

January 2019

Dear Marshall and Pine Township Residents:

We are pleased to inform you that Vogel Disposal Service, Inc. has been awarded the exclusive 5-year contract to provide automated residential solid waste, recycle and yard waste collection services to the residents of Marshall and Pine Townships. The new contract is effective October 1, 2014 through September 30, 2019. **Service under this contract is mandatory for all residents.**

We extend a welcome to all new customers and current customers. We are a local family-owned company proudly serving area residents for over 58 years. **PLEASE READ AND KEEP THESE GUIDELINES. Landlords please ensure that your tenant gets a copy of these guidelines.**

AUTOMATED COLLECTION SERVICE: 38-gallon, 64-gallon and 95-gallon carts are available for solid waste and recyclables. Yard waste carts are 95 gallons and are optional. Your price will vary per the cart size you select. All carts are owned by the Townships. A flat \$10.00 delivery fee applies for cart exchanges. Garbage and recyclables will be picked up weekly at the curb; yard waste will be picked up April through the first and second weeks in December. Instead of yard waste carts, you may use biodegradable paper bags or do your own backyard composting.

Please place your carts at the curb the night before your collection day. Collections begin at 6 a.m. If your cart is not out by the time the truck goes through your neighborhood, you must wait until the following week for service. Retrieve your carts by the end of your collection day. Extra items (outside of the carts) require special tags for pick up. Tag prices vary according to size and quantity of items collected.

RATES: Residents will be billed for collection in advance of service rendered. Price is per unit for weekly collection of solid waste, recycling, and yard waste. Monthly rates are as follows:

	2019
38 Gallon Cart: 2 to 3 full tall kitchen garbage bags	\$19.62/mo
64 Gallon Cart: 4 to 5 full tall kitchen garbage bags	\$20.20/mo
95 Gallon Cart: 6 to 7 full tall kitchen garbage bags	\$21.02/mo

BACKYARD SERVICE: Service is limited to 1 cart or (2) 32 gallon bags placed no more than 150 ft from the curb. This is an additional charge per month added to the 2019 base rate. See guidelines for additional information.

COLLECTION DAY: For existing customers, your collection day will remain the same. For new customers, you will be advised of your collection day when you call our Customer Service Department to initiate service.

Vogel Disposal Service, Inc. provides a full range of solid waste disposal and recycling services. We offer commercial containers and roll-off dumpsters for special clean-up projects ranging in size from 12-yards to 40-yards in capacity. Please call our Customer Service Department for additional information.

We look forward to providing you with prompt, reliable service in the coming years.

Very truly yours,

VOGEL DISPOSAL SERVICE, INC.

MARSHALL & PINE TOWNSHIPS IMPORTANT GUIDELINES

CONTACTING US: Our Customer Service Dept., option #1 after dialing 724-625-1511, will be glad to assist you Monday - Friday 8 am to 5 pm and Saturday 8 am to 12 pm or email us at customerservice@vogeldisposal.com. If you call after hours, you may leave a voicemail message and your call or email will be returned the next business day.

AUTOMATED GARBAGE COLLECTION SERVICE: Please place your carts on a level area at the curb line no more than 3 ft from the street with *wheels away from the street and lid opening toward the street*. Leave at least 2 ft between carts so the truck's arm can go around each cart individually. Also, leave 2 ft between the carts and adjacent poles, trees, mailboxes, basketball nets, parked vehicles and other obstacles. Please be sure that no overhead wires or tree branches interfere with lifting the carts vertically. Also, clear snow from around carts and make sure lids are closed to protect against rain and snow collecting inside and causing items to freeze to the bottom of the carts. **BAG** all garbage before placing it into the cart. Make sure cart lids are closed. **Drivers will not reach into the carts to remove items that are frozen to the bottom, therefore, you must use garbage bags.** Carts should be placed out the night before your scheduled collection day and empty carts removed by the end of the collection day. Please remember that carts are owned by your Township and include serial numbers for tracking purposes, therefore, if you sell your home and move, the carts must remain permanently at the delivered address. If you own your carts or trash cans, **DO NOT** use them for curbside collection in the automated garbage collection program. All carts must be provided by the Township and are specifically designed to work with the mechanized pickup truck.

EXTRA CARTS: Large households may need more than 1 cart to handle weekly waste. Additional carts are available upon request. There is no charge for a second recycling or yard waste cart. Extra garbage carts are available for fees that vary according to their size. In addition to your normal monthly rate, extra garbage cart collection service is priced as follows:

	<u>2019</u>
Additional 38-gallon cart:	\$1.12/mo
Additional 64-gallon cart:	\$1.70/mo
Additional 95-gallon cart:	\$2.52/mo

Extra Bags: If your need for extra waste capacity is only occasional, you may use 32-gallon trash bags and attach a \$1.00 tag to each bag.

BAG SERVICE: Residents who do not want to use carts may purchase tags for each 32-gallon trash bag placed out for collection. The cost of each tag is \$1.00 in addition to paying a base rate shown below:

2019 Monthly Base Rate: \$18.50

Base rates are subject to fuel surcharge adjustment and/or changes in Government fees & taxes.

GARBAGE (GRAY-TOP CART)

- ✓ **ACCEPTED:** Everything that is not yard waste or cannot be recycled.
- ✓ **NOT ACCEPTED:** State Regulations prevent us from accepting sewage/excrement, all liquids (solvent, oil, paint, gas), all batteries, electronic waste (E-waste), vehicle parts, whole tires, propane/oxygen tanks, gun ammunition, explosives, fireworks or any material that may be considered hazardous, infectious or toxic including medical and radioactive waste. **E-waste are items including TV's and computers including desktop, laptop, tablet, E-readers and peripherals including monitor, keyboard, mouse, printer etc.** DEP recommends recycling these items: E-waste and other various electronics such as cell phones, game consoles and other wastes such as batteries, pesticides, photographic solutions, chemicals, mercury containing equipment and lamps (fluorescent & CFL bulbs). See www.dep.pa.gov, www.lamprecycle.org or contact ECSR at 1-866-815-0016 for more information.

EXTRA BULK ITEMS: are subject to additional fees and **MUST** be pre-paid before the collection day. Please call Customer Service at least 1 full business day before your collection day to arrange for large item, appliance and volume pick-ups. Tags may be purchased from Vogel Disposal by mail order (order forms are available on the web site), at Vogel's office in Mars, or at your Municipal Building. These include, but are not limited to, basketball hoops, bathtubs, spas, hot tubs, whirlpools, exterior sliding glass and garage doors, furnaces, hot water tanks, organs, pianos, picnic tables, riding lawn mowers, swimming pools, swing sets and windows. Tag prices are \$1.00 per 32-gallon bag, \$5.00 per bulk item, \$10.00 per appliance and \$15.00 for a volume pick up.

RECYCLABLES (BLUE -TOP CART) Flattened moving boxes are accepted at the municipal building cardboard container. See Page 4 for more recycling information.

YARD WASTE (GREEN-TOP CART) First Full Week in April through First Full Two Weeks in December

✓ See Page 4 for Yard Waste information.

NEEDLES and SHARP OBJECTS: Help us prevent needle sticks to our employees. Place all needles, syringes and lancets, in a hard-plastic container with a tight-fitting lid taped shut. Place with your regular trash **NOT** the recycling. Wrap all sharp objects, such as broken glass or sharp metal, in heavy paper and tape shut. Please protect our refuse workers! *You will be held responsible for any needle sticks to our employees!*

BACKYARD SERVICE: Service is limited to 1 cart or 2-32 gallon bags placed within 150 ft of the curb. All carts or bags must be placed in a convenient, accessible location. All extra items requiring tags must be placed at the curb for collection. Yard waste is not included with this service.

Disabled residents may be exempt from bringing their waste carts to the curb. For those customers who meet the Township criteria and are certified as eligible because of disability, we will provide backyard collection of garbage, recyclables and yard waste at no additional charge.

HOLIDAYS - We observe the following holidays and our business is closed:

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

WE ARE **NOT** CLOSED ON: Martin Luther King Jr. Day Presidents Day Columbus Day Veterans Day.

If your scheduled collection day falls **on or after** a weekday holiday, your collection will be 1 day later that week.

If your scheduled collection day falls **before** a weekday holiday, there will be no change in your collection day.

PRIVATE DRIVES: The owner(s) of private road(s) or driveway(s) are required to sign a waiver of damages provided by Vogel holding harmless the Township and Vogel for any damage that may occur on the private road(s) or driveway(s) during solid waste, recycling and yard waste collection.

TEMPORARY DISCONTINUATION OF SERVICE: Residents who temporarily vacate their residences for a minimum of 2 months may discontinue their service during that period. **Requests must be made in writing to Vogel Disposal at least 10 days prior to the stop service date.**

NATURAL HOLIDAY TREES: There will be two special collections in January for natural Holiday trees. Trees must be cut so the branch spread is no more than 4 ft across and trunk pieces are no more than 6 ft in length. Collection will be the second and third weeks in January. Do not put Holiday trees in cart, nor place in plastic bags.

AUTOMATIC BILL PAYMENT is available at no charge; enroll to use a bank account for Electronic Funds Transfer (EFT) or a credit card to automatically pay your account balance with every billing cycle. To enroll, print the form from our website.

BILLING: Accounts will be invoiced on a 4 month basis to be paid in advance of service rendered. Payment must be received in our office by the due dates below or a late charge will be added to any account remaining unpaid. Accounts not paid by the due date will receive a late notice giving 10 days to make payment. If payment is not made by the date specified in the notice, all disposal services will be discontinued until we receive payment in full. Billing due dates will be:

September 30 For services rendered in October, November, December, January
January 31 For services rendered in February, March, April, May
May 31 For services rendered in June, July, August, September

PAYMENT: We accept Discover, MasterCard, Visa and E-Check payment by phone, through our secure website, or pay at our Customer Service Dept. on the lower level of our office, we also have a drop box outside the Customer Service door. Any check not honored by the bank and returned to Vogel Disposal Service will be assessed a minimum \$35.00 service charge.

BIG PROJECTS: We offer temporary roll-off dumpsters for your clean-ups, move out, and building or remodeling projects.

This information is available at www.vogeldisposal.com. Visit our website's announcement section for up-to-date information on scheduling changes due to severe weather or upcoming holiday schedule.

RECYCLING GUIDELINES

*WE DO NOT ACCEPT RECYCLABLES IN PLASTIC BAGS
WE DO NOT ACCEPT WET PAPER AND CARDBOARD, PLACE IN THE TRASH*

MATERIAL	WHAT CAN BE RECYCLED	WHAT <u>CANNOT</u> BE RECYCLED AT THIS TIME	HOW TO PREPARE MATERIALS FOR RECYCLING
METAL CANS	Food & beverage cans	Aluminum foil, cans containing food, Clothes hangers, scrap metal, Screws, nails, toys, lawn furniture, paint cans, aluminum siding	Rinse cans, Please push lid down inside of can crush if space is needed Wipe out greasy containers
PLASTICS (PET, HDPE) Stamped #1, 2 & 5 on bottom	Plastic containers #1 through #6 on bottoms, clear and green plastic soda bottles, Milk and water jugs, Liquid detergent, bleach and softener bottles, Hair care bottles	Styrofoam peanuts and blocks, plastic plant pots, foam plastic egg cartons, plastic wrap, bubble wrap, plastic bags (loose nor bundled), CD & DVD's, toys, lawn furniture, motor oil, cooking oil, herbicide, antifreeze containers	Empty and rinse all containers Place items loose in carts
PAPER AND CARDBOARD	<u>Clean</u> corrugated cardboard, White paper, newspapers	Phone books, advertising inserts, magazines, oily pizza boxes, hardback books, wax paper, milk cartons, juice boxes, take-out food containers, colored wrapping paper, tissue paper and boxes, padded envelopes, soiled or contaminated cardboard	Flatten or break down in pieces no larger than 4' Flat moving boxes can be placed in the cardboard container at the municipal building. Moving Remove all packing material (Styrofoam blocks, peanuts, bubble wrap, etc) Place shredded paper in brown paper bag DO NOT PUT RECYCLABLES IN PLASTIC BAGS Remove bag handles

Yard Waste Guidelines

Pick up dates from first full week of April through first full two weeks of December

ACCEPTED	NOT ACCEPTED	PREPARATION
<ul style="list-style-type: none"> ✓ Plant Material ✓ Leaves ✓ Grass Clippings ✓ Branches ✓ Flowers ✓ Roots ✓ Wood Waste ✓ Debris commonly thrown away while maintaining yards and gardens ✓ Shrubbery and pruning's ✓ Tree limbs under 4 inches thick in diameter ✓ Brush up to 4 feet in length ✓ Sawdust 	<ul style="list-style-type: none"> ✗ Sod, Soil, or Rocks ✗ Garbage ✗ Kitchen food waste ✗ Garden or orchard food waste ✗ Food compost ✗ Plastics or synthetic fibers ✗ Lumber or construction material ✗ Wood or Tree limbs over 4 inches thick in diameter or 4 feet in length ✗ Human or animal excrement ✗ Soil contaminated with hazardous substances ✗ Non-compostable bags or boxes ✗ Holiday Trees 	<p>Lie cart down</p> <p>Rake leaves, grass into open top</p> <p>Remove soil from root systems</p> <p>Cut branches to fit in the cart with the lid closed</p> <p>Do NOT use plastic bags</p> <p>Compostable bags may be used for yard waste outside of cart</p> <p>Make sure the bag does not exceed 40 lbs. in weight and is strong enough to hold its contents without tearing open while sitting at the curb or being lifted manually into the truck</p>