

# 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.

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**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.