

- **Why is the City of Leon Valley changing the residential and commercial waste and recycle service provider and why is the residential trash service being changed from two (2) times per week to one (1) time per week?**
  - These changes, including a desire for one time per week service, are the result of citizen feedback received during City of Leon Valley held Town Hall Meetings and Coffee with the Mayor meetings held in early 2017.
  - Benefits of one (1) time per week waste collection:
    - Safer due to less heavy truck traffic in neighborhoods
    - Less wear and tear on City streets
    - More environmentally friendly due to less emissions
    - Encourages more recycling
  - The City initiated a competitive bid process (RFP) in September 2017 as result of this citizen feedback.
  - City of Leon Valley staff reviewed and scored all competitive proposals and then made a recommendation to City Council during the December 5, 2017 Council Meeting.
  - Tiger Sanitation was deemed to be the most cost effective and best value for the City of Leon Valley.
- **Who is Tiger Sanitation?**
  - Tiger is a local, family owned and certified Women Business Enterprise (WBE) that has served Bexar and surrounding counties for over 25 years. We provide residential, commercial and industrial waste and recycle collections services to over 85,000 customers. We conduct business by a simple philosophy; provide an exceptional employee experience and an exceptional customer experience while creating value in all that we do. We are purposeful in our daily actions to excel in safety and compliance, customer satisfaction and operational excellence. Welcome to the Tiger family!
- **What to expect during the transition?**
  - Each Residence will receive a new 95 gallon Waste Cart (brown with a black lid) and a new 95 gallon Recycle Cart (brown with a green lid). **Your new carts will be delivered to your residence (curbside) during the week of December 26<sup>th</sup>.**
  - Waste Management will be responsible for removing Waste Management carts/containers on or after their last day of service during the week of December 26, 2017. Please contact Waste Management for further information regarding their carts/containers.
  - Tiger sanitation will dispose of any old resident owned garbage cans if the can/container is clearly marked with instructions to dispose of it.
- **What is my service day?**
  - Your service day for both trash and recycle will be the first service day of your current service schedule. If you currently have Monday/Thursday service, your new service day for both trash and recycle will be Monday. If you currently have Tuesday/Friday service, your new service day for both trash and recycle will be Tuesday. If you currently have Wednesday/Saturday service, your new service day for both trash and recycle will be Wednesday.
  - Tiger's contract with the City of Leon Valley begins on Monday, January 1, 2018. However due to the New Year's Day holiday, your service day that holiday week will

slide one day. For instance, Monday (New Year's Day) service day will slide to Tuesday, Tuesday service day will slide to Wednesday, and Wednesday service day will slide to Thursday.

- Tiger observes New Year's Day, Thanksgiving, and Christmas as holidays closed for business. During each of these weeks, service days will slide one day if the observed holiday falls on a Monday, Tuesday or Wednesday. All other holidays will be serviced as regularly scheduled.
- **What is included in the new Residential Waste and Recycling services?**
  - Each resident will receive a new 95 gallon waste cart and a new 95 gallon recycle cart with one (1) time per week curbside waste and recycle collection service. Residents may opt for a 65 gallon waste cart instead of a 95 gallon waste cart – see below for more information. Carts must be placed within three (3) feet of the curb/street by 7:00 A.M. of the scheduled service day.
  - Handicap, elderly or special needs customers may contact Tiger to establish special service arrangements. Call 210-333-4287 for additional details.
  - Each resident may set out an additional four (4) bundles, bags or personal containers. Bags and personal containers must each be 30 gallons or less and weigh 35 pounds or less. Bundles (tree or shrubbery cuttings) must be securely tied together forming an easy to handle package, not exceeding 4 four feet in length, 12 inches in diameter and 35 pounds in weight.
  - Tiger will provide semi-annual curbside loose brush and bulk collection. Dates to be determined. Each resident may place up to a total of eight (8) cubic yards (approximately 6' x 6' x 6') of loose brush and bulky items (white goods, appliances, furniture, and other oversized household items). Loose Brush and Bulk items must be separated and be placed within three (3) feet of the curb/street by 7:00 A.M. of the scheduled service day.
  - Additional "On Call" bulk collection services are available throughout the year. Email or call our customer service team at [customerservice@tiger-tx.com](mailto:customerservice@tiger-tx.com) or (210) 333-4287 for rates and more information.
  - Please refer to our "Policies" online for additional service terms and conditions.
- **What are the Residential Service Rates and Billing schedule?**
  - Residents have two service options:
    - One time per week trash **with a 95 gallon trash cart** and a 95 gallon recycle cart **for \$17.00 plus tax per month** or;
    - One time per week trash **with a 65 gallon trash cart** and a 95 gallon recycle cart **for \$16.75 plus tax per month.**
    - See below for instructions on how to opt for the 65 gallon waste cart.
  - Residents will be billed quarterly, one month in advance of services. For example, Residents will receive an invoice for April, May, June services on or about March 1<sup>st</sup>. Payment will be due by April 1<sup>st</sup>. **(Please note that the invoice for the first quarter of service (January, February, and March) during the initial transition from Waste Management will be mailed on or about February 1, 2018 and will be due on March 1, 2018.)**
  - Payments may be made to Tiger Sanitation as follows:

- Pay online at [www.tigersanitation.com](http://www.tigersanitation.com)
  - Pay with Auto Draft using a Visa, MasterCard, or Discover Card
  - Pay by mail with checks or money orders
  - Pay by phone at (210) 333-4287
  - Pay at our office located at 6315 US 87 E, San Antonio, TX 78222
  - See Residential Policies for additional information and restrictions
- **How do I obtain a 65 gallon waste cart instead of the 95 gallon waste cart?**
  - All Residents will initially be delivered a 95 gallon waste cart during the week of December 26, 2017.
  - Beginning January 2, 2018 through March 31, 2018, residents may contact our customer service team at [customerservice@tiger-tx.com](mailto:customerservice@tiger-tx.com) or (210) 333-4287 to request an exchange for a 65 gallon waste cart free of charge.
  - Tiger will begin exchanging carts during the week of March 26, 2018 to coincide with the beginning of the new billing quarter (April, May, June).
  - After March 31, 2018, a one-time \$15.00 cart exchange fee will be applicable for an exchange to/from a 95 gallon to a 65 gallon cart.
- **Who do I contact if I have a question, concern, complaint, or compliment?**
  - Our Tiger team is here for you! You may:
    - Email us at [customerservice@tiger-tx.com](mailto:customerservice@tiger-tx.com)
    - Call our local customer service team at **(210) 333-4287**
    - Facebook message us at <https://www.facebook.com/TigerSanitationSA/>
    - Visit our local office at **6315 US 87 E, San Antonio, TX 78222**
    - Snail mail us at **P.O. Box 200143, San Antonio, TX 78220**