IMPORTANT NOTE:
The collection for trash and recycling will be completed using two separate trucks. Both will come by on collection day though often at different times.

OBSERVED HOLIDAYS
If your waste collection day falls on or after one of these holidays, your collection will be delayed by one day that week.

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

This DOES NOT apply if the holiday falls on a Saturday or Sunday.

INCLEMENT WEATHER/SATURDAY SERVICE DAYS
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.

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

Kettering customers can now call (866) 263-6445 to report issues when collection takes place on Saturdays due to a holiday or inclement weather.

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 enroll or change my level of service? How long until fee for change is reflected on bill?
Residents can enroll or change their level of service or cart sizes at any time by going online to www.wm.com or calling (866) 263-6445. The adjustment in fees will be reflected on your next quarterly bill.
Dear City of Kettering Resident:
The City of Kettering provides a comprehensive waste program designed to reduce materials headed to the landfill and ensure that all waste is disposed of in an environmentally responsible manner. Waste Management looks forward to helping the City of Kettering be as clean – and green – as possible in the years ahead. Please note that, as outlined in our contract with the City of Kettering, rates will increase by 3% effective July 1, 2018. This is the first price increase in three years.

THE REVISED PRICING WILL BE:

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Current Monthly Rate</th>
<th>New Monthly Rate</th>
<th>Monthly Increase</th>
<th>Total Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>STANDARD CURBSIDE SERVICE</td>
<td>$13.41</td>
<td>$13.82</td>
<td>$0.41</td>
<td>$4.92</td>
</tr>
<tr>
<td>PREMIUM HOUSESIDE SERVICE</td>
<td>$29.91</td>
<td>$30.81</td>
<td>$0.90</td>
<td>$10.80</td>
</tr>
<tr>
<td>QUALIFIED SENIOR CURBSIDE SERVICE</td>
<td>$5.71</td>
<td>$6.91</td>
<td>$0.20</td>
<td>$2.40</td>
</tr>
<tr>
<td>QUALIFIED SENIOR HOUSESIDE SERVICE</td>
<td>$14.95</td>
<td>$15.41</td>
<td>$0.46</td>
<td>$5.52</td>
</tr>
</tbody>
</table>

Trash and recycling carts for regular customers are still available in any combination of 36, 64 or 32 gallon sizes. Qualified Senior Rate customers may select any combination of 64 or 32 gallon trash & recycling carts. Additional cart rental fee will increase from $3.96/month to $4.08/month per cart. Please call Waste Management at (866) 263-6445 to request changes.

**The City of Kettering contracts with Waste Management and offers a reduced rate for income eligible and age-qualified senior citizens. If you are currently enrolled to receive the Qualified Senior Rate, you do not need to do anything – you will remain enrolled in the program. 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 the previous year’s tax returns. If you meet the age and income eligibility and are not currently enrolled, please call (937) 29-TRASH for more information.**

When qualifying residents use **Recycle Often. Recycle Right.**, great things happen. By recycling everyday items like those shown below, tons of raw materials, time, energy and money are saved. Plus the recycled materials become new products – if you recycle an aluminum can today, it could be back on the shelf as a new one in 60 days – and the cycle continues.

- Recycling will be collected every week in your green cart and continues
- Place only the acceptable recyclables shown below together in your recycling cart – no sorting needed
- Containers that held food should be rinsed free of food debris and liquid
- Do not put recyclables in plastic bags – empty recyclables directly into your cart

Acceptable materials for curbside recycling include:

- Plastic Bottles & Containers
- Glass Bottles & Containers
- Paper
- Flat Cardboard & Paperboard
- Film & Containers
- Food & Beverage Cans
- NO Foam Cups & Containers
- NO Plastic Bags & Piles
- NO Needle Waste (See Medical Waste Tracker® link below)
- NO Food Waste (Check with your health department to learn more)
- NO Medications (Check with MedWaste Tracker® box.)
- NO Needles

Do NOT include in your mixed recycling cart:

- NO Plastic film recycling.org
- NO Plastic film
- NO Plastic Bags & Piles
- NO Food Waste
- NO Needles
- NO Medications

When you recycle, you’ll reduce the amount of trash and garden waste that goes to the landfill. And, by reducing the amount of trash that you send to the landfill, you’ll help the City of Kettering be as clean – and green – as possible in the years ahead. This is how we can help make our City a better place to live.

Recycle Often. Recycle Right.

Visit our new website home.wm.com/Kettering

FREQUENTLY ASKED QUESTIONS

Can I have an additional cart for either trash or recycling? Yes. Any size additional cart is available for $4.08 per month.

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

Where do I put my carts for curbside pickup 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.

SPECIAL SERVICES

Bulk Waste

Bulk waste collection is available weekly at no additional charge. Bulk waste includes:
- Carpets: 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: with no castors
- 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 (866) 263-6445 or emailing customerservice_mshen@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

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 (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 $13.00 for Freon removal.

Yard Waste

Yard waste should be placed in your trash cart and can be commingled with your trash.

Christmas Tree Recycling

From December 27 to January 15, you may leave your old tree curbside. Please remove all tinsel, metal ornaments and metal stands from trees. **Please Note:** Trees longer than six feet must be cut in half.

Recycle Often. Recycle Right.