

# Ace Introduction

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## Relationship with Simpsonville

- *Ace Environmental of SC, LLC (Ace) has been contracted by the City of Simpsonville to collect residential garbage, recycling, yard waste, and bulk items. These services provided by Ace will start September 1, 2016.*
- *All current collection days and standards will remain the same until then.*

## Ace Contact Information

- *For questions, comments, or concerns regarding garbage, recycling, brush, or bulk collection in the City of Simpsonville please contact Ace.*

*Email: [briana@aceofsc.com](mailto:briana@aceofsc.com)*

*315 Buncombe Street*

*Greer, SC 29650*

*864-877-0505*

## Service Standards

### Automated Garbage Collection

- *Garbage container must be placed at the curb and meet the collection standards. Other material outside the container is considered bulk and must be scheduled (see Bulk Item Collection for more information).*
- *Each unit will receive one container serviced once a week except the week after Holiday's.*
- *No material outside the container will be collected.*
- *Additional containers will be provided if your volume requires an additional container. There is an annual charge of \$36 per additional container.*
- *Ace will own all containers and customers will not be required to purchase containers.*
- *Containers must be placed at the curb by 7:00 am on collection day. Most routes will be adjusted to accommodate a Thursday and Friday collection schedule.*
- *Tires will not be collected and can be delivered to the County drop off centers or the retailers where the tires are purchased.*

### Yard Waste Collection

- *All brush, including limbs, must be bundled. This means placed in a stack no longer than 5' and 24" in diameter and tied securely (preferably with 10 ply twisted cotton string or twine). This is for the safety of Ace employees.*

- *All brush must be placed at the curb for collection and meet the following collection standards:*
- *Tied and Bundled- 5' length, no larger than 24" (2') diameter and no more than 50lbs. No single limb or trunk can be larger than 5' long x 6" diameter.*
- *Place at the curb at least 3' away from Garbage and Recycling container.*
- *One hopper full per week (estimated 2 yards).*
- *Leaves will need to be bagged.*
- *Grass clippings will be bagged; we recommend that you use a mulching mower so that you don't generate bagged grass.*
- *Any material generated by a contracted service provider (Lawn Service, Tree Service and other service providers) will need to be hauled away by that contractor.*

### ***Bulk Item collection***

- *One item per week will be collected so long as it is less than 50lbs or can be collected by the automated equipment.*
- *Other bulk items will need to be scheduled by contacting Ace and collection will be scheduled for the next collection week.*

### ***Recycling guidelines***

- *Residents will contact Ace to schedule delivery of a recycling container. Recycling containers are owned by Ace.*
- *Glass is prohibited in the recycling containers. Residents will dispose of glass in the garbage container. Currently there is no site that recycles glass in the Upstate.*
- *Paper, plastic, aluminum and cardboard. Items that may be placed in the recycling container include paper products; plastic bottles and containers; and aluminum and steel cans. Place all material in the container, no need to sort.*
- *All accepted recycled materials may be placed together in the recycling container.*
- *There will be no need for the resident to sort their recyclables.*

### **Collection Days *(Please call Ace with any questions, 864-877-0505)***

- *Thursday and Friday*
- *Ace will be providing collection service in the City of Simpsonville on Thursday and Friday of every week. Your service day will be for all collection services (garbage, recycling, yard waste, bulk) except for Holiday weeks unless you are notified otherwise .*
- *Starting September 1, 2016.*
  - *You can also check your collection day on the City of Simpsonville website ([Simpsonvillepublicworks.org](http://Simpsonvillepublicworks.org))*

- For more information on your collection day, you may visit the City of Simpsonville website ([Simpsonvillepublicworks.org](http://Simpsonvillepublicworks.org)). There you will find a map with collection days highlighted.

## **Containers (Please call Ace with any questions, 864-877-0505)**

*Only approved containers that are provided by the contractor or that have been sold by the city will be serviced.*

- **No store bought or the container type pictured below will be serviced.** The container pictured will be replaced as well as the old green containers with the removable lid. (This does not include the green recycle containers.) Please mark the container clearly if you would like us to dispose of the old container (place note on container saying "REMOVE" or mark with large "X" on top and sides).



### **Unserviceable containers will be switched before start of service**

- Prior to the start of service on September 1, 2016; Ace will be delivering replacement containers to residents that currently use a container that does not conform to collection standards. **NOTE: Non-conforming containers that were not replaced at startup will be replaced by the first half of October when a new supply is received.**

### **Containers are owned by Ace**

- All the current Recycling containers are owned by Ace and will be maintained by Ace. If your container is replaced moving forward, Ace will provide the new container at no cost to the resident, but Ace will retain ownership and maintain the container owned by Ace. If you would like Ace to repair or replace your container, you will be required to convey ownership to Ace

### **Customers will call the City of Simpsonville to schedule a container swap**

- Only Ace approved containers will be serviced. If a resident needs an approved container, they will contact Ace with any service requests regarding containers

## Repairs and maintenance

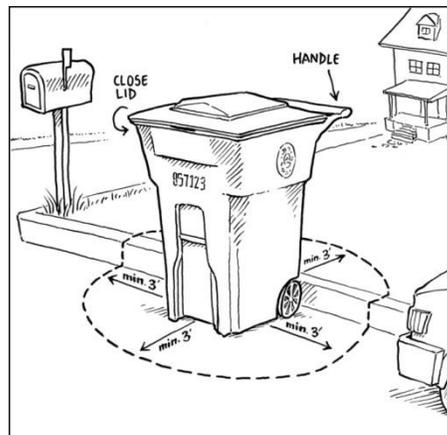
- All repairs and maintenance to the containers will be the responsibility of Ace for containers owned and provided by Ace.
- Any containers owned by customers can be exchanged for a container provided and owned by Ace. Ace will take ownership of the container.
- Residents are responsible for basic care of the container in their possession.

## Sec. 30-42.

- Accessibility of receptacles. All garbage and refuse receptacles must be brought to the public street curb or ditch line of the residence adjacent to a driveway on designated days, before 7:00 a.m. on the scheduled collection day, in order to ensure collection, and removed from the curb or ditch line before 8:00 PM of the scheduled collection day. Hauler approved containers must be accessible for curb side collection and if not so located when Hauler services the street shall not be emptied. Containers must have three (3) feet of clearance on all sides to allow truck to operate. Containers may not be placed directly under overhead wires, trees, etc., (in such case please place containers closer to street or locate at another position along the street but not in the street), or result in Hauler employees or the public being placed at risk when servicing.

## Container Clearance

- 3 ft. from all other objects, including mail box, recycling container, yard waste and 2 ft. from the street edge **toward the residence**
- Containers are to be placed no more two (2) feet from the edge of the street. This allows the automated trucks to service them. Containers will also need to have three (3) feet of clearance on all sides, including other containers. This allows the automated trucks to grab the container without hindrance
- The front of the container must **face the street**
- **Container must not be placed in the street!**



## Holiday schedule

### 2016      *Thanksgiving Day*      *November 24, 2016*

- *If your collection day falls on or after observed holidays, service will resume the following day for the rest of the week. For example, Wednesday will be moved to Thursday and Friday will be moved to Saturday. **Collection will not be affected by Christmas or New Year's holiday this year as these fall on the weekend.***