

# **“FREQUENTLY ASKED QUESTIONS” FOR THE NEW REFRIGERATOR RECYCLING PROGRAM**

- **Who is eligible?**
  - 🕒 *All Vera Water & Power residential electric customers are eligible..*
- **Is my old freezer eligible?**
  - 🕒 *Yes, if it works and is a minimum of 10 cubic feet.*
- **How do I get more information?**
  - 🕒 *Check our web site.* 🕒 *Call Vera (924-3800) and ask for Mike*
- **Who do I call to pick up my old refrigerator?**
  - 🕒 *Call JACO at 1-877-577-0510.*
- **Can they pick up more than one unit?**
  - 🕒 *Yes, but there is a limit of 2 refrigerator per customer per year.*
  - 🕒 *Units must be in running condition and a minimum of 10 cubic feet.*
- **When will this program end?**
  - 🕒 *The current contract runs through December, 31 2011.*
- **How old is old?**
  - 🕒 *There is no maximum age for the refrigerator or freezer as long as it runs and is a minimum 10 cubic feet.*
- **How much will I get?**
  - 🕒 *A \$30 check.*
- **When will I get the check?**
  - 🕒 *Once the unit has been picked up, you can expect to receive a check within 4- 6 weeks.*
- **What is eligible?**
  - 🕒 *Refrigerators / freezers that are working and are a minimum of 10 cubic feet. The standard side by side refrigerator / freezer is 18 – 20 cubic feet.*
- **Will my account get credited?**
  - 🕒 *No, a check will be sent to you in 4 – 6 weeks.*
- **I own the house, but have renters. Who gets the check?**
  - 🕒 *If you own the refrigerator / freezer, you will get the \$30 rebate check.*
- **Does Jaco pick up on weekends?**
  - 🕒 *Yes, pick ups are available on Saturdays. Call JACO*
  - 🕒 *(877-577-0570) to schedule pick up.*