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DISPOSAL SERVICE, INC.

www.vogeldisposal.com

January 2019

Dear Richland Township Resident,

We are pleased to inform you that Vogel Disposal Service, Inc. has been awarded the contract to provide solid waste disposal and recycling services to Richland Township residents. The contract's term is for five (5) years effective January 1, 2019 through December 31, 2023. **Service under this contract is mandatory for all residents of one to four unit dwellings.**

We extend a welcome to all customers. We are a local family-owned company which has been proudly serving area residents for over 60 years. Our Customer Service Dept. is available Monday through Friday 8am-5pm. You may contact us at 724-625-1511 choose option 1 or by email to customerservice@vogeldisposal.com or visit www.vogeldisposal.com.

Please read and keep this guideline packet. Landlords, it is important to provide tenants a copy of this packet.

Basic Curb Service: weekly collection of unlimited solid waste and **every other week recycling collection** is per individual residential unit for material generated from within the service address. Solid waste and recyclables should be placed at the curb the night before your scheduled pick up day. Both will be picked up the same day.

2019 Basic Curb Rate: \$24.10 a month per unit (\$96.40/billing cycle) will be billed every four (4) months. This is for the basic curb service described above including the use of one Vogel 35-gallon or 95-gallon blue Recycle cart at no additional charge.

A 5% discount will be applied on any account that pays their yearly service rate in full by December 31 prior to the new contract year.

Included Special Collections:

Leaf collection of paper bagged leaves one (1) time in the spring and three (3) times in the fall.

Electronic Waste and Household Hazardous Waste Collection is four (4) times a year.

Please refer to the Leaf, E-Waste and HHW sections for details and the enclosed calendar for collection dates.

Additional Carts: We offer a 95-gallon gray trash cart for an additional \$1.00 per month. You can add another 35 or 95-gallon blue recycle cart for \$1.00 per month. All carts are the property of Vogel Disposal Service.

SENIOR CITIZEN STICKER PROGRAM: available to a Senior Citizen head of household over age 65 who generate one (1) 35-gallon bag per week or less. Each sticker is \$6.00. This rate includes the free collection of recyclables. Refer to the Senior Sticker section for more details.

CART DELIVERY: Starting December 10th we will deliver your new blue recycle cart at the curb. If you ordered a trash cart it will be delivered at the same time. Do not use the new carts until January 2nd. If you want us to remove the current township recycle bin, place it at the curb on your collection day from January 7th through January 18th.

If you currently have a Vogel recycle cart, you will continue to use it for no additional charge. If you have a Vogel trash cart, continue to use it. You will be billed an additional \$1.00 per month trash cart rate.

PICK UP DAY: Your pick-up day will remain the same. Refer to the enclosed calendar for the recycling collection weeks.

In addition to our residential service, we offer a full range of commercial solid waste disposal and recycling services. Our commercial containers and roll-off dumpsters range in size from 2 yards to 40 yards in capacity.

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

Best Regards,

VOGEL DISPOSAL SERVICE, INC.

Douglas Vogel

Douglas Vogel
Vice President

PLEASE KEEP THESE IMPORTANT GUIDELINES FOR FUTURE REFERENCE.

CURB SERVICE: Place bags, garbage cans or cart at the curb within 5 ft. of the main paved road the night before your scheduled collection day. All trash must be bagged. Containers should be watertight, metal or plastic, with tight fitting covers and handles. Each container should not exceed 40 gallons; each plastic bag should not exceed 40 pounds. DO NOT USE GROCERY BAGS, PAPER BAGS, CARDBOARD BOXES OR 55-GALLON DRUMS AS GARBAGE RECEPTACLES. Any items placed out in this manner will not be collected.

We assume no liability for replacement of any cans or lids.

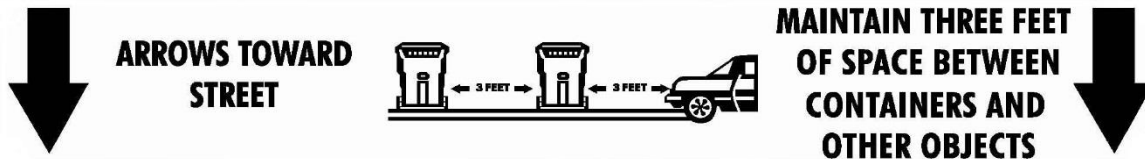
IDENTIFICATION AND WEATHER: Clearly identify your street number on your mailbox or some type of permanent marker near the road. It's important to make the containers visible to the driver. In winter months, please remove snow from the area where you place your containers and have a reasonably clear approach path for both the driver and truck. **It is highly recommended to close lids and use garbage bags in containers as drivers will not reach into the containers to remove loose items that are frozen to the bottom.**

PLACEMENT: Carts issued by Vogel and garbage bags or cans should be placed out the night before your scheduled collection day and empty carts/cans removed by the end of the collection day. Each Vogel cart has a serial number linked to your account, be sure to keep your cart(s) from getting mixed up with the neighboring carts.

Please place your carts on a level area at the curb line no more than 5 feet from the street. If space or slope issues on your property make cart placement a problem, please call our Customer Service Department for help.

Leave at least 3 feet between the carts and adjacent poles, trees, mailboxes, basketball nets, parked vehicles, overhead wires, fences and other obstacles. If you use a cart, only carts issued by Vogel are acceptable.

The lid needs to open to the curb and the wheels must be facing the house.



ITEMS INCLUDED THAT WILL BE PICKED UP AT THE CURB:

- ✓ Household Solid Waste - Is garbage including but not limited to, all table and kitchen refuse and waste, broken glass and dishware – wrapped securely in heavy paper. If you have a gray trash cart: use trash bags and keep lid closed.
- ✓ Recyclables – Refer to the Recycle chart. Place items directly in the blue Recycle cart (NO PLASTIC BAGS).
- ✓ Large Appliances & Bulky Waste including furniture, appliances such as stoves, washers, dryers, water heaters, other household appliances and furnace pipes. **Contact Customer Service at least 24 hours in advance of your collection day for pick-up of large appliances and furniture.**
- ✓ Appliances that contained refrigerant **must have a tag attached certifying that the refrigerant has been removed**, this includes refrigerators, freezers, air conditioners, dehumidifiers, ice makers and water coolers.
- ✓ Carpet, rugs and padding must be cut in sections no longer than 4 ft., be securely rolled and tied and not over 30-lbs. **Please contact Customer Service in advance if more than six (6) bundled sections per week are to be picked up.**
- ✓ Mattress/box springs: for our worker's protection, mattresses must be wrapped in plastic and taped securely closed with duct or packing tape to prevent any possible exposure to infectious pests such as bedbugs, fleas, etc.

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

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 with your regular trash **NOT** the recycling. Wrap all sharp objects, such as broken glass or sharp metal, in heavy paper and tape shut. **Please protect our workers!**

ITEMS THAT WILL NOT BE PICKED UP THROUGH RESIDENTIAL SERVICE (including, but not limited to):
These items will be accepted if placed in a roll-off dumpster. Please call Customer Service for sizes and rates.

- ✓ Large building materials, refuse caused by repairs, remodeling, demolition and/or construction of any structures.
- ✓ Paving materials, stones, sand, dirt, sod, concrete, 55-gal drums, grease drums and large vehicle parts.
- ✓ Bushes, shrubs & other vegetation with soil attached to root system, tree trunks or tree limbs more than 3" in diameter or 48" in length.

ITEMS NOT ACCEPTED AND WILL NOT BE PICKED UP State Regulations prevent us from accepting the following:

- ✓ Hazardous and pressurized items such as propane/oxygen tanks, gun ammunition, explosives, fireworks or any material that may be considered hazardous, volatile, radioactive, infectious or toxic including flammable liquids.
- ✓ All tires and asbestos

HOUSEHOLD HAZARDOUS WASTE (HHW) AND E-WASTE COLLECTION: At no additional charge, there will be four dates a year when you can schedule a pick-up of these items. Contact our customer service dept. to schedule. A containment package with instructions will be sent to your home prior to your scheduled pick up date. Each package may not exceed 50 lbs. of acceptable HHW materials. You may place larger items such as long fluorescent lamps, auto batteries and electronics beside the containment bag. Completed containment packages must be collected from the resident's property on or near the door or garage door and may not be collected from the curb or public property. Items must be placed outside the residence no more than 24 hours prior to your scheduled collection date.

Please see the enclosed page for details of acceptable materials and instructions.

HHW and E-WASTE collection dates: March 11 June 10 September 9 December 9

ELECTRONIC WASTE: E-waste items including but not limited to: TV's and computers including desktop, laptop, tablet, E-readers and peripherals including monitor, keyboard, mouse, printer etc. Any device capable of receiving and displaying television or video programming. No more than three (3) TVs/monitors will be collected from any residence on any single occasion.

LEAF COLLECTION: There will be curbside collection of (paper) bagged leaves three (3) times in the fall and once in the spring. The spring collection will include paper bagged leaves, shrubbery, bundled tree trimmings (3" in diameter or less and no longer than 48"). Fall leaf collections will include paper bagged garden residue and vegetative materials and bundled tree trimmings (3" in diameter or less and no longer than 48"). **Residents may take the materials accumulated between specified spring and fall collection days to the Township drop-off site located beside the Public Works Garage (off Meridian Road) Monday through Friday 8 a.m. - 3:30 p.m.**

2019 Leaf collection dates: April 3 October 23 & 25 November 13 & 15 December 4 & 6

HOLIDAY TREES: Will be picked up in the months of December and January. You must remove decorations. Cut tree so the branch spread is no more than 6 ft. across and tree length is no more than 6 ft., and not weighing more than 30 lbs.

HOLIDAYS: We close in observance of the following holidays:

New Year's Day Memorial Day Independence Day Labor Day Thanksgiving Day Christmas Day

If your scheduled collection day falls on or after a weekday holiday, your collection will be 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 is NO CHANGE to collection days during the following weeks:

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

CART EXCHANGE: Customers may change the cart size one (1) time during the term of the contract free of charge. Subsequent size changes will be \$10.00 each. Residents will be charged for the replacement of any cart damaged, painted or defaced by a customer.

BACKYARD SERVICE: This service is available to interested residents at a cost of **\$60.60 per month** and is limited to two (2) standard 40-gallon cans or bags for solid waste and one (1) recycling container placed no more than 150 feet from the curb. **All other items must be placed at the curb.**

There is an additional fee for trash placed more than 150 feet from the curb.

- **Disabled persons unable to transport waste or recyclables to the curb for collection, upon verification of eligibility by Richland Township, will be provided backyard service at no additional charge.**

DRIVE-IN SERVICE FOR PRIVATE ROADS AND DRIVEWAYS: Available to residents on private driveways at a cost of **\$65.60 per month** and is limited to two (2) standard 40-gallon garbage cans or bags for solid waste and one (1) recycling container placed more than 150 feet from the curb. **All other items must be placed at the curb for collection.** The owners of the private road(s) or driveway(s) are required to sign a waiver of damages provided by Vogel Disposal holding harmless the municipality and Vogel Disposal for any damage that may occur on the private road(s) or driveway(s) during collection.

SENIOR CITIZEN STICKER PROGRAM: Residents 65+ years old who generate one (1) 35-gallon bag of solid waste or less per week may enroll in the Senior Citizen Sticker Program. Proof of age is required for the head of the household. Stickers are \$6.00/sticker sold in sheets of 5 for \$30. **One (1) sticker is required for each bag placed at the curb.** (only valid for curb service) Recycling service is included and provided at no additional charge. Stickers may be purchased at Vogel's office in Mars, the Richland Township Municipal building, or by mail.

Bulk waste such as furniture and appliances; household hazardous waste and electronic waste are not included in this program.

TEMPORARY SUSPENSION OF SERVICE WAIVER: Customers who temporarily leave their permanent residence for at least two (2) months may request a Temporary Suspension of Service Waiver. This is not to exceed four (4) consecutive months. **Requests for this exception must be made in writing to Vogel Disposal by the resident at least thirty (30) days prior to the requested date to stop service.** **Residents must strictly adhere to the thirty (30) days advance request to exercise this option.**

BILLING: All accounts will be invoiced every four (4) months to be paid in advance of service rendered. Payment are accepted by mail or through our secure website or pay at our Customer Service Dept. on the lower level of our office. We accept Discover, MasterCard, Visa, debit card, and E-check. There is a drop box for payments located at the lower level parking lot near the Customer Service door.

Discount: A 5% discount will be given on any account that pays in full their yearly service rate by December 31 prior to the new contract year.

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

PAYMENT: Payments must be received in our office by the due dates below or a late charge will be added to accounts remaining unpaid. A late notice will be sent, and any unpaid accounts by the date specified in the notice will have service suspended until paid in full. *Any check not honored by the institution drawn upon and returned will be assessed a minimum \$35.00 service charge.*

Automatic Bill Payment is available at no charge. Enroll a bank account for Electronic Fund Transfer (EFT) or a debit/credit card to automatically pay your account balance with every billing cycle. To enroll, print the form from our website, complete it and return it through our secure email address billing@vogeldisposal.com or mail it.

Billing due dates will be:

December 31	For services rendered in January, February, March and April
April 30	For services rendered in May, June, July and August
August 31	For services rendered in September, October, November and December

SERVICE AND MOVING CHANGES: Notify our office if you want to make a change to your service or before you are moving. Before your move, arrangements will need made to remove our cart. If you are going to have large quantities of trash when you are moving, please contact us so that your extra items can be disposed.

Visit us at www.vogeldisposal.com for information, announcements, holiday schedules, to make payments, guidelines and a personalized collection day calendar, forms to enroll in paperless billing and automatic bill payment, as well as up-to-date information if any scheduling change due to severe weather. Employment opportunities are listed under the Career tab.