



Making the Right Choice

Toters and Bins

All trash must be placed in an AAA wheeled trash cart, a standard trash can or tied plastic bags. AAA offers upon request a 96-gallon wheeled trash cart and recycling bin. Up to two extra wheeled trash carts are available for an additional fee per month each and up to two extra recycling bins are available at no cost. For future reference, please keep a record of the serial number on the trash cart that has been delivered to your service location. If your cart needs repair or replacement, please call our office or contact us via our website at www.AAAtrash.com. Please remember, the customer is 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 bins and Recycle Bank carts remain the property of AAA Recycling and Trash Removal Services and are provided to our customers for the duration of service.

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 due to uncontrollable circumstances that we may encounter day to day. 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. **Reminder: For safety reasons trash placed out in bags weighing in excess of 50 pounds and brush longer than 4 feet in length or 6 inches in diameter will not be picked up.**

Cancellations and Delays

AAA Recycling and Trash Removal Services at certain time 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. For up to date information concerning delays and cancellations, please visit our website www.AAAtrash.com or 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 cancellations or delays.

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 service day falls on a holiday, please check our web site www.AAAtrash.com for continuous updates or call our Customer Service Center for updates @ 703-818-8222.

AAA Will Not Pickup

Flammable products, Oil, Paint cans, tires, animal carcasses, manure, tree stumps, dirt, 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 or oil, explosives, live ammunition or weapons, large amounts of animal waste, oversized brush, (longer than 4 feet in length or 6 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.

Scope of Our Responsibility

AAA Recycling and Trash Removal Services will not be responsible for any items, large or small left within 10 feet of curb line. AAA is also not responsible for personal trash cans or lids (Except for the very durable AAA wheeled trash and Recycle Bank carts that has been assigned to you) or cans that are packed too tightly.

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, then place in the trash and marked accordingly. Since ashes remain hot for several days store in a metal container outside of your house for a week prior to putting them out for pickup.

Other Considerations

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.

Billing Statements

Bills are mailed every three months and payment is due upon receipt. If service is interrupted due to delinquent status a \$25.00 reinstatement fee will be assessed to your account.

Payments

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

- Make Check Payable to AAA Recycling and Trash Removal Services
- Write your account number and service address on the check
- Sign your check
- We do accept Visa and MasterCard payment via Customer Service Center

Please mail all checks in remittance envelope as our route crews are not authorized to handle payments. Payments maybe dropped in our Payment Box at our Main Office located on 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 AAA Recycling and Trash Removal Services.

Rates 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.

Charges: \$25.00 fee for all returned checks, \$50.00 dollar minimum charge for special pickups, up to \$45.00 equipment collection and reconditioning fee when service is canceled and equipment is recovered, up to \$7.00 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 when customer brings dirty cart to AAA office, \$45.00 swap out fee for a clean cart when AAA delivers to customer, \$5.00 charge to buy your recycling bin if you choose to keep it once we have delivered a Recycle Bank cart, \$100.00 charge to cover our lost property if our equipment is not able to be recovered upon cancelation of service.

Service Cancellation

You must personally notify our office in advance by phone when you plan to move, cancel or transfer service. Unless we are notified in advance, you will remain responsible for the accrued monthly charges. Upon cancellation of service, the trash cart and bin will be scheduled for removal and a \$45.00 equipment collection and reconditioning fee 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 due will processed within 60 days of cancelation.

AAA Recycling and Trash Removal Services- "Making the Right Choice"

Our office is located at 4619 West Ox Road, Fairfax, Va. 22030 and is directly across from the Fairfax County I-66 Landfill/Transfer Station. Our fax number is 703-803-1379. 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. You may also email us aaatrash@repsrv.com or visit our website at www.AAATRash.com.

Special Pick Up

Our crews will collect all the household trash that is generated weekly by our customers and placed at the curb. For household cleanout, appliances, furniture, 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 \$50.00 for special pick ups.

Recycling

AAA provides curbside recycling collection for plastic bottles with a neck, cans, glass bottles and jars, and mixed paper. **Mixed Paper Includes:** Junk Mail, Magazines, catalogs, newspapers, phone books, cereal and cracker boxes, flattened cardboard. AAA would prefer (3ft x 3 ft). Items not acceptable for curbside recycling: Light bulbs, ceramic dishes, cookware, pizza boxes, plastic or wax coated paper (milk cartons). Hardcover books, Styrofoam, plastic bags, aluminum foil or foil pie pans, yogurt/margarine tubs or similar items. Go to the links listed for your county to get specifics. The links are www.fairfaxcounty.gov\opa\get ; www.pwcgov.org; www.loudoun.gov.oswm\recycle and www.arlingtonus.departments\environmental . Currently AAA is offering **Recycle Bank** rewards in some service areas. Please visit our website or www.RecycleBank.com for more information.

Yard Waste Collection

All yard waste to be collected must be prepared accordingly and placed to the curb for collection. Please check your County office for information specific to your area. Prince William County residents may place yard waste out year-round with the trash. Fairfax and Loudoun county residents must place it out separately from March 1st through December 24. Note: Composting, chipping and mulching are great ways to recycle your yard waste. These products can be used to improve the overall health of your lawn and garden. It is our goal to pickup 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. **Brush and limbs must be cut into 4-foot lengths, bundled with rope or twine and should not exceed 50 pounds.** Grass clippings, leaves and twigs can be placed in paper bags or personal containers in Loudoun County. In Fairfax County you may also use clear plastic bags or personal containers in Loudoun County. In Fairfax County you may also use clear plastic bags or black plastic bags marked with an "X" for collection. **Tree limbs that are larger than 6 inches in diameter and 4 feet in length 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 \$50.00.