

TITAN

Recycle & Trash

OFFICE ~ 520-382-1009

Customerservice@titantrash.biz

Please Recycle These Items!

1. Newspapers
2. Brown Paper Bags
3. Corrugated Cardboard (remove plastic wrappers and flatten)
4. Paperboard (cereal and shoe boxes, remove plastic liners)
5. Milk Cartons and Drink Boxes
6. Molded Fiberboard
7. Magazines and Catalogs
8. Phonebooks
9. Printing and Writing Paper
10. Mail (envelope windows and labels ok, remove other non-paper items)
11. Other Paper (pamphlets, brochures, file folders, card stock, etc)
12. Plastic (PETE) Bottles (soda, water, etc. No trays or baskets)
13. Plastic (HDPE) Bottles and Jugs (Milk, water, juice, liquid detergent, shampoo, etc. No hazardous material containers)
14. Aluminum Cans
15. Steel/Tin Cans (non-hazardous aerosol cans are ok. No other steel)
16. Glass Food and Beverage Bottles and Jars. (no other glass)

****All food containment items/plates/bowls should be relatively clean and free of food residue**

Non-Recyclable Materials:

1. Plastic Bags
2. Yard / Landscape debris
3. Wide-mouthed plastic containers, tubs / buckets / pails
4. Paper plates / cups / towels, napkins, tissue paper
5. Styrofoam / Packing peanuts
6. Aluminum foil / Pie plates
7. Hazardous items, medical supplies, electronics or batteries
8. Clothes/Fabrics

****To ensure trash and recycle pickup, please have materials out by 7:00 AM on the day of pickup. Sharp items such as cactus or thorns will NOT be picked up unless they are contained in a way that workers do not have to directly handle them. We do not accept wet paints, any kind of motor oils or automotive waste, construction materials, or any materials generated by an outside contractor.**

FAQ's

- **Can I suspend my service for vacation or seasonal absences?**

Yes, our residential customers can place their service on hold for extended absences at no charge. Please notify our office VIA PHONE CALL OR EMAIL at least 2 weeks prior to leaving, and we will hold/credit your account based on your departure date. DO NOT write any instructions on your bill payment or tell your drivers. Please give us at least 2 weeks notice before reinstating service as well. Absence must be at least 30 days in order to place service on hold.

- **I moved or left for vacation and was still charged for service. Why? *TURN OVER**

If you move, leave for vacation, or wish to suspend or cancel service for any other reason, it is the customer's responsibility to notify our office prior to suspending or canceling service. Without proper notification, the customer will be responsible for any charges that are billed. We have no way of knowing you have left unless we are notified, and therefore the property is still being serviced and costs are still being incurred by Titan, regardless of whether the house is occupied or trash is put out. No credits will be given for past service if proper notification is not given by the customer. Please call or email our office, or write it on your payment stub if you have any changes to your account; do NOT tell your drivers or give them any written notice.

- Why isn't my pickup at the same time each week?

While our drivers try to, and generally do, maintain consistent schedules each day, there are many factors that affect the routes and service times, such as: trash volume, road traffic, equipment malfunctions and service, weather conditions, and special pickups. Please allow the drivers the full service day to pick up your trash before taking it in or calling to report non-pickup. Regardless of your usual pickup time, we recommend that all materials be put out by 7:00 AM on your service day to ensure pickup in case of unforeseen schedule changes.

Holiday Schedule – 2016

Holiday	Date	Status
New Year's Day	01/01/16	Normal Schedule
Memorial Day	05/30/16	One Day Delay
Independence Day	07/04/16	One Day Delay
Labor Day	09/05/16	One Day Delay
Veteran's Day	11/11/16	Normal Schedule
Thanksgiving Day	11/24/16	One Day Delay
Christmas Day	12/25/16 (Sunday)	One Day Delay all week

**** One Day Delay = On or after the actual holiday, your service day will be one day behind for the rest of the week. If your normal pickup day is BEFORE the holiday, your service will not be affected.****