

EAGLE WASTE & RECYCLING, Inc.

405 Industrial Park Road
Ashland, Wisconsin 54806

December 1, 2013

To all Residents of the City of Ashland:

On behalf of all of us at Eagle Waste and Recycling we are looking forward to servicing your solid waste disposal and recycling needs! We are a local family owned and operated business that has earned the reputation of providing excellent service in a very consistent manner. We are extremely customer focused and look to earn your respect and trust as a company that truly cares about your complete satisfaction. We have listed some questions you might have now or later that will hopefully help with the upcoming transition as we start servicing the City January 1, 2014. The new service will include solid waste and recycling containers. These containers are owned by Eagle Waste and will be delivered to each resident eligible for collection based on the City ordinances.

Question: Who is Eagle Waste?

Answer: The City of Ashland awarded the residential solid waste and recyclable collection contract to Eagle Waste beginning January 1, 2014. Eagle Waste will replace Waste Management for these services with an automated collection system requiring specialized containers.

Question: What is a container?

Answer: A container is a cart on wheels. One 48 gallon container will be provided each household for solid waste collection and one 96 gallon container will be provided for recycling. Each will be marked respectively. Containers will be delivered to each household between December 27th and January 2nd.

Question: How much will these two containers cost me?

Answer: The good news is there is no cost for the containers. A monthly charge will continue to be billed by the City for residential garbage collection services based upon cart size. Initially, each household will be provided a 48 gallon solid waste container and a 96 gallon recycling container. Each household will have the opportunity to change the size of the solid waste container utilized after March 1st to meet the needs of the household. With the solid waste containers you will have a choice of three different sizes – 48, 64 & 96 gallon. Remember, you have been using a 32 gallon container with the present service.

Question: if I don't know what size container I need and I want to change it?

Answer: The size of the 96 gallon recycling container cannot be changed because recycling will be collected every other week. The larger size container allows you more room to recycle materials. If you find you need a larger size solid waste container you will be provided two opportunities to change container size in 2014 without charge after March 1st. There will be a fee for changes in container size thereafter. The following guide may help you determine what size container you need:

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| Family of 1-3 | – 48 gallon container for a charge of \$9.00 per month. |
| Family of 4-6 | – 64 gallon container for a charge of \$13.50 per month. |
| Family greater than 6 | – 96 gallon container for a charge of \$18.00 per month. |

Remember - The more items that are recycled, the smaller the size of the solid waste container that will be needed by the household. If a second recycling container is required, it will be provided free of charge.

Question: **How will I be billed and who do I call if I want to change my container size?**

Answer: You will continue to be billed monthly with your utility bill. If you want to change your container size contact the City of Ashland Treasurers Office at 715.682.7056.

Question: **Where do I put the containers for pick-up?**

Answer: The containers should be placed in the same location they were delivered by Eagle Waste no later than 6:00am on your scheduled collection day. The containers must be placed in a position where the automated truck has access to grab and dump it. The container should therefore be placed at least four (4) feet away from parked cars, trees, mailboxes and other objects that might be present. Because of the implementation of the new fully automated system, all trash and recyclables must be placed within the containers. Trash and recyclables not placed within the containers will not be picked up.

Question: **Has my solid waste and recycling service and collection day changed?**

Answer: For some residents the collection day may change (see enclosed map). Solid waste will continue to be picked up weekly. Recycling will be collected every other week. Attached is a map showing your solid waste collection day and recycling schedule. You will also find this same information under the lid of your container when it is delivered.

Question: **How do I know what I can recycle?**

Answer: When you receive your container it will include a list of all materials you can recycle. Place all recyclables in the cart using **NO BAGS or TWINE**. Plastic bags are not able to be recycled at this time.

Question: **Where do I take large bulky household items for disposal or recycling?**

Answer: Eagle Waste operates a transfer station located at 405 Industrial Park Road, Ashland, WI. The station's operating hours are Monday-Friday 8:00 am - 4:00 pm and Saturday 8:00 am - 11:00 am. The fee to drop items off is \$78.00 per ton with a \$10.00 minimum charge.

Question: **Who do I contact if I have questions?**

Answer: For billing questions or to change the size of the solid waste container after March 1st contact the City of Ashland Treasurers Office 715.682.7056. For general service questions, if your recycling or solid waste was not collected or your container is damaged contact the City of Ashland Public Works Department 715.682.7061. Information on the new service is also available at www.ci.ashland.wi.us or www.eaglewasteandrecycling.com

If we haven't covered your individual question, please feel free to contact us at 715.477.0077 and we will always do our best to help you. Eagle Waste and Recycling is committed to providing you with the finest service possible delivered with a sincere attitude of appreciation!

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