



Frequently Asked Questions

Tellico Village POA Residential Solid Waste & Recycling Service

- 1. How can I contact Santek Waste Services for billing questions, *service concerns, requesting new service or cancelling service?***
 - *Mailing Address: Santek Waste Service , 1387 Wisdom Street, Chattanooga TN 37406-1749*
 - *Telephone customer service: 844-500-1161*
 - *Tellico Village resident-only email address: TVPOA@ Santekenviro.com*

- 2. Where will my solid waste be transported?**
 - *Loudon County Matlock Bend Landfill, 21712Hwy 72 N, Loudon TN.*
 - *Santek Environmental manages the Loudon County Matlock Bend Landfill.*

- 3. What types of waste material **CANNOT** be thrown in the 96-gallon cart that will be land filled? (*most common items*)**
 - *Paint (it can be dried up with oil dry or kitty litter and placed in cart no liquids)*
 - *No motor oil, insecticide, herbicide or hazardous chemicals*
 - *Radioactive material*
 - *Keep cart lid closed to keep rain water from entering.*
 - *Household medical syringes need to be placed in a hard plastic container or glass container to help prevent sticks to our employee's handling at your home and the disposal site.*

- *No HOT ASH placed in the cart.*

4. What wastes require special handling?

- Paint must be solidified with oil dry or kitty litter
- Medical syringes must be placed in a hard plastic or glass container to prevent sticks to employees.

5. What type of materials can I recycle in my 18-gallon bin.

- Aluminum cans, steel cans, tin cans, plastic containers #1 through #7, news paper including inserts (remove plastic sleeves) , cardboard (no waxed cardboard), magazines, catalogs, telephone books, junk mail, white & colored copy paper, cereal boxes, junk mail, paperback books (no hard cover books), glass (brown, clear, green)
- All containers must be free and clear of contents or rinsed clean.

6. What type of materials CANNOT be recycled ?

- Metal clips, spirals or binders, plastic toys, plastic pools, plastic tarps, Styrofoam packing, plastic film, expanded foam or polystyrene
- Motor oil, insecticide, herbicide or hazardous chemicals
- Window glass, auto glass, mirrors

7. Where will my recycled material be delivered?

- RockTenn Recycling located at 1323 Proctor Street, Knoxville TN.
- Recycling services will be performed by Santek Waste Services

8. Where do I place my cart and recycle bin?

- At the end of your driveway close to the street and near the curb.
- Place on the opposite side of mail box if possible.

9. How often will I be invoiced for service?

- Every 3 months.
- Annual payments are acceptable.

- Your first billing will be sent the week of November 3rd 2014 for the service month(s) of November and December 2014, and January 2015.

10. When will my billing be canceled with Waste Connections?

- You last date of payment to Waste Connections will be October 31st, 2014
- Your POA staff has sent a letter notifying your current provider their last day of service for TVPOA. We suggest property owners follow up with Waste Connections.

11. If I pay by check, how much do I pay?

- You will pay \$12.68 per month or \$38.04 per quarter which is a discounted rate below the contracted price of \$13.06 per month.

12. If I pay by credit card how much will I pay?

- You will pay \$12.68 per month plus a 3% convenience fee for a total of \$13.06 per month or \$39.18 per quarter.

13. If I'm away from my residence for more than a month, can I suspend my service?

- Yes! You will need to contact Santek Waste Service Customer Service.

14. Do I own the 96-gallon cart and the 18-gallon bin once it's delivered to my residence?

- No. The containers are the property of Santek Waste Services.
- As the property owner, you are responsible for the care of the cart and bin.

15. What is the replacement cost of the 95-gallon cart?

- \$64 delivered to residence.
- If the cart or bin is damaged by the contractor, there will be no charge.

16. What is the replacement cost of the 18-gallon recycle bin?

- \$18 delivered to residence.

17. If my collection day falls on a holiday, how do I find out when my service will resume?

- Contact Santek's customer service center or the TVPOA web site.
- Our TVPOA routes are now set up for Monday, Tuesday Wednesday Friday.
- If you are not sure, place your cart out the same day as your normal service. To assure service.

18. When should I place my cart and bin out for service?

- All carts and bins should be placed at the curb by 6:30 a.m. on your service day or the evening before.

19. How can I find out my service day?

- Call Santek's customer service center.
- Look on the TVPOA web site for the map & street listing of your area's service day.

TWO-WHEEL CART SPECIFICATIONS



96-GALLON EVR® II UNIVERSAL / NESTABLE

Part Number:
79296

Size (l x w x h)
35-1/2" X 29-3/4" X 43-1/2"

Load Rating
335 lbs/151.9 kg

Wheel Diameter
10"

STANDARD COLORS



CONTEMPORARY GRANITE COLORS



64-GALLON EVR® II UNIVERSAL / NESTABLE

Part Number:
79264

Size (l x w x h)
31-1/2" X 24-1/4" X 41-3/4"

Load Rating
224 lbs/101.6 kg

Wheel Diameter
10"



32-GALLON EVR® II UNIVERSAL / NESTABLE

Part Number:
79232

Size (l x w x h)
24" X 19-3/4" X 37-1/2"

Load Rating
112 lbs/50.8 kg

Wheel Diameter
8"



48-GALLON EVR® II UNIVERSAL / NESTABLE

Part Number:
79248

Size (l x w x h)
28-3/4" X 23-1/2" X 37-1/2"

Load Rating
168 lbs/76.3 kg

Wheel Diameter
10"



24-GALLON EVR® II UNIVERSAL*

Part Number:
79224*

Size (l x w x h)
23-1/2" X 19-3/4" X 34-1/2"

Load Rating
84.0 lbs/38.1 kg

Wheel Diameter
10"

* 24-gallon cart does not nest when fully assembled, and is below Type B saddle height, so it may not be compatible with some semi-automated lifters.

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PO Box 5338
841 Meacham Road
Statesville, NC 28677

704-872-8171
800-424-0422

sales@wastequip.com
www.toter.com

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