

## Rochester Hills Single Waste Hauler Program

- Began the single waste hauler program in April 2009.
- Current Waste Hauler is Allied Waste.
- Service provides weekly recycling with no sorting required. Recycling also earns the customer points that they can redeem for area services.
- The single waste hauler provides single family residential service only.
- Quarterly Rates are as follows:
  - Single Family
    - Curbside \$46.14 per quarter
    - The service provides senior discounts and incentive discounts.
- Attached you will find additional information regarding the Rochester Hills Program.
  - a. Important Information Regarding Your Waste Collection Service
  - b. Rochester Hills brochure titled, "Solid Waste, Recycling & Yard Waste Collection Guidelines.
  - c. Acceptable Recycling Material Guidelines
  - d. Single Waste Hauler Frequently Asked Questions
- There is additional information at the following Rochester Hills website:  
[http://www.rochesterhills.org/city\\_services/trash\\_pickup\\_and\\_recycling.asp](http://www.rochesterhills.org/city_services/trash_pickup_and_recycling.asp).

a. Important Information Regarding Your Waste Collection Service

# Important Information regarding your Waste Collection Service

1. Contracted Hauler is **Allied Waste**.  
**Allied Waste Customer Service phone numbers: 248-858-8999 or 800-858-0089**
2. Start date will be **March 30, 2009**
3. Service is for **single family homes only**
4. Five year contract: **2009 Price \$46.14 per quarter**  
**Contractor to bill individual homeowners prior to service quarter**
5. Discounts available
  - Senior Discount..... 5% (homeowners 65 years and older)
  - Pre-Pay 12 months..... 5%
  - On-line payments..... 3%

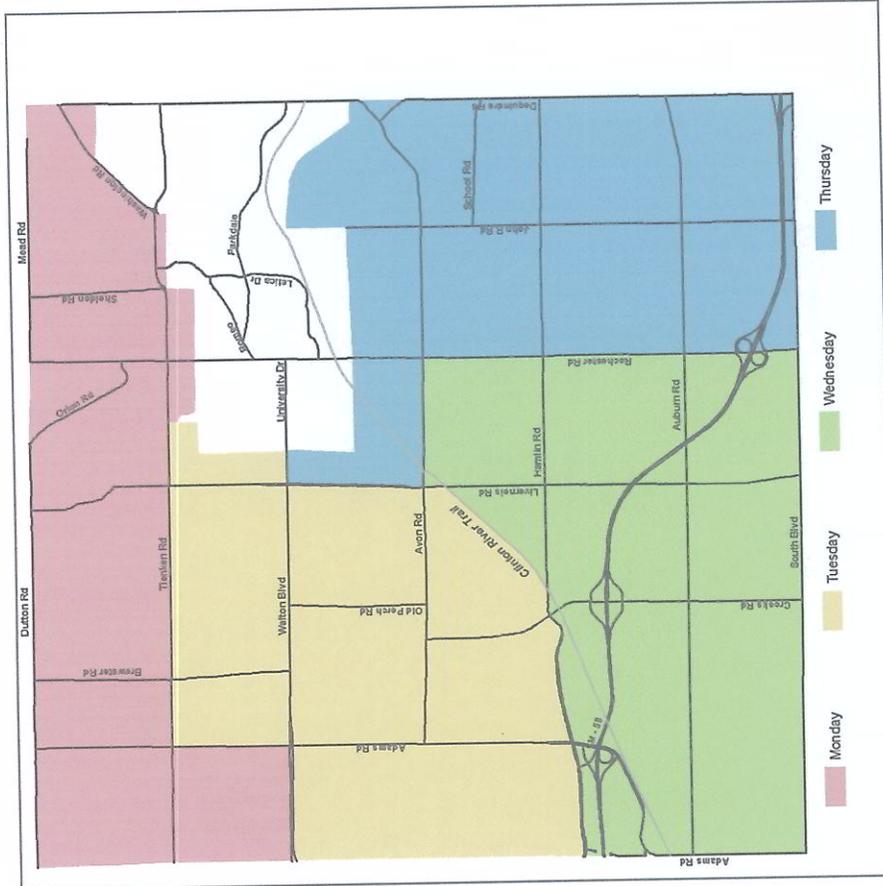
**Discounts are accumulative**  
Example: Pay quarterly online, receive 3% discount  
Example: Senior pays one year ahead, receive 10% discount  
Example: Homeowner who pays one year on line, receive 8% discount
6. Services
  - Weekly unlimited refuse pickup, **Monday through Thursday** scheduling  
**(95 gallon cart with wheels provided)**
  - Weekly single stream recycling (no sorting required) with Recycle Bank points earned **(65 gallon cart with wheels for Recycle Bank included)**
  - Yard waste during growing seasons (April 1 to November 30)
  - Monthly bulk item pickup (schedule prior to pick up)
7. For information about RecycleBank and how the program will work, go to the **Recycle Bank Website at [www.recyclebank.com](http://www.recyclebank.com)**

**For the latest information on the new single hauler program, call 248-841-2455**



- b. Rochester Hills brochure titled, " Solid Waste, Recycling & Yard Waste Collection Guidelines.

# Rochester Hills Collection Schedule



## Solid Waste and Recycling

Collected weekly according to the above designated collection day. To ensure pick up, please have all items to the curb by **6:00 am** on your collection day.

## Yard Waste

Collected weekly on your designated collection day from April 1 through November 30. *If you are unsure of your collection day, please call Allied Waste at 800-858-0089.*



Allied Waste Services  
1633 W. Highwood  
Pontiac, MI 48340

Important Information for  
City of Rochester Hills Residents ONLY

# City of Rochester Hills

Bryan K. Barnett, Mayor



in cooperation with

## Allied Waste Services

Solid Waste,  
Recycling &

Yard Waste Collection  
**Guidelines**

# Solid Waste Collection

Allied Waste will provide one 95-gallon curb cart for solid waste. Plastic trash bags tied and secured, 32-gallon watertight containers, or any 95-gallon cart may be used. All containers or bags should weigh no more than 50 pounds each. To ensure pick up, please have your items to the curb by **6:00 am** on your collection day (see map). Please leave four feet between your cart and other objects so we can service you quickly and efficiently.

## RESTRICTIONS

The following items are not allowed in our vehicles. Please be sure they are not included in your weekly trash.

- Liquid paint, pesticides, gasoline oil
- Gas cans, disposable LP gas tanks
- Cement, rocks, bricks, dirt, sod
- Logs, tree stumps
- Syringes, infectious hospital waste
- Liquid solvents, glue
- Car batteries, automotive parts
- Tires

## SPECIAL BULK ITEM PICKUP

Bulk items are anything you cannot place within your curb cart. Furniture, appliances, and carpet (must be rolled and tied in 4-foot sections) are considered bulk items. Please call at least 24 hours prior to your collection day to schedule a bulk item pick up.

Remember, only one bulk item pick up per month is allowed at no additional charge.

### HOLIDAY SCHEDULE

Allied Waste Services observes:

New Year's Day	Memorial Day
Independence Day	Labor Day
Thanksgiving Day	Christmas Day

If your collection day falls on or after a holiday, service will be delayed one day. If the holiday falls on a weekend, your collection day will **not** change.

## YARD WASTE COLLECTION

Grass clippings, leaves, brush and other yard waste will be collected weekly from the first week of April through the last week of November on your regularly scheduled collection day.

Place acceptable yard waste in biodegradable paper bags or loose in a container no larger than 32 gallons and no heavier than 50 lbs. Clearly mark **YARD WASTE ONLY** on the container. Twigs, brush, and shrubbery must be tied in bunches not more than 4 feet in length and not more than 3 inches in diameter.

We do not accept the following as yard waste:

- Straw or hay
- Fruit, apples, pears, etc.
- Logs, tree stumps
- Dirt, rocks, sod
- Yard waste in plastic bags



### INCLEMENT WEATHER

#### Heavy Snow:

Trucks will be sent out on schedule except in extreme conditions. Place trash on TOP of snow. Bags and cans must be accessible from the road. If trash is frozen to the ground, the driver cannot take it. Some services may be temporarily suspended due to weather/road conditions.

**c. Acceptable Recycling Material Guidelines**



# Thank You For Recycling!

We wish to thank you for doing your part to protect our environment. Your efforts truly do make a difference! Please follow these guidelines when gathering and preparing your materials for *curbside recycling*.

## ACCEPTABLE MATERIAL GUIDELINES PLEASE SAVE THESE GUIDELINES FOR FUTURE REFERENCE

 <p><b>Cardboard &amp; Paper Bags</b> Flatten cardboard &amp; cut into pieces No wax coated cardboard</p>	 <p><b>Paperboard</b> No wax coated paperboard</p>	 <p><b>Magazines &amp; Catalogs</b> All types &amp; sizes</p>	 <p><b>Junk Mail</b> Envelopes, flyers, brochures, postcards etc.</p>	 <p><b>Office Paper</b> All types and sizes</p>
 <p><b>Phone Books</b> All types and sizes</p>	 <p><b>Newspaper</b> Remove bags, strings and rubber bands</p>	 <p><b>Kitchen Cookware</b> Metal pots, pans, tins &amp; utensils</p>	 <p><b>*Steel &amp; Tin Cans</b> Empty cans only</p>	 <p><b>* Glass</b> Clear and Colored</p>
 <p><b>*Aluminum Cans</b> Empty cans only</p>	 <p><b>*Plastic Jugs/Bottles (#1 &amp; #2)</b></p>	 <p><b>*Household Plastic (#3 - #7)</b> Empty containers only</p>	 <p><b>*Plastic Bags</b> Most retail and grocery bags</p>	<p><b>RECYCLING BIN FULL?</b></p> <p>Clear plastic bags can be used for additional items if your bin is full.</p> 

### PLASTIC REFERENCE GUIDE

-  Plastic soft drink & water bottles, catsup, mouthwash and salad dressing bottles. Peanut butter, mayo, pickle, jelly and jam jars.
  -  Milk, water, juice, shampoo, dish and laundry detergent bottles; yogurt containers, cereal liners, grocery, trash and retail bags.
  -  Clear food and non-food packaging and electrical cable insulation.
  -  Dry cleaning, bread and frozen food bags, squeezable bottles e.g. honey, mustard, BBQ sauce, etc.
  -  Catsup bottles, yogurt containers, margarine tubs, medicine and vitamin bottles, etc.
  -  Compact disc jackets, food service applications, grocery store, aspirin bottles, cups and plates. (No Styrofoam)
  -  Three and five gallon reusable water bottles, some citrus juice and catsup bottles.
- \* See bottom of container for plastic type 

### UNACCEPTABLE ITEMS

- Paper Milk or Juice Cartons
- Styrofoam Containers/Packing
- Garbage
- Propane Tanks
- Paint Cans
- Medical Waste/Syringes
- Flammable Liquids
- Household Cleaners
- Chemicals (Dry or Liquid)
- Wood Items
- Concrete
- Garden Hose
- Electrical Cords

Please visit [www.followtherecycling.com](http://www.followtherecycling.com) for more information about recycling and how you can help.

\* Please rinse/clean containers before putting into recycling bin.

 Printed on Recycled Paper... We Care.



d. Single Waste Hauler Frequently Asked Questions

## Single Waste Hauler Frequently Asked Questions

**1. What is Allied Waste's phone number?**

**Answer:** 800-858-0089

**2. What is Recycle Bank's phone number?**

**Answer:** 888-727-2978

**3. When does the program start?**

**Answer:** The [Single Waste Hauler Service](#) by Allied Waste and the Recycle Bank program will officially begin on **March 30, 2009**.

**4. What is the cost?**

**Answer:** The first-year cost for 2009 will be \$46.14 per quarter. A 5% discount is available for homeowner seniors over the age of 65. A 5% discount is available for those who choose to pay for an entire year in advance. A 3% discount is available for those who pay their bill online.

**5. What services does it include?**

**Answer:** (1) The service will include unlimited refuse pick up on a weekly basis. A 95 gallon cart is provided at no extra cost. (2) Unlimited recycling is provided on a weekly basis. A 65-gallon cart is provided at no extra cost. This cart will have the [Recycle Bank](#) chip embedded in it to record your participation each week in the recycling program. (3) Unlimited yard waste between the months of April 1 to November 30 of each year. (4) Unlimited bulk pick up once per month when scheduled prior to pick up.

**6. I don't have a hauler because I don't have any garbage, do I still have to participate?**

**Answer:** Yes, participation is mandatory for all single-family homeowners. If you do not generate refuse, perhaps the items that you do discard can be recycled. While diverting recyclables from the landfill, and participating in the [Recycle Bank](#) program you can get rewards for recycling that can be used at businesses in the community.

**7. Is there a way to opt out of the service?**

**Answer:** No, it is required that all single-family homes participate.

**8. What do I do about my current hauler?**

**Answer:** You may continue with your current hauler, but it is important that you not pay for services past the March 30, 2009 start up date. Allied Waste has offered a transitional rate for the months leading up to the start date. Contact Allied Waste customer service at 800-858-0089 for more information.

**9. If we recycle a lot, we don't generate that much solid waste. Will a small container be available?**

**Answer:** The only size cart for the refuse is the 95 gallon size. If you wish not to use the refuse cart provided free with the program, arrangements may be made with Allied Waste in mid April 2009 to have them pick it up. You will be allowed to use a cart that you currently own if preferred. It should be noted that the Solid Waste committee designed the provided carts so that there would be a uniform, attractive look along the roadside during pick up days. The color was also intended to help the carts blend into the environment when not in use so use of the provided carts is preferred.

**10. If a house is vacant and no one is living there, why is there still a fee?**

**Answer:** It is important to note that the contract with Allied Waste has a no opt out agreement. All single-family homeowners will be required to participate whether the home is occupied or not.

**11. What is the age for the senior discount?**

**Answer:** To qualify for the senior discount you must be the owner of the home and 65 years or older. Allied customer service requires a copy of a driver's license or birth certificate to validate the homeowner's age. Black out the operators code numbers at the top and mail or fax the document to Allied Waste. For more information, contact the Allied Waste customer service line at 800-858-0089.

## Single Waste Hauler Frequently Asked Questions

**12. What days of the week will pick up be?**

**Answer:** Refuse pick up days will be Monday through Thursday each week. Click [here](#) to view a pick up day map or visit the city website at [www.rochesterhills.org](http://www.rochesterhills.org). Friday will be reserved as a pickup day during holiday weeks.

**13. Who will bill us for the service?**

**Answer:** Allied Waste will bill residents. Unless you have arranged to pay one year in advance, you will receive a quarterly bill from Allied Waste starting on April 15, 2009. Bills will be received from then on the 15th of July, October, and so on.

**14. What kinds of plastics can be recycled?**

**Answer:** All seven plastics will be accepted. Information regarding the allowable items will be part of the mailing information arriving at your home in the first quarter of 2009.

**15. Is cardboard material being recycled? What kinds and how is it to be prepared?**

**Answer:** All cardboard will be accepted except cardboard coated with plastic.

**16. Will Allied Waste require a deposit for a recycling bin?**

**Answer:** There will be no deposit required for either of the carts. The carts will be clearly marked indicating that it belongs in the City of Rochester Hills.

**17. What if I don't want to recycle?**

**Answer:** It will not be required to separate recyclables from the regular trash, but it would clearly be to your advantage to participate each week in the recycling program to earn the points toward the [Recycle Bank](#) coupons.

**18. Do I have to pay when I am away for several months of the year?**

**Answer:** Yes, you will be billed on a quarterly basis even when you are not in town. You will, however, receive a prorated credit up to a total of \$20.00 annually if you are gone at least one month or more. If you have paid one year in advance, the credit will be applied to your next year bill.

**19. Who do I call if I have a question about my bill, or a complaint about the service?**

**Answer:** Starting March 30, 2009 all customer complaints and inquiries shall be directed to the Allied Waste customer service line at 248-858-0089.

**20. Who do I call if I am unable to resolve complaints with Allied Waste customer service?**

**Answer:** You may contact the Supervisor of Ordinance Compliance at 248-841-2441.