



City of Rochester Hills

Solid Waste Program Update



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For all garbage related questions, please call Customer Service at 248-204-6750

▶ GreenToday. Green For Life.

Dear Rochester Hills Resident:

GFL Environmental USA Inc. (GFL) will be taking over the entire Rochester Hills Solid Waste Program from Republic Waste Services effective Monday, July 31, 2017.

GFL is a fully integrated solid waste provider and, as the name implies, a premier recycling collection and processing company servicing South Eastern Michigan and Canada. GreenToday. Green for Life isn't just a motto, but the way we do business. Residents will see little change other than the new bright green trucks. GFL has partnered with Rochester Hills to provide residents with a safe, efficient and comprehensive solid waste program.



▶ HOLIDAY SCHEDULE

GFL Environmental USA observes the following holidays:

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

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

We hope this information helps assist you through the transition from Republic Waste Services to GFL. Should you have any questions or need additional information, please contact our Customer Care Center at

844-464-3587

Monday through Friday 7:00 am - 5:00 pm

www.GFLUSA.com



► Billing Information

The billing process will not change and prices remain the same. Residents will be billed two weeks prior to each new service period. To be sure your payment is received by the due date, please allow 7-10 days for processing. For your convenience, auto-pay options are available.



► Senior Discount

Residents 65 years and older are welcome to receive our 5% senior discount. To enroll, please call Customer Service at 844-464-3587.

► Annual Payment Incentive

Annual Payment Incentive will continue to be an integral component of our solid waste program. Residents will receive a 5% discount when they pay for the entire year at the start of each contract year, April 1.

► Auto-Pay

An automatic payment program discount of 3% is still available to residents. Please visit www.GFLUSA.com, click on Auto-Pay, and enjoy this convenient, cost saving option.



▶ Service Day

Great news! Your current service day will not change. All collection days stay the same. For new residents, please see the map on the following page to determine your pickup day.

▶ Trash & Recycling Cart Program

The existing Cart Program will remain the same. Please place your trash and recycling carts out for collection by 7:00 am on your pickup day, and place them on opposite sides of the driveway with handles to the inside whenever possible.

▶ Bulk Waste Service

GFL will continue to collect bulk waste as part of the Solid Waste Program. Just place your unwanted furniture and appliances out with your trash on your regular collection day. As a new and improved service to residents, you do not need to contact GFL for large item pickup!

▶ Yard Waste Collection

Yard waste will continue to be picked up in a separate truck from April 1 through the second full week of December. Please use up to 32 gallon containers weighing no more than 50 pounds and clearly marked YARD WASTE. If you would rather, you can use biodegradable paper yard waste bags.

▶ Curbside Recycling Program

Recyclables will continue to be collected in a separate vehicle on your regular collection day. Please continue using your 65-gallon recycling cart.

A very important component of your recycling program is RecycleBank. This very exciting program will not change and residents can continue to take advantage of the very progressive recycling program.

▶ Please see Curbside Recycling Guidelines on the next page.



CURBSIDE RECYCLING GUIDELINES



YES

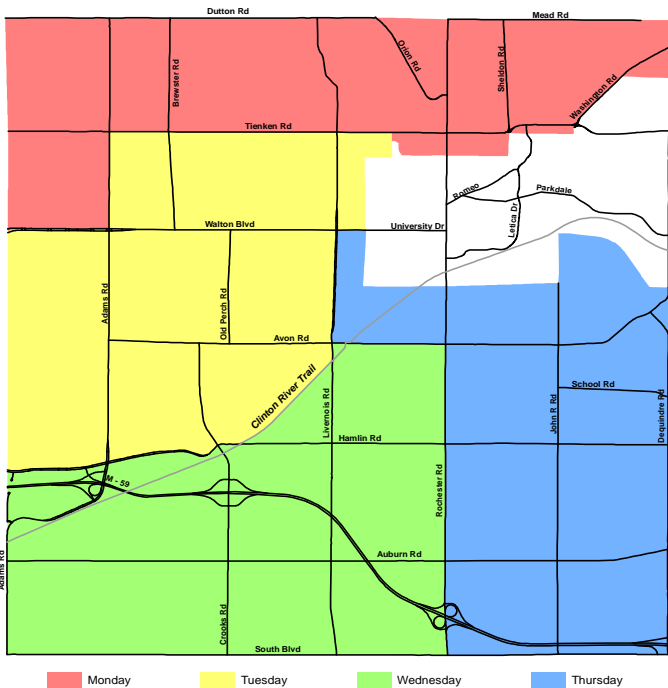
- Clean pizza boxes
- Clean garden plastics
- Flatten cardboard boxes
- Empty and rinse containers
- Leave caps on plastic bottles
- OK to leave staples, clips, labels, stamps, spiral bindings and metal fasteners on paper products



NO

- Plastic bags
- Foam containers or products (Styrofoam)
- Wire hangers
- Window panes, mirrors, ceramics & Pyrex dishware
- Organic material and food waste
- Electronic waste (batteries, cell phones, computers, etc.)
- Paint, pesticides, oil & cleaners
- Waxed cardboard
- Needles or syringes
- Hazardous waste

Rochester Hills Collection Schedule



Important Notes

Restrictions - The following items are not allowed in our vehicles. Please be sure they are not included in your weekly trash.

- Liquid paint, pesticides, gasoline, oil
- Gas cans, disposable LP gas tanks
- Cement, rocks, bricks, dirt, sod
- Logs, tree stumps
- Syringes, infectious hospital waste
- Liquid solvents, glue
- Car batteries, automotive parts
- Tires

Inclement Weather - Trucks will be sent out on schedule except in extreme conditions. Place trash on TOP of snow. Bags and cans must be accessible from the road. If trash is frozen to the ground, the driver cannot take it. Some services may be temporarily suspended due to weather/road conditions.