

Recycling

Each residence will receive a Waste Management toter. Use your toter for all recyclable materials. Items that can be recycled in your toter include:

Paper

- Brown paper bags
- Catalogs and magazines
- Chipboard (cereal boxes, shoe boxes, etc.)
- Corrugated cardboard
- Juice boxes and cartons
- Junk mail
- Newspaper
- Telephone books

Metal

- Aerosol spray cans
- Aluminum cans
- Aluminum foil and pie pans
- Tin and steel cans

Glass

- Green, brown, clear, and blue beverage and food containers

Plastic

- Plastic bottles and jugs
- Plastic liter bottles
- Plastic salad dressing bottles
- Plastic laundry/cleaning product containers

Special Services

Bulk Waste

Bulk waste collection is available 52 weeks per year at no additional charge. Bulk waste includes:

- Carpet: rolled, securely tied and no longer than 4' in length and 2' in diameter
- Wood products no longer than 4' in length and 2' in diameter and securely tied
- Furniture
- TVs and computers
- Mattresses, box springs and upholstered furniture (must be wrapped in plastic)
- Any other household item that two people can lift comfortably

Please contact the Waste Management Customer Service Center at least one business day in advance by calling **1-866-263-6445** or emailing customerservice_miohin@wm.com to arrange for your bulk item collection. Once arranged, simply place your bulk waste at the curb no later than 6:30 a.m. on your normal collection day.

Appliance Collection

Large Appliances (refrigerators, washers and dryers, water heaters, etc.) will be collected on the second Saturday of each month. You must call the Customer Service Center at **1-866-263-6445** at least two business days prior to the second Saturday of the month to be placed on the collection schedule for this service. Items containing Freon (refrigerators, air conditioners, etc.) will require an additional charge of \$30.00 for Freon removal.

Yard Waste

Yard Waste should be placed in your trash toter and can be commingled with your trash.

Christmas Tree Recycling

Waste Management of Ohio offers free collection of Christmas trees. From December 27 to January 15, you may leave your old tree curbside. Please remove all tinsel, metal ornaments and metal stands from trees. The City no longer collects Christmas Trees at city parks. Please utilize the Waste Management collection.

Please Note: Trees longer than six feet must be cut in half.

Trash and Recycling Toters

What are the options for toter sizes?

Both refuse and recycling toters are available in 96, 64 and 32 gallon sizes. The standard sizes will be 96 gallons for refuse and 64 gallons for recycling, though residents may opt for any combination of available toter sizes.

Can I have an additional toter for either trash or recycling?

Yes. Any size additional toter is available for \$3.60 per month.

Do I have to use a Waste Management provided toter?

Yes. All service levels must use Waste Management provided toters.

When will the new toters be delivered?

Waste Management intends to begin delivery of new toters in early June. Once received residents may begin utilizing the new toters immediately. For those enrolling in curbside service, toters must be taken to the curb beginning the week of June 29, 2015.

If I subscribe to the houseside service can I still use my own trash can?

No. All service levels must use Waste Management provided toters.

What are we supposed to do with the trash cans and recycling bins we have now?

Waste Management will collect your existing 18-gallon recycling bins. Simply place them with your new toters on the first collection day after the new toters are received.

If you have a Waste Management toter now for trash and would like to keep it you may do so. You will only receive a new recycling toter. If you would like a new toter or one in a different size, contact Waste Management to arrange delivery.

If you are currently using your own trash can you will be required to switch to a Waste Management provided toter. Many residents are able to find a way to repurpose trash cans for other uses. If you no longer want your trash can you can place it at the curb the first two weeks of July clearly marked "TRASH CAN FOR PICK UP" and Waste Management will collect it for you.

Where are residents expected to keep their new toters?

Waste Management offers toters in various sizes to accommodate a wide range of both trash volume and storage space. The ideal location for toter storage is within a garage or indoor structure. If stored outside, City of Kettering ordinance requires that toters must be kept on the side or in rear of property. Toters may not be kept at the curb, on the driveway, sidewalk or front of property.

Where do I put my toters for curbside pick up on collection day?

Please place your containers at the curb with lids opening toward the street with a minimum of three feet between each container and other objects.

Billing

Am I required to have trash service?

Yes. Under City of Kettering ordinance, no resident is allowed to transport trash on City streets or contract with another hauler other than Waste Management for regular weekly trash and recycling services.

How do I pay my bill?

Waste Management will bill you quarterly for service. You may submit your payment by mail or pay online www.wm.com

Is fuel charge part of this contract?

Flat monthly rates now include all applicable fees.

Can I change my level of service later? If so how do I do that? How long until fee for change is reflected on bill?

Residents can change their level of service or toter sizes at any time by going online to www.wm.com or calling **1-866-263-6445**. The adjustment in fees will be reflected on your next quarterly bill.

Qualified Senior Rate

The new contract offers a reduced rate for income eligible and age qualified seniors. To be eligible for the Qualified Senior Citizen Service participants must be 65 years or older and have an adjusted gross income of less than \$30,000 based on previous year's tax returns.

The new Qualified Senior Rate will be 50% of the service rates for both Standard Curbside Service and Premium Houseside Service. Qualified Senior Standard Curbside Service will be \$6.71 per month and Premium Houseside Service will be \$14.96 per month.

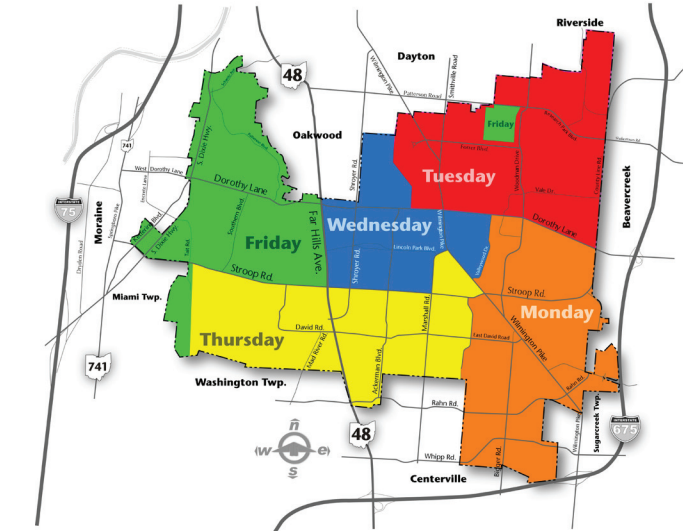
I am currently receiving the Qualified Senior Rate. Do I need to requalify?

Seniors who are currently receiving the Qualified Senior Rate will remain eligible and will automatically be enrolled for curbside service with 64 gallon trash and recycling toters. You only need to contact Waste Management if you want premium houseside service or you want to select different toter sizes.

How do new seniors sign up to receive the Qualified Senior Rate?

Seniors will be able to sign up for service on April 15, 2015 from 9 to 11 am at the Lathrem Senior Center (2900 Glengarry Drive in Kettering). Seniors who can not attend can call 29-TRASH (298-7274) and speak with city staff to enroll.

Collection Days Map



IMPORTANT NOTE: THE COLLECTION FOR TRASH AND RECYCLING WILL NOW BE COMPLETED USING TWO SEPARATE TRUCKS. BOTH WILL COME BY ON COLLECTION DAY THOUGH OFTEN AT DIFFERENT TIMES.

Holiday Schedule

Waste Management will not perform collection service on the following holidays:

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

If one of these holidays falls on or before your service day, your refuse, recycling, bulk item and yard waste collection will be delayed by one day. This DOES NOT apply if the holiday falls on a Saturday or Sunday.

Inclement Weather

The City of Kettering and Waste Management will do everything we can to maintain a regular collection schedule for all residents in Kettering. However, in the event that weather conditions make it unsafe for Waste Management to collect your refuse and recyclables, Waste Management may delay collection one day.

If service is delayed, Waste Management will make every effort to contact you by automated messages to your home (or the number you have provided when signing up for service) as well as providing information to local news stations.

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