, such as: weather, unsafe road conditions, etc.

Holidays:

We do not provide service on Thanksgiving, Christmas, 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 trash service day falls on a holiday, you will be picked up on your next scheduled pick-up day. One time a week trash service, recycling and yard waste that falls on a holiday will be rescheduled after the holiday. Please call our Customer Service Center for updates on holiday service and foul weather delays at: 703-818-8222 or visit our web site at www.aatrash.com.

Payments & Billing Statements:

Bills are mailed every three months and payment is due 15 days from invoice date. If service is interrupted due to delinquent status a \$35.00 reinstatement fee will be assessed to your account.

There is a \$25.00 fee for all returned checks, so be sure to:

- ✔ Make check payable to **Republic Services of Virginia**
- ✔ Write your account number and service address on the check. Please remember to sign your check.
- ✔ We do accept MasterCard, VISA, Discover, American Express, or electronic payments from your bank account via www.aatrash.com (click on pay your bill on-line) or by phone at: 414-837-2400.

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 at 4619 West Ox Road, Fairfax, Virginia 22030, directly across from the Fairfax County I-66 Landfill/Transfer Station. No adjustments will be made to your bill without prior approval from the office of Republic Services.

Rates, Fees and Charges:

We will provide 30-day written notice in the event of a rate increase and it will become effective as of the date stated in your notification. Invoices will be adjusted for the increase even if prepayment has been made at the previous rate. Following is a list of our standard fees and charges: \$25.00 fee for all returned checks, \$85.00 dollar minimum charge for special pickups, up to \$45.00 equipment collection and reconditioning fee that applies only to customers using our equipment and requesting to have the equipment removed or when service is cancelled and company equipment must be recovered, up to \$2.00 admin fee, up to \$15.00 per month fuel and environmental fee (fuel is a calculation of the current market rate as published monthly on the Department of Energy's website), no fee for a damaged cart exchange unless caused by customer neglect, \$25.00 fee for trash cart delivery to new customers, \$5.00 fee per month for each additional trash cart, \$25.00 swap out fee for a clean cart, \$5.00 charge to buy your recycling bin if you choose to keep it once we have delivered a recycle cart, \$100.00 charge to cover our lost property if our equipment is not able to be recovered upon cancellation of service. Customers under contract at the time of cancellation will be invoiced for the remaining term of their contract.

Service Cancellation:

You must personally notify our office in advance by phone when you plan to move, cancel, or transfer service. Written notifications are not accepted, as we must arrange to remove our equipment. Unless we are notified in advance, you will remain responsible for the accrued monthly charges. All cancellations are made effective the last day of the month in which the cancellation is requested by phone. Upon cancellation of service, the trash cart and bin will be scheduled for removal and an equipment collection and reconditioning fee of up to \$45.00 will be applied to your account. If the equipment is not recovered, or is lost or stolen, then the account will be charged \$100.00 to cover the cost of our lost property. Refunds will be processed within 60 days of cancellation. Customers under contract at the time of cancellation will be charged for the remaining term of their contract.

Our office is located at 4619 West Ox Road, Fairfax, Va. 22030 and is directly across from the Fairfax County I-66 Landfill and Transfer Station. Our fax number is 571-328-7640. To speak with a customer service representative you may call our office at 703-818-8222, Monday through Friday from 8:00 a.m. to 5:00 p.m. and on Saturday from 8:00 a.m. to 12:00 p.m. You may also contact us by visiting our website at www.aatrash.com.

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