



## FREQUENTLY ASKED QUESTIONS

**Q: Why did the City choose Aspen Waste?**

**A: A Request for Proposal was delivered to the waste haulers previously doing business within the City. These companies then had the opportunity to submit their proposals to the City outlining potential services and rates. The City reviewed the information from each waste hauler and found that Aspen Waste was the most beneficial hauler who offered the most services to the residents of the City at the most economical rates.**

**Q: What are the rates charged by Aspen Waste?**

**A: Trash: \$10.40/month or \$31.20/quarter  
Trash and Recyclables: \$15.90/month or \$47.70/quarter  
Trash and Yard Waste: \$19.40/month or \$58.20/quarter  
Trash, Yard Waste and Recyclables: \$24.90/month or \$74.70/quarter**

**Q: Will rates go up in the future?**

**A: The contract with Aspen Waste Systems, Inc. allows for a 3% annual increase in rates to cover labor rate and landfill fee increases. Please pay particular attention to the rate schedule shown immediately above as those rates are what should appear on your invoice from Aspen for your corresponding service. There should not be any additional items such as environmental fees or fuel surcharges showing up on a trash collection bill.**

**Q: Are there any discounts available?**

**A: A 15 percent discount is available for a senior citizen or disabled person for a household consisting of no more than two persons in which the head of the household is 65 years of age or older, or disabled.**

**Q: What is the billing cycle?**

**A: Aspen Waste will submit quarterly invoices to each residence and each residence will have thirty days from the invoice date to remit payment in full. Aspen Waste reserves the right to stop service to the residence if the invoice is unpaid 45 days after the start of the billing cycle. A \$25.00 fee will be applied to restart service.**

**Q: Does Aspen Waste offer the opportunity to recycle newspapers or cardboard?**

**A:** If a resident is signed up for recycling, a container for recyclable materials will be delivered to the residence. Pickup of recyclable materials will be twice per month. Refer to Exhibit A for Acceptable and Unacceptable Materials.

**Q: Can a paint can be put in my trash container?**

**A:** No, this is considered Hazardous Waste which includes, but not limited to, sludges, waste from a pollution control process or cleanup of a spill of a chemical substance or asbestos, construction and demolition waste, soil, sod, tree branches and stumps; paint; motor oil, excessive storm debris or debris resulting from weather events.

**Q: Since the City will no longer offers Large Item Pickup, how does a resident dispose of furniture or mattresses that is no longer needed?**

**A:** Residents are allowed one bulky item per week. Call Aspen at 618-277-9100 for pickup. Charges will apply for additional items – refer to Exhibit B.

**Q: What is a bulky item?**

**A:** Items that will not fit in the 96-gallon cart such as couches, chairs, mattresses, tables and other furniture pieces, carpeting that has been cut, tied and bundled into rolls no larger than 4 feet long and each bundle weighing no more than 150 pounds. Bulky items do not include bags or boxes of construction debris or hazardous waste, waste tires, white goods, materials which are flammable, explosive, caustic for example, automotive batteries, engine oil, or fuel/propane tanks.

**Q: Will Aspen Waste pick up a refrigerator?**

**A:** Refrigerators, dehumidifiers, washing machines and clothes dryers will not be picked up by Aspen Waste.

**Q: Will Aspen Waste pick up yard bags of yard waste?**

**A:** If a resident is signed up for yard waste, a 96-gallon yard waste container will be delivered to the residence which will be collected once a week on the regular waste collection day. Along with the 96-gallon yard waste container, 10 additional

biodegradable lawn bags may be placed curbside for collection. Yard waste collection may be purchased on a quarterly basis.

**Q: Will Aspen Waste come to the house to pick up the container?**

**A:** No, all containers must be placed curbside no later than 5:30 a.m. on the scheduled collection day.

**Q: Will Aspen Waste pick up TVs?**

**A:** TVs are included in bulky items, however, if TV has a screen larger than 26 inches, it is a console TV, or a rear projection TV, a \$20.00 surcharge will be applied. Call Aspen at 619-277-9100 for pickup.

**Q: What if the scheduled collection day is on a holiday?**

**A:** Designated holidays on which service will not be provided are: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. If any of these five holidays falls on a collection day, service will be moved back one day and provided on the following day including Saturday.

**Q: Are carts free?**

**A:** Initially, carts are delivered to new residential service. If a cart is no longer usable due to ordinary wear and tear, it will be replaced. However, if cart is no longer usable due to abuse or neglect, a \$60.00 fee per cart will be charged to the resident.

**Q: What if trash won't fit into waste container?**

**A:** Additional 96-gallon containers are available for a fee of \$4.75 per month. Trash will not be collected in bags, boxes, or other containers not belonging to Aspen Waste.

**Q: Is there a provision to pick up cut Christmas trees after the holidays?**

**A:** Aspen Waste will pick up Christmas trees at curbside between January 1 and January 31 at no cost to the resident.

## Exhibit A

### Single Stream Recycling

The list of items below represents the current materials currently being accepted by Contractor as Recyclables. This list may expand or contract due to market conditions.

Acceptable Recyclables ("Recyclables")	Unacceptable Materials
Aluminum food and beverage containers	Microwave trays
Glass food and beverage containers – brown, clear, or green	Mirrors, window or auto glass
Ferrous (Iron) cans PET plastic containers with the symbol #1 – with screw tops only, without caps	Light bulbs
HDPE natural plastic containers with the symbol #2 – (milk and water bottles)	Ceramics
HDPE pigmented plastic containers with the symbol #2, without caps (detergent, shampoo bottles, etc.)	Porcelain
Plastics with symbols #3, #4, #5, #6, #7 – narrow and screw to containers – without caps	Plastics unnumbered
Newsprint	Plastic bags
Old corrugated cardboard	Coat hangers
Magazines and mail	Glass cookware/bakeware
Catalogs and telephone books	Household items such as cooking pots, toasters, etc.
Cereal boxes	
Printer paper and copier paper	
All other office paper without wax liners	

- I. Additional Specifications
  - a. All glass containers must be empty and free of metal caps and rings and contain less than 5% food debris.
  - b. All tin cans, bi-metal cans, and aluminum cans must be empty and contain less than 5% food debris.
  - c. All aerosol cans must be empty with less than 5% content.
  - d. All plastic containers must be empty, caps removed; less than 5% food debris.
  - e. All fiber must be dry and free of food debris and other contaminating material.
  - f. Tissues, paper towels or other paper that has been in contact with food is not acceptable.

- II. Recyclables may contain up to 5% Unacceptable Materials, provided however, Recyclables may not:
  - a. Materially impair the strength or the durability of the Contractor's structures or equipment;
  - b. Create flammable or explosive conditions in Contractor's facilities;
  - c. Contain dry cell batteries or lead acid batteries;
  - d. Contain chemical or other properties which are deleterious or capable of causing material damage to any part of Contractor's property, its personnel or the public; or
  - e. Contain Excluded Waste as defined in the Agreement.
  
- III. If loads of the mixed recyclables materials do not meet Contractor's specification for acceptable recyclables or are otherwise not properly segregated from the waste, Contractor shall have the right to reject the load in whole or in part. Or to handle the contaminated load and impose additional reasonable charges on the City or resident.
  
- IV. Upon written notice to the City and residents, Contractor may discontinue acceptance of any category of recyclable materials as a result of market conditions related to such materials.

**Exhibit B**

**Extra Services Pricing Schedule**

**Bulky Waste Items:** This list is intended as a general guide of the types of Bulky Waste items to be collected in each of the three (3) price categories. It is not intended to be an exhaustive list of all potentially Bulky Waste items eligible for collection under this Contract. Rather, these items represent the size and general handling characteristics as examples under each price category.

<b>\$15 Small Bulky Waste Items</b>	<b>\$25 Medium Bulky Waste Items</b>	<b>\$40 Large Bulky Waste Items</b>
Car seats Baby or booster seat large/regular Carpet Area rug (3 feet by 5 feet average) Chairs Dining room/desk/kitchen stool high chair Children's toys (doll house, big wheel)  Holiday tree (after January 31) - 6 feet or taller  Doors Bi-fold Dressers  Child/nightstand Medicine Cabinets Mirror Small - Up to 3.5 feet in length and width Table Card plastic  Toilets Without tank Vacuum Cleaner Windows Screen	Bathtubs Fiberglass Beds Bed frame headboard, footboard Baby Crib Bikes Child or adult Book Case Carpet Pad (5 feet max. length; cut and rolled) Chairs Stuffed or recliner Couches Sectional - each piece (non-sleeper) Desks Child wood Doors Screen or hollow interior shower door Dressers Large Electronic Recyclables Small items like key board, VCRs, DVD players Garage Door Opener (Rails must be broken down) Mirrors - Up to 6 feet in length Sinks Bath (single or pedestal) kitchen Tables Coffee or end Toilets With tank Water softener (empty only) Windows Single	Bathtubs Cast iron (must be broken up) Beds Mattress and box spring Carpet- per room (average room size : 12 feet X 12 feet) (5 feet max. length; cut and rolled) Couches Love seats Hide-a-bed couch/frame (mattress-separate item) Futon (mattress-separate item) Desks Metal Doors Interior (solid) exterior siding glass (each piece) Exercise equipment Electronic recyclables *TVs and computer monitors  Gas grill (no tank) Lawn mower or snow blower (gas & oil drained) Mirror - 6 feet or larger in length or width Sinks Bath (vanity) Laundry tub (non-concrete) Tables Kitchen or dining room Trampoline Windows Double triple or larger

\* TVs larger than 26-inch screens, console TVs and rear projection - \$20.00 surcharge