



1613 Wampum Road
Ellwood City, PA 16117
(724)758-9400

February 2023

Dear New Castle Resident:

We are pleased to inform you that Aiken Refuse has been awarded the 3-year contract to provide residential solid waste disposal services to the City of New Castle. The contract is effective April 1, 2023 through March 31, 2026.

PICK-UP DAYS AND RECYCLING SCHEDULES will REMAIN THE SAME as they are now for all residents.

We are very excited to announce we will no longer be using Bag Sticker or Bag Tag system to serve you! For this contract period we have proposed our own TWO OPTION SYSTEM, based on your feedback over the last 3 years. You may choose from the following options:

OPTION 1:

Purchase **AIKEN ORANGE BAGS AS YOU NEED THEM** at local stores within the city limits. Bags are packaged and sold in rolls of 10 and cost \$35 per roll (*\$3.50 per bag*). You may purchase rolls as you need them, however bags will not be sold individually, each roll contains 10 Aiken bags. There will be no minimum required number of bags to be purchased per quarter. There will be no invoicing as the costs for recycling, leaf pick up, and Christmas tree pick up are included in the price of the bags. Customers must use Aiken Bags to benefit from all waste collection services listed above. Continue to use your recycling bins for recycling services.

AIKEN ORANGE BAGS are available for purchase at any of the following locations:

- Last Minit Mart – 1010 Wilmington Rd. (North Hill)
- Last Minit Mart – 513 Montgomery Ave (Mahoningtown)
- Cascade Express – 1302 Moravia St. (South Side)
- Cascade Express – 500 S. Cascade St. (East Side)
- Save – A – Lot – 1134 Butler Ave. (East Side)
- Aiken Refuse Office – 1613 Wampum Rd. Ellwood City
- More locations coming soon!

If you would choose Option 1 (Aiken Bags), no further action is needed. Use your current refuse stickers through March and purchase Aiken bags for service starting April 1.

OR

OPTION 2:

If your account is current with Aiken Refuse from past service, you may choose **OUR 95 GALLON TOTER/CART OPTION**

- There will be a one-time fee of \$75.00 for the cost of each cart due before delivery.
- This service option is a consecutive billed quarterly service. All residents that choose this option will be billed every 3 months in advance of service rendered. The rate is \$69.00 per quarter (*\$23.00 per month*). Costs for recycling, leaf pick up, and Christmas tree pick up are included in this price. Continue to use your recycling bins for recycling services.

***YOU MAY HAVE ALREADY ENROLLED IN CART PRE-ORDER.** If you have already enrolled there is no further action. Your cart will be delivered to the front of your residence prior to April 1. If you haven't subscribed, you can enroll at any time by contacting our office.

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Our Office staff is available Monday through Friday 8 am - 4:00 pm. You may **contact us** at (724)758-9400 or, by email at contact@aikenrefuse.com or visit our website at www.aikenrefuse.com. In addition to our residential service, we provide 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.

As a local family-owned business, each of us at Aiken Refuse is dedicated to providing all of our customers with the highest quality service that is generated from honesty and integrity.

Best Regards,

Aiken Refuse Inc.

PLEASE RETAIN THESE IMPORTANT GUIDELINES FOR REFERENCE

CURB SERVICE: Each residence must follow the guidelines for one of the following service options:

OPTION 1: AIKEN ORANGE BAGS should be placed within 3 feet of the curb the night before your scheduled pick up day and should not exceed 40 lbs. Aiken bags must be CLEARLY visible from the street. Trash must be in an Aiken Bag for collection.

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OPTION 2: 95 GALLON TOTES/CARTS should be placed within 3 feet of the curb the night before your scheduled pick up day. Carts must be placed with a minimum of 3 feet of space from any obstacle with a clear and level path to be wheeled to the street. Each cart has a unique serial number linked to the customer and service address. It is important not to mix up your cart with your neighbors. As the customer, the care and safeguard of the cart is your responsibility.

Collection is limited to **ONLY** the contents inside the cart with the lid closed. For the health and safety of our workers **ALL CONTENTS IN YOUR CART MUST BE BAGGED**. You may choose any size bag to use within your cart. Any extra contents that do not fit inside the cart will need to be in an Orange Aiken bag placed beside your cart.

Aiken bags may be purchased for extra trash or additional carts are available for an additional quarterly price of \$20 per month per cart. Each cart requires a 1-time \$75.00 cart fee due prior to delivery of the additional cart.

BILLING: All Cart customers will be invoiced every three (3) months to be paid in advance of service rendered.

Billing due dates will be:

December 15	For services rendered in January, February and March
March 15	For services rendered in April, May and June
June 15	For services rendered in July, August and September
September 15	For services rendered in October, November and December

PAYMENT: Payment for the ENTIRE quarter (3 months) must be received in our office by the due dates above to avoid disruption in service. Payment options include bill pay check (no personal checks), money order, or debit/credit card.

PAY ONLINE: Visit us at www.AIKENREFUSE.com to pay with a debit/credit card through our secure website. Ask us about paperless billing, we offer E-invoice delivery to your email inbox.

AUTO-PAY: Enroll a credit/debit card to automatically pay your account balance with every billing cycle. To enroll, sign up on our secure website. Dates listed above will also be the date your credit card will be processed for autopay.

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HOLIDAYS: Our holiday schedule is available on our website.

We close in observance of the following Holidays: New Year's Day & Christmas Day

If your scheduled collection day falls on or after a weekday holiday, your collection will be 1 (one) day later that week.

If your scheduled collection day falls before a weekend holiday, there will be no change in your collection day.

There is NO CHANGE to collection days during the following Holidays:

Martin Luther King Jr., Presidents Day, Easter, Columbus Day, Veterans Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve and New Years Eve.

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Contact our office to make arrangements for pick up and for more information regarding preparation of Large, Bulky and White Good items at (724)758-9400 or contact@aikenrefuse.com

- ◆ **LARGE ITEMS \$10.00 EACH ITEM** – items under 40lbs but does not fit in a bag.
- ◆ **BULKY ITEMS \$15.00 EACH ITEM**- including sofas, chairs, mattresses, and other furniture. Mattress/box springs: For our worker's protection, wrap items in plastic and tape securely closed with duct or packing tape to prevent any possible exposure to infectious pests such as bedbugs and fleas.
- ◆ **WHITE GOOD ITEMS \$15.00 EACH ITEM**- Large appliances such as Refrigerators, stoves, washers, dryers, water heaters, other household appliances. 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.

ITEMS INCLUDED THAT WILL BE PICKED UP AT THE CURB:

- ◆ **Household Solid Waste** – Is garbage including but not limited to, all table and kitchen waste, broken glass and dishware – wrapped securely in heavy paper.
- ◆ **Recyclables** – refer to the Recycling Chart for acceptable and unacceptable recycle items. Place all recycle items in the blue recycling can/bins provided by The City of New Castle.
- ◆ **Bulky Items**- including sofas, chairs, mattresses and other furniture. Mattress/box springs: For our worker's protection, wrap items in plastic and tape securely closed with duct or packing tape to prevent any possible exposure to infectious pests such as bedbugs and fleas.
- ◆ **Leaf Waste** – All leaf waste must be placed in a biodegradable bag and will be picked up on a schedule to be determined by The City of New Castle. Leaf waste is leaves only. NO grass clippings, brush, dirt or sod will be collected.
- ◆ **Holiday Trees** – Remove decorations, do not place trees in bags or containers. 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. Collection will be done on your normal trash day for the first 2 weeks in January each year.

ITEMS THAT WILL NOT BE PICKED UP THROUGH RESIDENTIAL SERVICE (including, but not limited to):

These items will ONLY be accepted if placed in a roll-off dumpster. Please call our office 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.

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

- ◆ All tires, all batteries, all asbestos, and any devices containing mercury such as thermostats.
- ◆ Any liquids, paints, solvents, oils, gas, kerosene, antifreeze, pesticides/herbicides and other dry chemicals such as pool chemicals.
- ◆ 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.
- ◆ Electronic Waste: Items including but not limited to TV's and computers including desktops, laptops, tablets, E-readers and peripherals including monitors, keyboards, mouse, printers, etc. Any device capable of receiving and displaying television or video programming.

RECYCLING GUIDELINES: Guidelines for recycling will remain the same. Guidelines, tips and information regarding items and preparation of items can be viewed on our website. Continue to use City provide blue open top Recycling bins for service.

PRIVATE DRIVES: The owner(s) of private road(s) or driveway(s) are required to sign a waiver of damages provided by Aiken Refuse holding harmless The City of New Castle and Aiken Refuse Inc. for any damage that may occur on the private road(s) or driveway(s) in the course of solid waste and recycling collection.

SERVICE AND MOVING CHANGES: Notify our office at least two weeks in advance if you are moving. If you are going to have large quantities of trash when you are moving, please contact us so that special collection arrangements can be made.

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

CARRY-OUT SERVICE: Is available at no extra charge for residential households where none of the occupants are physically able to place their items at the curb for collection. A doctor's affidavit documenting disability is required for this special service and must be renewed annually. **For carry-out service there will be a limit of 1 bag/cart.**

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 refuse workers! You will be held responsible for any needle sticks to our employees.**

LOOSE DOGS: We will not collect garbage where property owners allow their dogs to run loose on collection day. For the safety of our workers and your dog(s) around our trucks. Please have your pet(s) inside on your collection day.

WEBSITE: Visit us at www.AIKENREFUSE.com for service news, announcements, holiday schedules, and information for any scheduling change due to severe weather.