

Tri-County

INDUSTRIES, INC.

WASTE & RECYCLING REMOVAL SERVICES

December 2021

Dear Marion Township Resident:

We are pleased to inform you that Tri-County Industries, Inc. has been awarded the contract to provide solid waste disposal service to the residents of Marion Township. The new contract is for five (5) years effective January 1, 2022 through December 31, 2026. Weekly disposal service will be provided to all single family households. This includes multi-family units of four (4) units or less.

We extend a welcome to all our new customers. We are a local family-owned company which has been proudly serving area residents for over 46 years. Customer Support will be glad to assist you regarding your service, account billing questions and accepting payments. Please call our office at 724-662-2510 Monday through Friday from 8 am to 5 pm.

CURB SERVICE: Place your cart, containers or stickered bags at the curb the night before your scheduled collection day.

Tri-County will assume that all customers will continue to utilize the service they currently have. Therefore, it is **VERY IMPORTANT** to notify us if you wish to use a different service option as described below.

STICKERED BAGS

Customers may purchase stickers that would be placed on standard 30-gallon garbage bags.

Stickers are sold in quantities of five (5). Please see attached guidelines for additional information.

\$	6.00 / sticker
\$	8.00 / month
\$	24.00 / quarter

UNLIMITED 95-GALLON CART SERVICE

Customers will use our 95-gallon cart. All material in the cart and beside the cart will be collected according to the guidelines on page 2. Sharing service is not permitted.

All material in or beside the cans/carts must be generated in your residence.

\$	22.90 / month
\$	68.70 / quarter

Customers using carts will assume responsibility for care and maintenance of Tri-County's cart.

COLLECTION DAY: Your collection day will remain the same.

We appreciate the opportunity to provide prompt reliable service for you.

Very truly yours,

TRI-COUNTY INDUSTRIES, INC.

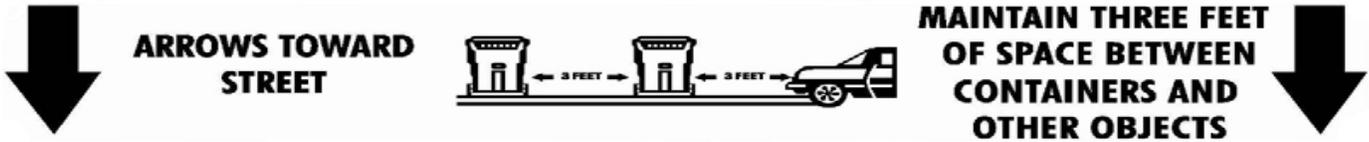


Jerry Bowser
General Manager

PLEASE RETAIN THESE IMPORTANT GUIDELINES FOR FUTURE REFERENCE.

CONTACTING US: For your convenience, our Customer Service Department is open Monday through Friday from 8:00 a.m. to 5:00 p.m. Representatives will answer any questions about your billing, service, etc. If you call after hours, you may leave a voice mail message and your call will be returned the next business day. Our phone number is: 724-662-2510 or 724-748-4705 option 1.

CART PLACEMENT: As we are now utilizing automated trucks for your collection route, please place your carts on a level area at the curb line no more than 3 feet from the street with *wheels away from the street* and *lid opening towards the street* if you are utilizing our carts. Leave at least 3 feet between the carts and adjacent poles, trees, mailboxes, basketball nets, parked vehicles and other obstacles. Please be sure that no overhead wires or tree branches interfere with lifting the carts vertically.



Carts, cans or bags should be placed out the night before your scheduled collection day and empty carts and cans should be removed by the end of the collection day.

IDENTIFICATION AND WEATHER: Clearly identify your street number on your mailbox or some type of permanent marker near the road. It's important to make your containers visible to the driver. In winter months, please remember to remove snow from the area where you place your cart/stickered bags and have a reasonably clear approach path to the containers both for the vehicle and the driver. **Bag all garbage before placing it in the cart.** Make sure lids are closed to protect against rain and snow collecting inside causing items to freeze to the bottom of the carts. Drivers will not reach into the carts to remove items that have become frozen to the bottom.

STICKER SERVICE: Residents may find it easier to use our stickers. Stickers may be purchased in quantities of five (5) by calling our customer service department. Residents would use one complete sticker on each bag they place out to the curb. Tie bag and wrap the sticker around the neck of bag. Only bags with the required sticker and clearly visible to the driver will be picked up. Each bag should not exceed 30 gallons and not exceed 70 pounds in weight. All bags must be closed and secure.

STICKERED BAG SERVICE - ITEMS THAT WILL BE PICKED UP AT THE CURB:

- ✓ Household garbage and refuse in stickered bags.

UNLIMITED 95-GALLON CART SERVICE - ITEMS THAT WILL BE PICKED UP AT THE CURB:

- ✓ Household Solid Waste - Includes all garbage, refuse, rubbish, animal and vegetable matter that was used for human consumption; excess fruits from trees on residential properties but not from trees on farms and/or orchards. It shall also include waste such as rags, paper and packaging materials, glass, crockery, bottles, leather, rubber, plastics and other household refuse.
- ✓ Plant matter and bagged leaves will be collected if placed in containers that will not disintegrate in rainy or stormy weather and shall not weigh in excess of forty (40) pounds. **Bushes, shrubs or other vegetation with earth or soil attached to the root system will not be collected.**
- ✓ All carpets, rugs and padding must be cut in sections no longer than forty-eight (48") inches in length, securely rolled and tied, and weighing no more than forty (40) lbs.

ITEMS NOT INCLUDED WITH ANY SERVICE OPTION AND WILL NOT BE PICKED UP:

- ✓ Paving materials, stones, rocks, sand, dirt, broken concrete, large automobile parts (including batteries and tires), sod, paints and stains, lead-acid batteries, flammable liquids and other chemicals, metal 55-gallon drums, metal grease drums and concrete washtubs
- ✓ Refuse caused by repairs, alterations, remodeling, demolition and/or construction of buildings and other structures
- ✓ Propane and oxygen tanks, gun ammunition, explosives or fireworks
- ✓ Bushes, shrubs or other vegetation with earth or soil attached to the root system
- ✓ Tree trunks or parts of tree trunks greater than 3" in diameter
- ✓ Due to fire hazards, we cannot accept ashes

Please call our Customer Service Department for information on how to dispose of items listed above.

BULK COLLECTION: Two bulk collections will be held each year, one during the second week of May and one during the second week of October for customers who utilize regular, refuse services. Bulk waste includes items such as household furniture, mattresses and box springs, hot water tanks, appliances, plumbing fixtures, etc. Mattresses and box springs must be wrapped in plastic for collection. Refrigerators, freezers, air conditioners, etc. containing any type of Freon will be collected as long as the tag certifying that the Freon has been removed is taped to the item. We will pick up refrigerators, freezers, air conditioners, and other appliances still containing Freon for an additional charge. Please call Customer Support for more information.

E-WASTE: State regulations prevent us from accepting e-waste for disposal in a landfill. E-Waste is any electronic item containing computer boards. Example: TV's, radios, mp3 players, DVD players, computers etc. This type of waste requires special collection and disposal arrangements. Please call our customer service department for rates and additional information.

STATE REGULATIONS: Due to state regulations, we CANNOT accept human excrement, flammable liquids (solvents, paint thinners, oil, containers holding liquid paints, gas, kerosene or any liquids), auto batteries, tires, or any material that may be considered hazardous, infectious or toxic including medical and radioactive waste.

NEEDLES AND SHARP OBJECTS: Help us prevent needle sticks to our employees. Place all needles, syringes and lancets in a hard, plastic container with a tight-fitting lid taped shut. Place these with your regular trash. Wrap all sharp objects, such as broken glass or sharp metal, in heavy paper and tape shut. **Please protect our refuse workers! You will be held responsible for any needle sticks to our employees!**

HOLIDAYS: We observe the following holidays and our business is closed:

New Year's Day
Labor Day

Memorial Day
Thanksgiving Day

Independence Day
Christmas Day

If your scheduled collection day falls on or after a weekday holiday, your collection will be one (1) day later that week. If your scheduled collection day falls before a weekday holiday, there will be no change in your collection day.

There will be **NO CHANGE** to collection days for holidays falling on the weekend or for the following holidays:

Martin Luther King Jr. President's Day Good Friday Easter Columbus Day Veterans Day

MISSED PICK-UP: All requests for missed collection must be made within 24-hours of collection day.

PRIVATE DRIVES: The owner(s) of private road(s) or driveway(s) are required to sign a waiver of damages provided by Tri-County holding harmless the Township and Tri-County for any damage that may occur on the private road(s) or driveway(s) during solid waste or recycling collection.

TEMPORARY DISCONTINUATION OF SERVICE: Residents who temporarily vacate their residences for a minimum of 1 month may discontinue their service during that period. Please call our Customer Service Department for more information.

AUTOMATIC BILL PAYMENT is available at no charge; enroll to use a bank account for Electronic Funds Transfer (EFT) or a credit card to automatically pay your account balance with every billing cycle. To enroll, print the form from our website.

GO PAPERLESS: Enroll in electronic billing to receive your bill via email. Less paper and more convenient.

BILLING: Accounts will be invoiced on a 3-month basis to be paid in advance of service rendered. Payment must be received in our office by the due dates below or a late charge will be added to any account remaining unpaid. Accounts not paid by the due date will receive a late notice giving 10 days to make payment. If payment is not made by the date specified in the notice, all disposal services will be discontinued until we receive payment in full. Billing due dates will be:

December 1st	For services rendered in January, February and March
March 1st	For services rendered in April, May and June
June 1st	For services rendered in July, August and September
September 1st	For services rendered in October, November and December

PAYMENT: We accept Discover, MasterCard, Visa and e-check payment by phone, through our secure website, or at our office. Any check not honored by the bank and returned to Tri-County Industries unpaid will be assessed a minimum \$35.00 service charge.

BIG PROJECTS: We offer roll-off boxes for special clean-up or remodeling projects with boxes ranging from 10-yards to 40-yards in capacity. Please call our Customer Service Department for additional information.