

Charter Township of Waterford

New Residential Waste & Recycling Program



Dear Waterford Township Resident:

Waterford Township has awarded the contract for residential curbside collection of solid waste, yard waste, and recycling to GFL for five years. This new program begins March 30, 2020 for all single residential curbside collection customers.

The new residential waste hauler program will be a significant enhancement to the existing solid waste services in the Township and will include weekly curbside collection of solid waste, recycling (if selected), and unlimited yard waste April 1 through the second full week in December, as well as monthly bulk item collection.

To assist you during this transition period, this newsletter contains pertinent information outlining services included in the new program. Please keep this information in a convenient location for reference. If you have any questions or need additional information, please contact the GFL Customer Care Center at 844.464.3587 Monday through Friday from 7:00 am to 5:30 pm. You may also contact the Waterford Township Supervisor's office Monday through Friday 8:00 am to 5:00pm at 248-674-6201 or supervisor@waterfordmi.gov.

Service Days: To determine your weekly collection day beginning the week of March 30, 2020, please see map on page 8 of this newsletter.

Delivery of your new 95-gallon garbage and 64-gallon recycling carts will begin March 10, 2020. **Please DO NOT begin use of your new carts until service begins March 30, 2020.**

Continue to use your current containers through March 27, 2020. If your carts were provided by a hauler other than GFL, your hauler will pick up their carts within 30 days of the new program starting. If your containers belong to you, your options include: mark them and use them for yard waste collection, use them for another household purpose of your choice, or place them at the curb on your collection day to be recycled.

All items for pickup including trash, recycling, yard waste and bulk items must be at the curb by 7:00 am

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All of us at GFL are looking forward to a long and valued relationship with Waterford Township and a smooth, seamless transition to the new program starting March 30, 2020.

We hope that you find this information to be helpful in establishing a safe, cost effective, and efficient solid waste program. Should you have any questions or need additional information, please contact our Customer Care Center at 844.464.3587 Monday through Friday between 7:00 am and 5:30 pm or visit us on our website at www.GFLUSA.com

Thank you,
GFL

SOLID WASTE COLLECTION-WEEKLY

Beginning the week of March 30, 2020, set out your Waterford Township rolling cart(s) by 7:00am on your collection day, and remove it from the curbside within 12 hours after collection.

• **A 95-gallon trash cart will be delivered to your home and placed at the edge of your property by the driveway beginning March 10, 2020.**

Please contain household waste in plastic bags prior to placing them in your cart. To eliminate spillage and possibly injury, please do not overload containers. The weight limit on 95-gallon trash carts should not exceed 175 pounds.

If your waste cannot regularly be contained in the

95-gallon trash cart provided, additional carts can be purchased from GFL for a one-time fee of \$85. Your quarterly or annual rate is not affected by the number of carts you utilize under this program. To purchase additional carts, please contact GFL directly at 844.464.3587.

Note: *Solid Waste carts are either 95-gallon or 65-gallon in size. You have until June 30, 2020 to select a different cart size by contacting GFL to deploy and alternate sized cart at no charge. After June 30, 2020, changes to cart size will result in an additional fee of \$105.00. After 90 days, changes to cart size will result in an additional fee.*

YARD WASTE- WEEKLY IN SEASON

First Monday on or after April 1 through the second full week of December on your regular collection day.

Yard waste will be collected in a separate truck April 1 through the second full week in December only.

Yard waste includes: Garden waste, leaves, lawn cuttings, shrubs & tree trimmings/ pruning waste and should be placed in up to 32-gallon plastic or metal containers marked "Yard Waste," and/or in brown paper yard waste bags purchased by the resident. The weight limit on containers and contents is 50 pounds.

Branches and tree limbs up to 4 inches in diameter and 4 foot in length should be tied securely in bundles not exceeding 18 inches in diameter and stacked neatly for pickup. For a full list of accepted yard waste, please visit www.waterfordmi.gov/trash

There is no limit to the amount of yard waste you may set out each week during the collection season.

Not considered yard waste:
Dirt
Sod
Large Stumps
Sand
Gravel
Animal Feces
Dead Animals

BULK ITEMS-MONTHLY

Large bulk items such as appliances and furniture pickup will be available on your regular collection day. Please set your bulk item at the curbside separate from other waste and recycling by 7:00am on your collection day. You do not need to call to request special pickup of these items.

Large items may include: washers, dryers, freezers, refrigerators, air conditioners, hot water tanks, stoves, microwaves, couches, chairs, tables, dressers and other large items. For a full list, please visit www.waterfordmi.gov/trash

Please remove the doors and racks from refrigerators and freezers prior to setting out for collection. It is GFL's responsibility to make sure Freon is extracted according to current environmental standards.

Some larger bulk items, like freezers and large appliances may be picked up by a separate truck and may take up to 24-hours to remove.

CURBSIDE RECYCLING-WEEKLY

Waterford Township is pleased to offer Waterford residents weekly curbside recycling at affordable rates under the single hauler contract with GFL environmental. For a small quarterly fee, GFL will provide a 64-gallon rolling cart for household recyclable materials—please see rate chart on page 3 of this newsletter.

If for some reason your household wishes to opt-out of curbside collection of recycling, please complete an opt-out form on the Waterford Township website by March 3, 2020. You may also visit the Waterford Township offices during regular business hours to complete a paper opt-out form. Or call the Waterford Township at 248-674-6201 or 248-674-3111 with your full first and last name, service address, phone number and an email if you have one.

If your recycling cannot regularly be contained in the provided 64-gallon rolling cart, additional carts may be purchased from GFL for a one-time fee of \$75 by calling 844.464.3587. Your quarterly or annual rate is not affected by the number of carts you utilize under this program.

Note: Recycling carts are either 95-gallon or 65-gallons in size. You have 90 days in which to select a different cart size by contacting GFL to deploy an alternate sized cart at no charge. After June 30, 2020, changes to cart size will result in an additional fee.

Weekly services including: Solid waste, recycling, unlimited yard waste in season, and Christmas Tree collection										
	Year One		Year Two		Year Three		Year Four		Year Five	
	Quarter	Year	Quarter	Year	Quarter	Year	Quarter	Year	Quarter	Year
Base Rate	\$51.91	\$207.64	\$53.48	\$213.92	\$55.10	\$220.40	\$56.76	\$227.04	\$58.45	\$233.80
3% Discounts	\$50.35	\$201.40	\$51.87	\$207.48	\$53.45	\$213.80	\$55.06	\$220.24	\$56.70	\$226.80
5% Discounts	\$49.31	\$197.24	\$50.81	\$203.24	\$52.34	\$209.36	\$53.92	\$215.68	\$55.53	\$222.12

Weekly services including: Solid waste, unlimited yard waste in season, and Christmas tree collection (no recycling)										
	Year One		Year Two		Year Three		Year Four		Year Five	
	Quarter	Year	Quarter	Year	Quarter	Year	Quarter	Year	Quarter	Year
Base Rate	\$37.76	\$151.04	\$38.90	\$155.60	\$40.09	\$160.36	\$41.29	\$165.16	\$42.52	\$170.08
3% Discounts	\$36.63	\$146.52	\$37.73	\$150.92	\$38.89	\$155.56	\$40.05	\$160.20	\$41.24	\$164.96
5% Discounts	\$35.87	\$143.48	\$36.95	\$147.80	\$38.08	\$152.32	\$39.22	\$156.88	\$40.39	\$161.56

BILLING PAYMENT & DISCOUNT INFORMATION

GFL will bill residents directly for service on a quarterly basis.

Residents will be billed two weeks prior to each new quarterly service period. To be sure your payment is received by the due date noted on the bill, please allow 7-10 days for processing. For your convenience, auto-pay options are available.

AVAILABLE DISCOUNTS

SENIOR OR VETERAN DISCOUNT: 5%.

Residents 65 years and older, and Veterans are eligible to receive a full 5% discount. To enroll, please stop by the Waterford Township offices by March 3, 2020 with a driver's license or state ID and proof of age for senior discount, or veteran status for veteran discount. If all information is on your state ID, then only the state ID is required.

ANNUAL PRE-PAYMENT: 3%.

The annual pre-payment incentive takes the hassle out of quarterly bill payments. Residents will receive a 3% discount when they pay for the entire year at the start of each contract year.

ELECTRONIC PAYMENT: 3%.

Pay your quarterly bill electronically and receive a 3% discount! You may sign up for online bill pay through GFL's website at www.GFLUSA.com. You do not need to sign-up for electronic invoicing to receive this discount.

AUTO PAYMENT: 3%.

An automatic payment program discount of 3% is available to residents. Please visit www.GFLUSA.com, click on Auto-Pay and enjoy this convenient, cost-saving option!

MAXIMUM DISCOUNT.

Please keep in mind there is a 5% cap on discounts per year. Review the discounts listed above to determine which ones you are eligible for, and which one would be the most beneficial.

"SNOWBIRDS" – SERVICE SUSPENSION

If you'll be away from your Waterford home for an extended period, please notify GFL by calling 844.464.3587 to suspend service and payment for a single period of up to three (3) consecutive months in any 12 month period. The maximum suspension in any calendar year is three (3) months.

Accounts that are not paid within 45 days of the date of invoice or by the 30th day of the service period will be assessed a 10% late fee.

Unpaid invoice and late fee amounts after August 15 each year may be assigned to the property tax roll with an additional 6% administrative fee for collection on the December tax bill.

QUICK START GUIDE

GETTING STARTED IS SIMPLE!

IF YOU ARE A VETERAN OR SENIOR AGE 65+

You are eligible to receive a 5% discount. Please visit Waterford Township Hall with your identification to complete an eligibility application Monday – Friday 8:00am to 5:00pm.

IF YOU OWN A RENTAL HOME IN WATERFORD

All costs related to the new service with GFL are ultimately the financial responsibility of the property owner/taxpayer on record. If the GFL bill remains unpaid, it will be transferred to property taxes once per year with a fee. Please contact GFL to have invoices directed to the appropriate payer.

IF YOU WISH TO OPT OUT OF CURBSIDE RECYCLING

Complete an opt-out form on the Waterford Township website by March 3, 2020. You may also visit the Waterford Township offices during regular business hours to complete a paper opt-out form. Or call the Township Supervisor's office at 248-674-6201 with your full first and last name, service address, phone number and an email if you have one.

ALL OTHERS

Your name and address has already been given to GFL. They will assign your account automatically and you will receive your first invoice around March 16, 2020.

DATES TO BE AWARE OF:

March 16, 2020: Watch your mail this week for your first GFL invoice

March 10-27, 2020: Carts will be delivered to your home

April 29, 2020: Payments must be received by this date or late payment penalties apply

SNOWBIRDS

New GFL rolling carts for trash and recycling will be delivered to your Waterford home beginning the week of March 10, 2020. If you wish to delay cart delivery, please visit www.waterfordmi.gov/trash and complete the Snowbird form – this will be the fastest and easiest method available to you 24/7.

The Waterford contract also includes an option for residents to suspend service for one consecutive period each 12 month period for up to three months for an annual credit. If you wish to use that service suspension now, please indicate this on the online Snowbird form at www.waterfordmi.gov/trash. If you plan to use your service suspension later this year, no action is required at this time. Simply contact GFL in the future prior to your departure date and they will suspend your service and issue your invoice credit at that time.

CONTACT INFORMATION

If at any time during the transition period or throughout the duration of the contract you have questions or need assistance regarding sign-up, options, service, or billing, please contact GFL Environmental directly.

Waterford Township staff can also assist you with answering questions about sign-up, the program, services and rates, and assistance resolving complaints.

GFL ENVIRONMENTAL CUSTOMER SERVICE:

Hours 7:00am to 5:30pm Monday through Friday

Phone 844-464-3587

Website www.GFLUSA.COM

Email gflusacustomerservice@glfenv.com



GFL IN WATERFORD MARCH 9 – JULY 3, 2020

A GFL staff member will be on site at the Waterford Township offices during regular business hours March 9 – July 3, 2020 to assist residents. Please visit the 3rd floor of Town Hall at 5200 Civic Center Dr. Waterford, MI 48329 or call 248-204-6762 for assistance.



WATERFORD TOWNSHIP

If you have further questions or need additional information or assistance, please visit the Waterford Township website at www.waterfordmi.gov/trash or contact Township staff at 248-674-6201 or 248-674-3111.

Holiday Schedule

GFL observes the following holidays:

<u>NEW YEARS DAY</u> January 1st	<u>MEMORIAL DAY</u> Last Monday in May	<u>INDEPENDENCE DAY</u> July 4th
<u>LABOR DAY</u> First Monday of September	<u>THANKSGIVING DAY</u> Fourth Thursday of November	<u>CHRISTMAS DAY</u> December 25th

Please remember that if a holiday falls on a weekday, your scheduled service day will be delayed by one day and does include Saturday collection in these cases. Regular collection will resume the following week.

CURBSIDE RECYCLING GUIDELINES



Carts: Frequently Asked Questions

1. What can I put in the new trash cart? Regular household garbage.

2. Should I place garbage in plastic bags before placing it in the refuse cart? YES. Bags are required to eliminate odors, spills and rodents. Please keep lids closed at all times to help keep our community litter-free.

3. If my cart is full what do I do with the additional garbage bags? For the occasional bag or two, please place along side your cart, however a second cart will have to be purchased if you consistently cannot fit all garbage bags in your one cart.

4. How can I purchase a second refuse cart or recycling cart? Please call GFL at 844.464.3587. Cost per trash cart \$85.00, and recycling carts are \$75.00.

5. Can I put yard waste into my refuse cart? NO. Yard waste will continue to be collected separately, in paper compost bags or up to 35 gallon cans with a 50 pound weight limit and marked YARD WASTE.

6. Can I put "Bulk Items" into my refuse cart? NO. Bulk items, such as appliances and furniture, will continue to be collected separately.

7. How early can I put my refuse cart out for collection? It must be out by 7:00 a.m. the day of collection, but no earlier than 5:00 p.m. the preceding evening.

8. Where should I place my refuse cart for collection?

Please place carts at the curb on the grass area adjacent to your drive approach. Please see the diagrams on the Guidelines for Cart Placement showing how carts should be set out for collection. If you live along a major or secondary thoroughfare where no parking is allowed in the street. Please DO NOT place your container in the street. Place it on the edge of your property close to the curb.

9. Where should I place my carts for storage? The Waterford Township Code of Ordinance requires waste and recycling containers to be stored in garages or sheds, or outdoors, secured, and beyond the front building line in side or rear yard.

10. Will I be billed for this new trash cart and recycling cart? No, residents will be provided one (1) 95-gallon trash cart and (1) 65-gallon recycling cart.

11. What if I have a problem with my new cart? The new refuse carts have a ten year warranty. If you experience any issues please contact GFL at 844.464.3587 for assistance. Deficiencies with your new cart will result in the cart being replaced.



Waterford Township, Michigan Guidelines for Cart Placement

YES

Please place your carts as shown below with bar toward street, handle toward house. The automated trucks need to be able to reach carts, dump, and return without touching any obstacles.



Correct

FOR PAVED ROADS WITH A CURB

Place carts on the pavement up next to, and touching, the curb. Do not block driveway.



Correct

FOR PAVED ROADS WITH NO CURB

Place carts off the pavement and onto the edge of the lawn. Do not block driveway.



Correct

FOR PAVED ROADS WITH A CURB

Place carts on the pavement up next to, and touching, the curb. Do not block driveway.

NO

Please DO NOT place your container behind any obstructions – such as cars, trees, posts, or in hard-to-reach areas – and never block a driveway.



Wrong



Wrong



Wrong

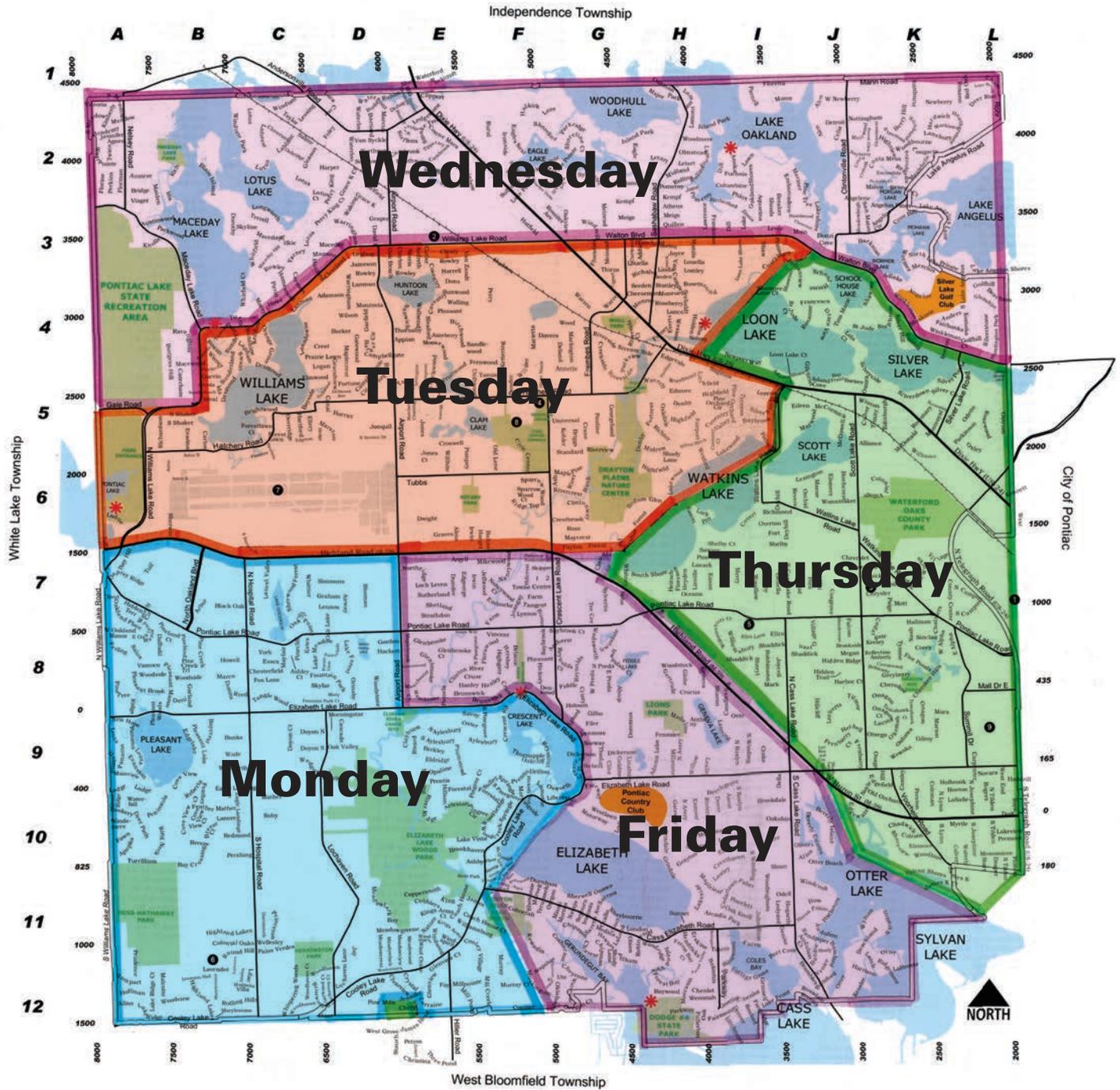


THANK YOU!

For making your refuse and recycling carts accessible for GFL Environmental's automated or semi-automated collection trucks

The Charter Township of Waterford

New 5 Day Collection Schedule



To find your service day, please go to GFLUSA.com click on residential, and input your address at top right of map page