

Aarrow Disposal
PO Box 865 Mars, PA 16046
RETURN SERVICE REQUESTED



1025 Bundy Ave
Youngstown, OH 44509
Phone: (330) 792-2487
Fax: (330) 792-4529
www.ohiovalleywaste.com

November 1, 2021

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Dear Valued Customer:

Aarrow Disposal has restructured our service areas to enable us to continue to provide efficient service to our customers. We thank you for being our loyal customers.

Effective November 1, 2021, we have come to an agreement with Ohio Valley Waste Service, Inc. to continue providing you with great service. Ohio Valley Waste Service, Inc. is a family-owned company who will also value our customers. They look forward to providing the same quality service you received from Aarrow Disposal.

Ohio Valley Waste Service welcomes you as a customer.

- Your current service level will remain the same through the transition.
- Your service day will stay the same. We will notify you if there will be a service day change.
- The billing times and quarters will remain the same. All bills sent to you from Ohio Valley Waste Service, are to have payments made payable to Ohio Valley Waste Service, Inc. and sent to P.O. Box 865, Mars, PA 16046.
- Payment methods we accept are checks, e-checks, Discover, Mastercard, Visa, debit cards, EFT transfers. You can also make your payment from our website www.ohiovalleywaste.com.
- Please update any auto payment method you use to be payable to Ohio Valley Waste Service, Inc., with our address including your new account number XX- XXXXXXXX-X.
- We offer email billing and encourage you to enroll to save paper and for reliable mail delivery. Please check the appropriate box when filling out and returning the enclosed customer form.
- Please fill out the enclosed customer information form and return it with your payment or you can fill out and submit this form online www.ohiovalleywaste.com/customer-update.
- If your account with Aarrow Disposal has a balance due, please pay in full any bill sent to you from **Aarrow Disposal** and mail it to their address. If you have prepaid months beyond the full-service period on your most recent Aarrow Disposal invoice, you will receive a refund from them.

Should you have any questions, please contact Customer Support at 330-792-2487 or email us at custservice@ohiovalleywaste.com. The office hours are Monday through Friday 8:00 am to 5:00 pm.

Ohio Valley Waste Service looks forward to a long-lasting business relationship providing reliable service to you. Thank you in advance for your cooperation and support during this transition.

Respectfully yours,
Aarrow Disposal, LLC.

Lance Newton, Owner
Allyson Perry, Owner

Ohio Valley Waste Service, Inc.

Douglas Vogel
Vice-President

WELCOME TO OHIO VALLEY WASTE SERVICE, INC.

We value all our customers and look forward to providing you with quality service.

Our Customer Service Dept. is open Monday through Friday from 8:00 am to 5:00 pm to assist you. You may contact us at 330-792-2487 option #1 or email us at custservice@ohiovalleywaste.com. Find additional information on our website at www.ohiovalleywaste.com. If you leave a voicemail or email after business hours, it will be responded to the next business day.

Extra items more than your service level must be called into office in advance to be prepaid and scheduled. See below for details.

Trash must be in bags/cans or our company provided cart. Each bag must be at least 3 mils thick and each bag or can should not be larger than your designated service level. Service levels of 32 gal the bag/can is not exceed 30 pounds. Cans should be watertight, metal or plastic, with tight fitting covers and have handles. **DO NOT USE PAPER BAGS, CARDBOARD BOXES OR 55-GALLON DRUMS AS GARBAGE RECEPTACLES.** Any items placed out in this manner will not be collected. *We assume no liability for replacement of any garbage can or receptacle.*

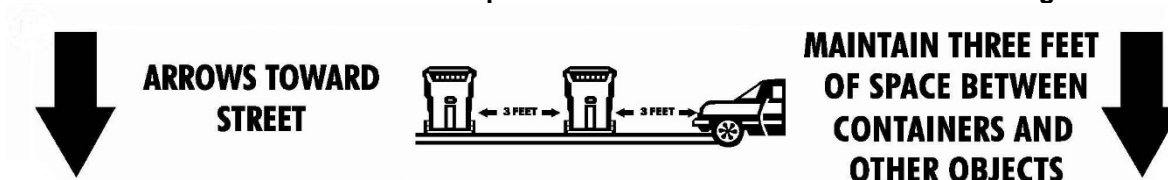
Clearly identify your street number on your mailbox or some type of permanent marker near the road. It's important to make the bags or containers visible to the driver. In the winter, remove snow from the area where you will place your containers and have a reasonably clear path to the containers for the vehicle and the driver. **It is highly recommended to close lids and use garbage bags in cans/carts. Drivers will not reach into containers to remove items that are stuck in the cart that will not freely come out when tipped.**

Extra Bags: In the event that you would have extra bags that need picked up. Please call the customer service department to schedule the pick up of extra bags on your collection day. You will need to prepay at a cost of \$3.00 for each 32 gal bag not to exceed 30 lbs. and \$5.00 for each 55 gal contractor/lawn and leaf bag not exceed 45 lbs.. *Price subject to change.

OHIO VALLEY AUTOMATED CART COLLECTION SERVICE:

- ✓ **Trash Cart:** Use trash bags and keep lid closed. **Drivers will not reach into carts to remove items frozen to the bottom.** Don't put more in your cart than it can hold with its lid closed. A 95-gallon cart shouldn't contain more than 150 pounds of waste.
- ✓ Place cart on a level area within 3 ft. of the street with wheels away from street and lid opening to the street. Keep 3 ft. away from any object such as a mailbox, vehicle, tree, basketball hoop, etc.
- ✓ Keep 2 feet away from any additional cart so the truck's arm can go around each cart.
- ✓ Your Ohio Valley Cart(s) have a serial number that is linked to your account. Be sure to keep your carts(s) from getting mixed up with your neighboring carts.
- ✓ Please be sure that no overhead wires or tree branches interfere with lifting the carts vertically. Carts placed too close to any object or an overhead obstruction will not be picked up due to the liability of damage to the object. Please **DO NOT** deface the cart. Additional charges may apply for the replacement of a cart damaged or defaced by a customer.

The lid needs to open to the curb and the wheels must be facing the house.



MISSED PICK-UP: All requests for missed collection must be made within 24-hours of collection day.

ITEMS NOT INCLUDED THAT **WILL BE PICKED UP FOR AN ADDITIONAL FEE** (including, but not limited to):

Please call Customer Service to pre-pay for disposal of these items and for further instruction. These items will only be picked up if they have been pre-paid by contacting our office.

- ✓ Large Appliances & Bulk Items: Household furniture, stoves, washers, refrigerators, water heaters and softeners (that have been emptied of salt, liquids and other chemicals)
- ✓ Mattress and box springs should be wrapped in plastic and taped closed for the protection of our workers.
- ✓ Building materials, refuse caused by repairs, alterations, remodeling, demolition and/or construction of any structures.
- ✓ Carpet, rugs and padding must be cut in sections no longer than 4 ft. in length, securely rolled and tied and not weighing over thirty (30) pounds.

ITEMS THAT WILL NOT BE PICKED UP THROUGH RESIDENTIAL SERVICE (including, but not limited to):

Call us for Roll-Off Service pricing and delivery.

- ✓ Paving materials, cement, stones, sand, dirt, sod, concrete, metal 55-gal drums, grease drums and limited vehicle parts
- Bushes, shrubs, vegetation with earth or soil attached to root system, tree trunks or pieces of tree limbs more than 3" in diameter.

ITEMS NOT ACCEPTED AND WILL NOT BE PICKED UP State Regulations prevent us from accepting the following:

ALL TIRES and vehicle batteries (lead acid batteries), large vehicle parts and fluids

- ✓ Sewage, excrement without specific DEP approval
- ✓ Household Hazardous Waste
- ✓ Any Liquids-examples: paints, solvent, paint thinners, oil, gas, kerosene, antifreeze or any other chemicals
- ✓ Devices containing mercury
- ✓ Electronic waste: (E-waste) as defined by PA DEP are items including but not limited to TV's and computers including desktop, laptop, tablet, E-readers and peripherals including monitor, keyboard, mouse, printer etc. Any device capable of receiving and displaying television or video programming. For more information contact your local municipality for hard to recycle services in your area.
- ✓ Propane/oxygen tanks, gun ammunition, explosives, fireworks, asbestos or any material that may be considered hazardous, volatile, radioactive, infectious or toxic.

NEEDLES and SHARP OBJECTS: Please protect our workers! Place all needles, syringes and lancets, in a hard-plastic container with a tight-fitting lid **taped** shut. Place with your regular trash **NOT** the recycling. Wrap all sharp objects, such as broken glass or sharp metal, in heavy paper and tape shut. **You will be held responsible for any needle sticks to our employees!**

HOLIDAYS: We close in observance of the following holidays:

New Year's Day Memorial Day Independence Day Labor Day Thanksgiving Day Christmas Day

If your scheduled collection day falls on or after a weekday holiday, your collection will be 1 day later that week.

If your scheduled collection day falls before a weekday holiday, there will be no change in your collection day.

If the HOLIDAY falls on a Saturday or Sunday there is NO change to your collection day.

There is **NO CHANGE** to collection for any other "observed" holidays including the following days:

Martin Luther King Jr. Presidents' Day Good Friday Easter Columbus Day Veterans Day

To print your own collection day calendar, go to www.ohiovalleywaste.com, click PRINT A SCHEDULE at the top of the home page.

PRIVATE DRIVES: The owner(s) of private road(s) or driveway(s) are required to sign a waiver of damages provided by Ohio Valley, holding Ohio Valley harmless for any damage that may occur on the private road(s) or driveway(s) during collection of waste/recycling. Private road(s) or driveways(s) are subject to additional charges.

BILLING: All accounts will be invoiced every three (3) months to be paid in advance of service rendered. Payments are accepted by mail or through our secure website. We accept Discover, MasterCard, Visa, debit card, and E-check.

Mail Payments including the remittance stub to: Ohio Valley Waste Service, Inc.

**PO Box 865
Mars, PA 16046**

PAYMENT: Payments must be received in our office by the due date or a minimum of a \$6.00 late charge will be added to accounts remaining unpaid. A late notice will be sent, and any unpaid accounts by the date specified in the notice will have service suspended until paid in full. *Any check not honored by the institution drawn upon and returned will be assessed a minimum \$35.00 service charge.*

GO PAPERLESS: enroll in electronic billing to receive your bill via email. Less paper and more convenient. To enroll, go to our website home page and click the "PAPERLESS BILLING" tab, be sure to fill in all required information then submit.

AUTOMATIC BILL PAYMENT enroll a credit card or a bank account for Electronic Funds Transfer (EFT) to automatically pay your account balance with every billing cycle. To enroll, print the form from our website, and follow complete instructions on the form.

SERVICE AND MOVING CHANGES: Notify us if you want to make a change to your service or before you are moving. Before your move, arrangements will need made to remove our cart and for any extra trash and items to be taken.

Visit www.ohiovalleywaste.com for announcements, holiday schedules, online payments, guidelines, a personalized collection day calendar, forms to enroll in paperless billing and automatic payment, as well as up-to-date schedule change due to severe weather. Employment opportunities are listed under the Career tab.



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Youngstown, OH 44509
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Enrollment Form
For Recurring Credit Card Payments and Email Billing

- I want to enroll in Recurring Credit Card Payments.
I want to enroll in Email Billing to receive my invoices via email.
I want to enroll in both Recurring Credit Card Payment and Email Billing.

If you choose to receive invoices via email, the Company will send invoices to the email address provided instead of sending paper invoices. This choice is voluntary and can be cancelled by contacting our Customer Service Department. Allow 2-3 weeks for set up.

Cust #: _____ Print Customer Name _____
Service Address _____ City _____ State _____ Zip _____
Phone # _____ Email Address _____

We offer both Recurring Credit Card Payment and Electronic Funds Transfer from a bank account, see back for EFT details. Please choose one method of payment and provide that information.

- DISCOVER CARD
MASTERCARD
VISA CARD

Credit card #: _____ Expiration Month _____ Year _____ Security Code _____
(on back of card)

Cardholder's information as it appears on your card statement.

Print Card Holder's Name _____
Street Address _____
City, State, Zip Code _____



- Beginning with my current outstanding balance.
Beginning with my next billing cycle.

- Customer agrees that all information provided is accurate and complete. Please notify the Billing Dept. of any changes in the status of this account. A fee may apply for returned payments.
The credit/debit card will be used to pay the customer's bill when charges are posted to the account and will continue until a written notice is submitted to stop automatic payments.
Please print your name, sign, and date this form. Return by mail to Attn: Billing Dept., Ohio Valley Waste Service, Inc., 1025 Bundy Ave., Youngstown, OH 44509 email: billing@ohiovalleywaste.com.

By signing, I authorize Ohio Valley Waste Service, Inc. to initiate automatic payments using the card or account information provided above to satisfy my debts.

Print Name _____ Signature _____ Date _____

Enrollment Form For Electronic Funds Transfer and Email Billing

- I want to enroll in Electronic Funds Transfer.
- I want to enroll in Email Billing to receive my invoices via email. Electronic payment is not required to receive invoices via email.
- I want to enroll in both Electronic Funds Transfer and Email Billing.

If you choose to receive invoices via email, the Company will send invoices to the email address provided instead of sending paper invoices. This choice is voluntary and can be cancelled by contacting our Customer Service Department. Allow 2-3 weeks for set up.

Cust #: _____ Print Customer Name _____

Service Address _____ City _____ State ____ Zip _____

Phone # _____ Email address _____

Bank Information: **WE REQUIRE A VOIDED CHECK TO PROCESS YOUR REQUEST.**

Name/Owner of Bank Account: _____

Name of Financial Institution: _____

Bank Account #: _____ 9

Digit Routing #: _____



- Beginning with my current outstanding balance.
- Beginning with my next billing cycle.

- Customer agrees that all information provided is accurate and complete. Please notify the Billing Dept. of any changes in the status of this account. A fee may apply for returned payments.
- This bank information will be used to pay the customer's bill when charges are posted to the account and will continue until a written notice is submitted to stop automatic payments.
- Please print your name, sign, and date this form. Return by mail to Attn: Billing Dept., Ohio Valley Waste Service, Inc., 1025 Bundy Ave, Youngstown, OH 44509 or email: billing@ohiovalleywaste.com.

By signing, I authorize Ohio Valley Waste Service, Inc. to initiate automatic payments using the account information provided above to satisfy my debts.

Print Name Signature Date



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Welcome former Aarrow Waste Customers:

Please take the time to complete this form and return with your payment or if paying online please email the completed form to custservice@ohiovalleywaste.com, or you can fill out and submit this form online www.ohiovalleywaste.com/customer-update. This will help us maintain up to date information for service, communication, and the waste industry's government reporting requirements to your municipality:

Co-Cust#: _____ - _____ - _____
(this is the 10-digit number on your Statement)

I have an Aarrow Toter, the number on the toter is:

Service Name: _____
First Middle Initial Last

Complete Service Address: _____
House # Street Name Apt./Unit #

City: _____ State: _____ ZIP: _____

Billing Name: _____
(if different from above) First Middle Initial Last

Complete Billing Address: _____
(if different from above) House # Street Name Apt./Unit #

City: _____ State: _____ ZIP: _____

Email address: _____

I would like to receive my bill via Email. By selecting this option, your next statement will be sent to you from custservice@ohiovalleywaste.com. If you do not receive your quarterly statement, please check your spam/detained folder.

Home Phone: (_____) _____ Cell Phone: (_____) _____

Authorized Additional Person on Account: _____

Authorized Additional Person Cell Phone: (_____) _____

If you live in a rural area, please provide directions from the nearest main road.

**Please remit payments to:
Ohio Valley Waste Service, Inc
PO BOX 865
Mars, PA 16046**