

CART PLACEMENT

The basic service level that you are receiving will stay the same, but there have been enhancements to the services. Your basic service level will be one time per week garbage pickup with a 96 gallon cart. For recycling you will be provided a 64 gallon cart that you will put all of your recyclables in. Yard debris pickup will remain the same.



Bulky items such as white goods (refrigerators), couches, etc, will remain on call. This means that you will have to call in to our office to schedule this service. If you are affected by a day change, you will be notified in a separate mailing. If you are not notified, your current service days will remain the same.



Solid waste, recycling, and yard trash will be serviced on the same day. When placing your garbage cart and recycling cart out for service please place them at least three feet apart and away from things such as mailboxes. In addition, please find a spot at road side that is free of overhead obstructions, such as limbs and power lines. The automated trucks that will be servicing you cannot pick up carts unless they are far enough apart, and free of overhead obstructions. To provide a higher service level, approximately 8% of our customers will experience changes in the days that they are currently being serviced.



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Effective October 1st, 2013



Effective **October 1st, 2013**, Waste Pro will begin providing service to unincorporated Leon County. We are honored to have you as a valued customer. This guide will give you answers to questions about your new service. Please keep this guide handy as a reference to questions that you might have. You will find much more information on the Leon County website. The website address is www.LeonCountyFL.gov/curbside. You can also call us at **(850) 606-1899**. The website should be up during the first ten days of September. Existing Waste Management customers will automatically be transferred to Waste Pro. If you are an existing customer, you do not need to do anything, the transition will be seamlessly handled between Waste Pro and Waste Management.

SCHEDULES

SOLID WASTE (GARBAGE PICKUP)

Waste Pro will be running automated side load trucks to collect your solid waste. This means that the driver picks the cart up with a mechanical arm located on the side of the truck. Small amounts of garbage can be placed next to the cart if it does not fit inside, but we ask that you make every effort to place all garbage inside your cart. Please leave at least three feet between carts and keep carts clear of overhead obstructions.

RECYCLING

Leon County and Waste Pro are proud to offer single stream recycling services to our customers. Utilizing the green 64 gallon cart (instead of bins), you will be able to put all of your mixed recyclables in one container. Included in the list of things that you can recycle are paper products, plastics, glass, aluminum, and tin. For a more comprehensive list of materials, please refer to the Leon County website link. It will also include items that are not recyclable.

YARD DEBRIS

Your yard debris collection schedule will not change. Yard debris can be no longer than six feet in length, four feet in height, and four inches in width. Larger piles of yard debris may require a special grapple truck to service. If this occurs, we will place a service ticket on the pile and a truck will be routed to you as soon as possible. In order to be more environmentally friendly, plastic bags will be opened, with the contents put in the truck and the bags disposed of separately.

While not required, we ask that you consider containerizing yard debris, or putting debris in paper bags. Please protect your environment and do not use plastic bags!

THE TRANSITION PROCESS

BULKY ITEMS

Bulky items include white goods (washers, dryers, etc.) as well as furniture and other things that will not fit into your garbage cart. To schedule a pickup, please call our number at (850) 606-1899. Please allow up to seven days for bulk item pickups.

DURING THE SECOND WEEK OF SEPTEMBER,

we will begin the process of delivering two carts to your home. We will begin delivery of carts starting with our Monday routes, finishing with our Friday routes. We should finish the process of delivering carts before October 1st. Please be patient, if you see your neighbors have received their carts, yours will be delivered a day or two behind.

Waste Management (WM) will implement the process of picking up their trash carts beginning the week of Monday, September 23rd and will continue removing carts until Friday, October 4th. Following your final service in September, please leave the WM cart at the curbside with no additional garbage added after the service. WM will be providing additional specifics prior to the removing of any carts. You may begin using your Waste Pro carts following the last service by WM.

Please continue to use your WM recycling bin until October 1. WM will not be able to service your Waste Pro 64-gallon recycling cart. WM will remove only the recycling bins placed at the curb on the last day of service.

If you have questions regarding the Waste Management service, please continue to call them (850) 574-3000.



OTHER INFORMATION

WASTE PRO WILL OBSERVE THE FOLLOWING HOLIDAYS:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Fourth of July
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

For the week in which a holiday occurs, collection shall be one day following the normally scheduled collection day for all days of the week.

Additional garbage carts can be obtained for a one-time delivery fee of \$60, with no additional fees. Smaller 64 gallon carts are available at no additional cost for garbage if you are unable to handle the larger 96 gallon cart. Bear proof carts can also be purchased for an additional fee. These carts will be sold at a one time charge. Waste Pro will consider a slight modification to your garbage cart to make it bear proof, but this must be approved ahead of time. Medical backdoor service will be provided where proof of a medical hardship exists.

Leon County approved Waste Pro as the new provider for waste collection services. The new partnership will save current subscribers 30%. The new rate that you will be billed quarterly is \$40.20 per quarter. We encourage new customers, but ask anyone signing up during September to be patient in receiving your carts as carts are received in the order they are requested, beginning with current customers.

PLEASE RECYCLE THESE ITEMS:

Containers and Paper • Plastics #1 through #7
Aluminum • Steel • Glass • Cardboard • Newspapers
Magazines • Mixed Paper • Paperboard (flatten all boxes)

DO NOT PLACE THESE ITEMS IN CART:

Batteries • Electronics • Motor Oil
Light Bulbs • Paint • Styrofoam