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All of us at Rizzo Services are looking forward to a long and valued relationship with Bloomfield Hills and a smooth, seamless transition starting March 31, 2015.

We hope that you find this information to be helpful in establishing a safe and efficient solid waste program. Should you have any questions or need additional information, please contact our Customer Care Center at 866.772.8900 Monday through Friday between 7:00A.M. and 5:00 P.M. or visit us on our website at www.RizzoServices.com.

Thank you,
Rizzo Services
 Have a safe and enjoyable Spring season.



City of Bloomfield Hills

Single Waste Hauler Program Starts March 31, 2015

Dear Bloomfield Hills Resident:

Welcome to Rizzo Environmental Services, Southeast Michigan's largest family owned and operated full service solid waste provider for over 45 years, building customer satisfaction on family values, trust, and a commitment to exceeding expectations.

As you are aware the Bloomfield Hills City Commission has selected Rizzo Services as your new solid waste provider for residential collection and disposal, yard waste, large bulky waste, and recycling collection and processing. We will assume the solid waste program starting Tuesday, March 31, 2015. To assist you during this transition period, we have made available pertinent information that outlines all of the services you presently have and new features that may interest and benefit residents.

Please keep this information in a convenient location. If you should have any questions or need additional information please contact our Customer Care Center at 866.772.8900 Monday through Friday from 7:00am to 5:00pm.

New Service Days:

As part of the new Bloomfield Hills Single Waste Hauler Program, the city has been divided into two collection days, Tuesday and Wednesday. The city is split in a North/South direction with Opdyke & Hickory Grove the north end and Cranbrook Road and Quorton Road the South end. You just need to draw a line from Opdyke & Hickory Grove South to Woodward, Woodward South to Cranbrook Road and Cranbrook Road South to Quorton Road. If you reside West of this line, your collection day will be Tuesday. If you are East of this line, your collection day will be Wednesday.

All items for pickup (including trash, recycling and yard waste) must be out by 7:00am.

Billing:

The billing process has also changed and residents will start to receive invoices on a quarterly basis.. Bloomfield Hills residents will receive their first invoice from Rizzo Services around mid to late March 2015 for the April, May and June service period. As established by the City of Bloomfield Hills Ordinance, Rizzo Services is required to invoice residents 30 days prior to the start of each new service quarter. Payments should be submitted along with your remittance slip and received by the last business day of the month in which you receive your invoice. Accounts that remain delinquent after forty five days from date of invoice will be assessed a ten percent late fee. Any account that remains ninety days past due in September will be forwarded to the Bloomfield Hills Treasurer and added to the winter tax bill.

~ We currently accept payments on-line, by Visa, Master Card, American Express, or payments can be mailed directly to the Rizzo Services payment center located at **Rizzo Services, P.O. Box 554759, Detroit, MI 48255-7459**. Direct mail information is also printed on the bottom of your invoice. We can also set up Visa, Master Card, or American Express auto payments.

Solid Waste Services Available

Bloomfield Hills now offers several levels of service for residents through their new solid waste provider, Rizzo Services. New service levels include for single-family homes curbside, doorside and inside collection and for detached and attached condominiums curbside, doorside and inside collection.

Service Rates

Single Family	Multiple Family
Curbside Service – \$17.65 per month	Curbside Service (Detached Condo) – \$17.50 per month
Doorside Service – \$36.50 per month	Curbside Service (Attached Condo) – \$15.00 per month
Inside Service – \$42.83 per month	Doorside Service – \$35.00 per month
	Inside Service – \$41.00 per month

Please contact **Rizzo Services** at **866.777.8900** for additional information.

NEW PROGRAM – Annual Payment Incentive

This is a new program developed to benefit residents that would like to pay for their solid waste collection service on an annual basis in advance. At the beginning of each contract year, starting March 31, 2015 and every March 31 thereafter, residents that pay for 11 months of service are now eligible to receive the 12th month free if they meet the payment requirements.

To be eligible for the Annual Payment Incentive, Rizzo Services must receive payment for the eleven month period by the due date of March 31st of the contract year. Should payment not be received by the established due date, residents will not be entitled to the Annual Payment Incentive and will be responsible for the entire twelve month period, billed quarterly for the remainder of the contract year. All penalties set forth in the Bloomfield Hills Bid Specifications, Contract Document and Code of Ordinance will apply to all unpaid balances.

RRSRT FIRST
 CLASS
 US POSTAGE
 PAID
 PERMIT 320
 ROYAL OAK, MI

6200 Elmridge
 Sterling Heights, MI 48313



Annual Holidays

Rizzo Services observes the following holidays:

<u>NEW YEARS DAY</u> January 1st	<u>MEMORIAL DAY</u> Last Monday in May	<u>INDEPENDENCE DAY</u> July 4th
<u>LABOR DAY</u> First Monday of September	<u>THANKSGIVING DAY</u> Fourth Thursday of November	<u>CHRISTMAS DAY</u> December 25th

Please remember that if a holiday falls on a weekday, your scheduled service day will be delayed by one day. Regular collection will resume the following week.

EXTENDED LEAVE/SUSPENSION OF SERVICE

Residents may request a suspension of service once every twelve month period should they be out of town for a minimum of 30 days to a maximum of 90 days. Please contact our Customer Care Center at **866.772.8900** and request an exemption request form. Fill out the required information, sign and forward to us. Service charges will also be suspended for the period of time requested.

NEW SERVICE: LARGE WHEELED CARTS

Large wheeled carts for household solid waste and recyclables are coming to residents in Bloomfield Hills starting late March 2015.

Rizzo Environmental Services will be providing each resident with two large wheeled carts, one for household solid waste and one for recyclables. The City will select the color of

each cart and the Bloomfield Hills logo will be hot stamped on the side.

The recycling cart will also have pertinent recycling information on the lid.

Carts will be delivered a week prior to March 31, 2015 and placed at the curb or road right-of-way.

HOUSEHOLD SOLID WASTE

Please place household solid waste out in your new large wheeled cart, plastic bags and/or up to 32 gallon plastic or metal containers, 2-3 feet from mailboxes, trees, shrubs, vehicles or other obstructions by 7:00A.M.

To provide a safe environment in every neighborhood, please remove carts/containers from the collection point as soon as possible following collection. To eliminate spillage and possible injury, please do not overload carts/containers. Weight limit on large wheeled carts should not exceed two hundred pounds. Should you place out for collection 32 gallon metal or plastic containers the weight limit should not exceed 60 pounds, container and contents. Additional large wheeled trash carts are available for \$75.00 each or you can rent them for \$4.00 each per month.

RECYCLING SERVICE:

Please place recyclables out in your new large wheeled cart 2-3 feet from mailboxes, trees, shrubs, vehicles or other obstructions by 7:00A.M.

To provide a safe environment in every neighborhood, please remove carts from the collection point as soon as possible following collection. To eliminate spillage and possible injury, please do not overload carts. Weight limits on large wheeled carts should not exceed two hundred pounds.



MAY I STILL USE MY RECYCLE BIN?

You may still use your existing recycling bin to store recyclables during the week. All the items may be mingled together. Material must be clean and uncontaminated. Dirty, improperly prepared or unacceptable materials cannot be collected. The bin must be out for pickup by 7:00 a.m. on your regular collection day.

WHAT CAN I PUT IN MY RECYCLE BIN OR CART?

- Plastics – containers with codes 1 through 7
- Grocery Bags
- Clear & colored glass
- Metal
- Paper, phone books, magazines and brown paper bags
- Cardboard – cut into 2'x 2' pieces and tied in bundles
- Paper board and box board (i.e. cereal, tissue, shoe box) - flattened and stuffed in biggest box or bundled



What isn't recyclable?

- Paper milk or juice cartons
- Packing materials
- Garbage
- Propane Tanks
- Paint cans
- Medical Waste
- Flammable liquids
- Household cleaners
- Dry or liquid chemicals
- Wood items
- Batteries

NEW PROGRAM—REWARDS FOR RECYCLING

Rizzo Rewards Recycling Program delivers great savings to active recyclers. Start recycling and get paid back! **Rizzo Services Reward Program will be accessible after July 2015.**

How to get started - Simply login to www.RizzoRewards.com, enter your address, select your name from the data provided and follow the instructions to complete setup of your free account. Every time you recycle, you will be given access to hundreds of valuable saving certificates from local and national businesses. You can check your recycling status any time and

get great rewards just for **GOING GREEN!** Now it's fun and easy to get rewarded for your efforts, and the savings continue as long as you *keep recycling!*

How It Works - Once we know your household is actively recycling and self reporting, savings certificates and prizes are available for you to print from your home computer. **It's that easy!**

Note: Please be aware that you will be receiving important detailed information regarding the new Rizzo Services Rewards Program in the mail shortly.

NEW PROGRAM—SENIOR DISCOUNT

This is another new program which allows senior residents that have attained the age of 65 to be eligible for a discount of 5% of their monthly service fee. Once approved by the Bloomfield Hills Clerks office, applicants will see a reduction in their quarterly invoice.

YARD WASTE

Yard waste collection will be part of your new solid waste program. We will be collecting yard waste on your regular scheduled service day. Yard waste will also be collected in a separate truck starting the week of March 15 of each year and ending on the second full week in December. Please have your yard waste set out for collection by 7:00A.M.

Yard waste includes: Garden waste, leaves, lawn cuttings, shrubs & tree trimmings/pruning waste. Yard waste will be collected in up to 32 gallon plastics or metal containers marked "yard waste". Biodegradable (Kraft bags) yard waste paper bags can also be set out for collection during the compost season. Please keep in the mind the weight restrictions on 32 gallon containers is 60 pounds.

FYI: Brush and tree limbs larger than 2 inches in diameter and bundled will be collected with the trash. Bundles should not exceed 4 feet in length, 18 inches in diameter and 60 pounds in weight. Please tie with heavy twine or rope.

Not considered yard waste:
Dirt
Sod
Large Stumps
Sand
Gravel
Animal Feces
Dead Animals

UNACCEPTABLE ITEMS & ANNUAL HOUSEHOLD HAZARDOUS WASTE

We cannot accept any hazardous chemicals that the USEPA considers dangerous and that can catch fire, react or explode when mixed with other substances or if it is corrosive or toxic during the normal weekly collection schedule. This may include: Ammunition, antifreeze, fire extinguishers, gasoline, lacquers, oils, or any other product labeled dangerous, flammable, combustible, poisonous or corrosive.

Disposal of hazardous chemicals with your regular household trash is strictly prohibited. Liquid, powder and/or granular substances, when placed in a plastic bag or carts, could catch fire, cause an explosion, burn or spray when it is compacted into our vehicles or mix with other products and

cause serious injury and even fatalities. Please read all directions and precautions prior to use.

Whenever you need to discard containers and/or products leftover, please read all warnings and dispose of according to the manufactures recommendations.

Please keep in mind that household hazardous waste can be disposed of at SOCCRA located at 995 Coolidge between 14 Mile and Maple Road in Troy. This service is provided at no cost to Bloomfield Hills residents and can be done anytime during the year. To schedule an appointment please contact SOCCRA at 248-288-5150

BULKY WASTE—APPLIANCES & FURNITURE

The collection of large bulky waste, such as appliances and furniture, will also be part of your solid waste program. You may set out large bulky items on your regular scheduled service day for collection. You may also call our Customer Care Center at 866.772.8900 if you wish to schedule a pickup.

Please place large bulky items out separate from other products for collection and have out by 7:00A.M. Large

items may include: washers, dryers, freezers, refrigerators, air conditioners, hot water tanks, stoves, microwaves, couches, chairs, tables, dressers and other large items.

FYI: Please remove the doors and racks from refrigerators and freezers prior to setting out for collection. Also, it is the contractor's responsibility to make sure Freon is extracted according to current environmental standards.