

Refuse Service Options and Recycling Program Changes

Dear Resident:

Below you will find various service options available to you for trash (aka: refuse) collection. In addition, we have provided the new collection changes to refuse and recycling. The refuse/recycling collection program schedule (the collection day) will not change. The only major change (other than pricing) is all residents will receive a cart with their service.

Depending on what refuse service you select, you will receive either a 96-gallon cart (one cart for unlimited) or a 35-gallon cart. Carts for your new refuse service will be delivered the week of September 20th.



Unlimited: Waste Management shall provide unlimited service to all residents selecting this option. In addition, each resident shall receive one 96-gallon cart at no additional cost. Each additional cart shall be \$3.00/month. If you need a second cart, you must call 1-800-343-6047 and request the cart. Please allow 7-10 days for delivery. \$12.59/home/month plus fuel.

Low Volume 1-3 bags/containers: Under this option, each resident shall receive one 96-gallon cart. Unlike the unlimited option, no other items shall be allowed outside the cart (bulk items are an exception). \$10.63/home/month plus fuel.

Low Volume 35-gallon container: This option is for the individual that does not generate more than one 35-gallon cart per week. Each resident selecting this option shall receive a 35-gallon cart – no other trash outside the cart (bulk items are an exception). \$9.08/home/month plus fuel.

Senior Program: Waste Management will provide a 35-gallon cart with a reduced rate - no other trash outside the cart (bulk items are an exception). You must provide proof of age to the Village offices. A qualified senior must be 65 years old or older. The Village will provide Waste Management a list of qualified residents prior to your service starting. \$6.75/home/month plus fuel

EOW Recycling: Waste Management is addressing a community issue of blowing recyclables throughout the community by supplying each resident with a 35-gallon cart (yellow lid) instead of the 18-gallon bin. If a resident does not want to change to a 35-gallon cart, they can continue to use the 18-gallon bin. The cost for this service is paid for by the Village; there will be no charge on the resident's bill for recycling services. Carts will begin to be delivered on August 31st. Your first pick up with the new recycling cart will be September 13th.



How Do I Sign Up:

In order to sign up for one of the services above you simply contact our Customer Service Center at 1-800-343-6047 and let them know what service you would like to sign up for. Please call in to sign up (call in) before August 27, 2010. By calling in you will avoid changes such as credits and or prorates on your bills. If you do not want to change your service, you do not have to call in; you will automatically default to the service you currently have (only the pricing will change). During the course of the contract, residents may change their service at anytime, however, there may be an adjustment in your billing, i.e. a credit or prorate depending on the bill cycle.

Example: if you currently have unlimited service, a 96-gallon cart will be delivered to your house (unless you already have one - there is no charge for the one cart) and you do not have to call in. Your new rate will be applied (\$12.59/month including cart, plus a fuel charge). If you request a 2nd cart, you will be charged \$12.59/month + \$3.00/month + a fuel charge.

If you have any questions, please contact our Customer Service Center at 1-800-343-6047. Please let your Customer Service Representative know that John Minear with Waste Management is the Municipal Representative for this contract. Thank you for allowing Waste Management to be your service provider of choice.