

Kettering Waste Management to Rumpke Changeover Frequently Asked Questions

Why did Kettering choose Rumpke?

Rumpke was selected for the new contract through a competitive proposal process. Rumpke provided the lowest and best cost proposal of the four vendors that submitted proposals.

Does Rumpke provide a qualified senior subscription?

Yes. Eligibility requirements include:

- Residents in household are 65 years of age or older
- Annual household income is less than \$35,000 annual AGI.

The curbside rate is \$7.63 per month and house side is \$16.50 per month.

Refuse and recycling carts are 65 gallons under this program. In lieu of 65 gallon carts, Rumpke will substitute 35 gallon carts, at no extra charge, upon request.

What do I do with our old WM carts?

Leave them by the curb and WM will pick them up by July 13.

Is my service day staying the same?

Your service day will remain the same; however, pickup times may change.

Please place your carts by the curb or in their appropriate place for pickup the night before your service day.

When will I get carts and what size?

Your new Rumpke carts will be delivered prior to July 1.

The carts will be approximately the same size as your current WM carts.

If you would like a different size, contact Rumpke at 1-800-828-8171.

Why are my Rumpke carts different sizes than my previous Waste Management totes?

Rumpke provides 95 gallon, 65 gallon and 35 gallon carts for both trash and recycling. The Waste Management (WM) carts were 96 gallon, 64 gallon and 32 gallon. The dimensions of Rumpke's carts are comparable to WM's but are slightly different.

Why do I need overage bags?

All refuse and recycling must be contained in your Rumpke container. If your disposal unit is full, you may use Rumpke-specific bags or rent additional carts.

Specially marked Rumpke overage bags are available for purchase at:

- Grapes Wine and Beer Drive Thru
5884 Bigger Road
- Dot's Market on Patterson Road
- Handyman Ace Hardware at locations on Stroop Road and Wilmington Pike

Overage bags are \$4 each.

How do I sign up?

Rumpke will be your new service provider starting July 1.

There is no need to sign up unless you recently moved to Kettering and need to start new service. Rumpke will continue providing the same service that you currently have with WM.

Can I still dispose of bulk items?

Yes. Rumpke will collect up to 3 bulk items each week. You are not required to contact Rumpke to schedule the pickup.

Will Rumpke pick up yard waste and debris?

Yes. Yard debris may be comingled with refuse in the refuse cart for all service levels.

Will Rumpke provide pickup service in alleys?

Yes. If you are currently receiving alley service, this will continue.

How do I get additional carts?

Call 1-800-828-8171 to request additional carts for \$4 per month.

When will my carts be delivered?

Rumpke continues to deliver carts to residents and will be complete by July 1.

When is this happening?

Rumpke will be your new service provider starting July 1.

What is the price?

- Regular Curbside service is \$15.25/month
- Regular House side service is \$33/month
- Qualified Senior Curbside service is \$7.63/month
- Qualified Senior House side service is \$16.50/month

What if I need senior service/house side service?

Rumpke will provide the same service that you currently have. If you require your service to be adjusted or updated, call 1-800-828-8171.

What are Rumpke holidays?

Holidays observed by Rumpke include:

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

If the holiday falls on a weekday before your regular service day, collection will be delayed one day.

If the holiday falls on Saturday or Sunday, collection will NOT be delayed.

