

Bulk Item Collection Service

Must be called in, scheduled and paid for in advance 24 hrs.

Waste Management will also collect bulk items during your scheduled day once scheduled and paid in advance. If the truck picking up your regular waste leaves the bulk trash, we will dispatch a second truck to retrieve these larger items. We ask that you be patient. Bulk items are objects too large for one person to handle, and typically include the following:

- Carpet – must cut, roll and tie the carpet in lengths no greater than four feet, 40lbs max
- Appliances – must remove appliance doors and freon.
- Large Screen TVs (42 inches and up)
- Furniture
- Mattresses, box springs and cloth furniture **must be wrapped in plastic with duct tape** to ensure the safety of our people due to bed bug outbreaks.
- Lumber Products – Please bundle and tie wood products in lengths no longer than three feet and weight of 40 lbs.
- Items more than 100 lbs. must be called in by the resident to schedule a separate pickup

Unacceptable Waste

- Anti-freeze
- Car parts
- Tires
- Batteries
- Propane tanks
- Dirt, gravel, rock & sod
- Riding mowers
- Concrete and cement (in any form)
- Gasoline
- Insecticides
- Paint cans with wet paint residue
- Oil-based Paint
- Bricks and roofing shingles
- Stones
- Cleaners and Solvents

Trash Day

- The City has arranged for the annual bulk collection program (Trash Day)
- Saturday September 28th
- Have all bulk items at the curb line by 5:00AM
- Please see the City website for guidelines



9954 OLD STATE RD.
CHARDON, OH 44024

IMPORTANT INFORMATION INSIDE

THE ENTIRE CITY

WILL BE SERVICED ON TUESDAY
NEW SERVICE STARTS JUNE 4

Welcome to the New Waste Collection and Recycling Service,

brought to you by Waste Management of Ohio and the City of Chardon starting June 1st. As your waste service provider, the Waste Management Team looks forward to bringing you courteous and dependable curbside collection. In this guide, you will find instructions and information about your waste and recycling services. If you have a question not covered in this guide, please call the Waste Management Customer Service Center at 1-866-797-9018. You may also email your inquiries or requests to CustomerService_MIOHIN@wm.com.

We are happy to assist you!

Service Levels

Standard Service- All Residents will be set up and billed for the Standard Service Level. Weekly trash collection with 96-gallon cart provided and every other week recycle service with 64-gallon cart provided \$16.15 per month

Senior Service for those 60 and older- Weekly trash collection with 96-gallon cart provided and every other week recycle service with 64-gallon cart provided \$14.54 per month. **Senior verification form must be filled out at City Hall.**

Bag Service

• **Must use the Waste Management Blue Bag**

- Roll of 5 bags can be purchased at Giant Eagle or Heinen's
- Orange bags will no longer be in use for the City limits

To change your service level to Senior Level or Bag Service you must call Customer Service by May 20th @ 1-866-797-9018

Cart Delivery/Removal

- Current customers of WM that have a cart that is NOT GREEN will receive a Green 96-gallon trash cart
- Residents that are currently not a WM customer will receive a Green 96-gallon trash cart
- All current and new customers signed up for standard or senior service levels will receive a 64-gallon recycle cart. Current recycling customers will not receive a cart.
- The carts will be delivered to the end of your driveway.
- All cart deliveries and exchanges will be completed by May 30th
- If you have PINK trash cart and want it removed, you must call Waste Management and request a removal ticket



www.chardon.cc



Placing Your Carts Out for Collection

- Trash will be collected throughout the entire City on Tuesday
- To collect your trash, you must use the cart provided by Waste Management or blue Waste Management bags.
- Recycle will be collected every other week as outlined in the program on the following page
- If you wish to get rid of your old trash cans place them inside the cart or mark them with tape to be taken away on trash collection day
- Your cart should be placed out at the curb the night before your scheduled collection or by 6:00 AM
- Your cart should be placed three feet from the roadway with the handles facing toward your home and the lid opening toward the street. Do not place your cart in the street.
- Always close the lid before moving. Pull the cart uphill, and push the cart downhill.
- Always keep the lid closed to keep animals, rain, snow, and ice out, and keep the refuse, recyclables and odors in
- Please do not park your car in front of the cart on collection day
- Promptly remove and store your cart after service, keep away from furnace, fire place or grill



If possible please put your recycling cart out on the opposite side of your driveway from your trash cart with the lid opening facing the street



Paying For Your Service

Waste Management will bill you quarterly in advance for your waste collection. You have several options when it comes to paying for your residential collection from Waste Management. Choose the most convenient for you and your household:

- 1. Online Payments** – Log on to www.wm.com, go to Pay My Bill link and follow the prompts. There is no additional cost. To register you will need a copy of your invoice. The options are:
 - One-time payment
 - View invoices online
 - Pre-payments (great for when you are on a vacation)
 - Recurring options
 - View payment history
 - Sign up online for e-mail notifications of your pick up week
- 2. Mail-in Payments** – PO Box 4647, Carol Stream, IL 60197-4647. Please remember to include the remittance stub.
- 3. Phone Payments** – For payments over the phone, call our Customer Service Center at 1-866-797-9018. Please note there is a small administrative fee for assisting with payments over the phone

Payment Methods
 • Checking • Credit Card (VISA, MasterCard, American Express, Discover) • Savings • Debit

Payment Terms – Payment is due upon receipt. Waste Management's typical billing period is quarterly billed in advance

Mobile App – WM Mobile makes it easy for you to manage your Waste Management accounts while on the go. WM Mobile only works for customers who have registered an account with WM.Com. Once registered simply enter the same user and password you currently use on WM. com.

Recycling Service Guidelines

- Your cart should be placed out at the curb the night before collection or by 6:00 a.m. on your scheduled collection day.
- Recycling is collected per the color-coded calendar
- Do not bag recyclables
- Place recyclables in the cart loose
- Only recycle the six items as shown below
- Any other item not shown below is contamination

ONLY RECYCLE THESE ITEMS: They must be loose



Do NOT include in your mixed recycling:



To Learn More Visit:
RecycleOftenRecycleRight.com
 #RORR

© 2015 Waste Management, Inc. The Recycle Often, Recycle Right® recycling education program was developed based upon national best practices. Please consult your local municipality for their acceptable materials and additional details of local programs, which may differ slightly.

MedWaste Safe Solutions for Sharps Disposal as low as \$45.00
<https://www.wm.com/store/catalog/residential/recycle-by-mail-for-home/syringes-and-lancets>

To change your service level to Senior Level or Bag Service you must call Customer Service by May 20th @ 1-866-797-9018

THINK GREEN.®

Yellow Recycling Collection Week

- | | |
|--------------|-----------------|
| Allynd Blvd | Goodrich Ct |
| Basquin Dr | Grant St |
| Battles Ct | Huntington St |
| Canfield Ext | Maple Ave |
| Canfield Dr | N Hambden St |
| Center St | North St |
| Chardon Ave | Park Ave |
| Cherry Ave | S Hambden St |
| Court St | Seventh Ave |
| Daniels Dr | Sixth Ave |
| Downing Dr | Tilden Ave |
| Ferris Ave | Washington St |
| Fifth Ave | Water St |
| | Wilson Mills Rd |

The Following Neighborhoods:
 Bridgewater
 Colonial Park
 Hidden Glen
 Village Square

Green Recycling Collection Week

- | | |
|--------------|----------------------|
| Carson Dr | South St |
| Claridon Rd | Sylvia Dr |
| Cricket Dr | Woodie Brook Rd |
| Crocker Blvd | |
| Cynthia Dr | The Following |
| E King St | Neighborhoods: |
| Hilltop Dr | Burlington Green |
| Ima Dr | Burlington Oval |
| Karen Dr | Chardon Park Estates |
| Moffet Ave | Fox Pointe |
| Myra Dr | Woods of Burlington |
| Randall Ct | |

JULY 2019

S	M	T	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

AUGUST 2019

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SEPTEMBER 2019

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29	30					

OCTOBER 2019

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NOVEMBER 2019

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DECEMBER 2019

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1	2	3	4	5	6	7
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Observed Holiday

Observed Holidays
 If a holiday falls on a weekday, your collection day will be moved to the next day.
 • New Years Day • Independence Day • Thanksgiving Day
 • Memorial Day • Labor Day • Christmas Day

Questions?
 Should you have questions regarding your service, cart or payment please contact Customer Service Monday thru Friday 7:30 AM to 5:30 PM at **1-866-797-9018** or customerservice_miohin@wm.com