

## **Frequently asked Questions and answers**

### **Q. What if I need to close my account?**

A. An account is only closed when the residence is conveyed to a new owner. If you have sold the home outright, call and let us know so that we can open an account for the new owner. However, if you sell the home on a real estate contract, you must provide us with a copy of the properly filed REC before we can begin billing the purchaser.

### **Q. What is a decal, and how can I get one? How much does it cost?**

A. A vehicle decal is equivalent to having your account card. There is no cost for decals. You are allowed up to two decals per account and you must either obtain them at a station or the EVSWA office. The name on the EVSWA account must match the vehicle registration. You may go to any station Monday through Friday or the office can approve in advance for a Saturday or Sunday at a station.

### **Q. Do you offer a Veteran or Senior Discount?**

A. We only offer a low income discount; as set forth in the new Torrance County Resolution, 2017-051. To qualify for this 50% discount, customers must submit an affidavit located in the forms catalog section of this web site and show proof of a public assistance program provided by Torrance County Income Support Division. If you currently receive benefits from Income Support, including (1) cash assistance, (2) SNAP (food stamps), (3) LIHEAP, Temporary Assistance for the Needy Families (TANF), (4) or Medicaid. Please contact Income Support Division at 832-5640.

### **Q. No one lives in my house, why should I pay solid waste fees?**

A. As of July 1, 2016 property owners with vacant residences no longer pay any solid waste management fees. A property owner must submit an affidavit and application to qualify, and renew the application every year, with the stipulation that is set forth in the New Torrance County Resolution, 2017-051, for a Vacant Residence. Forms are available on this web site under forms catalog. Our customer service representatives can notarize your form in our office. People who have these accounts will no longer use the neighborhood collection stations, but may use the landfill. Disposal fees are determined based on type of waste and weight. Cash is not accepted at the landfill.

**Q. Do you have a payment plan?**

A. If you call our office you may talk to Customer Service and can set up a Promissory note. The set up for payments will be on a monthly basis either falling on the 1<sup>st</sup> or the 15<sup>th</sup> of the month.

**Q. How much trash can I take to the station when I go?**

A. Your account covers up to 2.5 cubic yards (a level bed truck load) of trash per week to the station. Excess loads will be charged an additional \$5.00 per yard. Note: If you have more than 10 cubic yards of trash the Attendant will direct you to The Estancia Valley Regional Landfill which is open only Monday through Friday (Please see Landfill info).

**Q. What is your billing cycle?**

A. EVSWA billing cycle is every quarter. We bill two weeks prior to the new quarter starting. The quarters start: January- March, April -June, July - September, and October - December.

**Q. Can I make a payment over the phone?**

A. Yes you may make a credit card payment over the phone. If you would like additional payment options you may go to Trashbilling.com and put your online account I.D. number in and use a credit card or pay with your bank information. You can set up for receiving e-mail bills and also set up your account automatically so you don't have to worry if you made your payment or not. The payment will automatically come out of your credit card or bank information on the 1<sup>st</sup> day of the beginning of the quarter.

**Q. Are you accepting employment applications?**

A. We will always advertise for job openings in the local newspaper such as the "Telegraph" or the "Independent." You are welcome to come into our office or pull an application from the forms page and fill one out and present it to our office Monday through Friday from 8-5 pm.

**Q. Can I throw construction debris at the stations?**

A. You may throw construction debris at the stations if it's residential and you are working on a home project. It cannot exceed over 2.5 yards for the week and if it does you will be charged an excess load of \$5.00 per yard up to 10 yards. Again if it is over 10 yards the attendant will direct you to our Estancia Valley Regional Landfill that is only open Monday through Friday.

**Q. Can I dispose of a TV?**

A. Yes. A TV is not considered e-waste unless it is a flat screen (e-waste may be recycled such as computers, monitors, stereos. E-waste does not count against your load) A TV will be a considered part of your regular trash.

**Q. Is the attendant supposed to unload my trash?**

A. Every station is a self serve station; if you are disabled and have more than a couple of bags we ask you to bring a person with you to help unload. However if the attendant is not busy logging in customers you may ask him to assist you with unloading trash from your vehicle.

**Q. Can I just verbally give the attendant my account or decal number?**

A. No. You must present your EVSWA payment stub or window decal to the attendant each time you visit a station. If you do not have your payment stub on hand we can either e-mail or fax you a copy of one.

**Q. If I give my relative/neighbor my payment stub can they take my trash for me?**

A. Yes. You are responsible for getting that payment stub back from your relative/neighbor.