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All of us at Rizzo Services are looking forward to a long and valued relationship with the City of Gibraltar and a smooth, seamless transition into the new household solid waste program starting September 1, 2016.

We hope that you find this information to be helpful in establishing a safe and efficient solid waste program. Should you have any questions or need additional information, please contact our Customer Care Center at 866.772.8900 Monday through Friday between 8:00am and 5:00pm or visit us on our website at www.RizzoServices.com.

Thank you,
Rizzo Services

City of Gibraltar

Solid Waste Program Update – Summer 2016



Dear City of Gibraltar Resident:

Welcome to Rizzo Environmental Services (RES), Southeast Michigan's largest family owned and operated full service solid waste provider for over 50 years, building customer satisfaction on family values, trust, and a commitment to exceeding expectations.

As you are now aware, the City of Gibraltar has selected RES as your new solid waste provider for residential collection and disposal, yard waste, and large bulky waste. We assumed the solid waste program as of September 1, 2016. To assist you during this transition period, we have made available pertinent information that outlines all of the services you presently have and new features that may interest and benefit residents.

Please keep this information in a convenient location. If you should have any questions or need additional information please contact our Customer Care Center at 866.772.8900 Monday through Friday from 7:00am to 5:00pm.

Service Days:

Please be aware that your current collection day has not changed. Rizzo Services will continue to collect your household solid waste, yard waste, and large bulky waste on the same day you are presently receiving service, Tuesday.

All items for pickup (including trash and yard waste) must be out by 6:00am.

HOUSEHOLD SOLID WASTE-NEW PROGRAM

Gibraltar residents will begin use of 96-gallon refuse containers starting September 1, 2016.

• 96-gallon refuse containers are medium blue with hinged dark blue lids & wheels with City of Gibraltar stamped on both sides.

In an effort to keep Gibraltar neat and clean, and improve the quality of your collection services, we are moving to a new roll out cart system. A 96-gallon trash cart will be delivered to your home starting August 26, 2016 with assembly and delivery being completed within 5-7 days. The new cart will be placed at the edge of your property by the driveway. Please start using your new 96-gallon trash cart as soon as it's delivered to your home.

• To help keep your new cart in a clean and sanitary condition, we request you contain loose household waste in bags prior to placing in your cart.

Should you need an additional trash cart, they can be purchased from the RES for \$75.00 each; please contact our office at 866.772.8900. Each cart has a serial

number and will be assigned to a specific street address. Carts, once delivered, are the property of the address it is assigned to.

Please place household solid waste out in your new 96-gallon by 6:00am. To provide a safe environment in every neighborhood, please remove containers from the collection point as soon as possible following collection. To eliminate spillage and possible injury, please do not overload containers. Weight limit on 96-gallon trash carts should not exceed two hundred and twenty-five pounds.



You can also contact Rizzo Services at 866.772.8900 for additional information.

6200 Elmridge
Sterling Heights, MI 48313



Annual Holidays

Rizzo Services 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 Monday or Tuesday, your scheduled service day will be delayed by one day. Regular collection will resume the following week.

EXISTING WASTE CONTAINER OPTIONS:

Existing totes which display the previous contractors logo and is owned by the private resident will be offered the following options:

- Residents may exchange their existing tote for an additional tote beyond the single tote provided in this contract.
- If the resident does not wish to have two totes, they may turn in their existing tote to the contractor (RES) in return for a 1 time payment of \$50.00.
- Should you wish to continue using this tote, please place out for collection on your regular service day.

YARD WASTE

Yard waste collection will continue to be part of your solid waste program. We will be collecting yard waste on your regular scheduled service day. Yard waste will also be collected in a separate truck starting the first full week of April and ending the second full week in December each year. Please have your yard waste set out for collection by 6:00am

Yard waste includes: Garden waste, leaves, lawn cuttings, shrubs & tree trimmings/pruning waste. Yard waste will be collected in up to 32 gallon plastics or metal containers marked "yard waste". Biodegradable (Kraft bags) yard waste paper bags can also be set out for collection during the compost season. Please keep in the mind the weight restrictions on 32 gallon containers is 60 pounds.

FYI: Brush and tree limbs larger than 2 inches in diameter and bundled will be collected with the trash. Bundles should not exceed 4 feet in length, 18 inches in diameter and 60 pounds in weight. Please tie with heavy twine or rope.

Not considered yard waste:

Dirt	Large Stumps	Gravel	Dead Animals
Sod	Sand	Animal Feces	

BULKY WASTE-APPLIANCES & FURNITURE

The collection of large bulky waste, such as appliances and furniture, will continue to be part of your solid waste program. You may set out large bulky items on your regular scheduled service day for collection. You may also call our Customer Care Center at 866.772.8900 if you wish to schedule a pickup.

Please place large bulky items out separate from other products for collection and have out by 7:00Am Large items may include: washers, dryers, freezers, refrigerators, air conditioners, hot water tanks, stoves, microwaves, couches, chairs, tables, dressers and other large items.

FYI: Please remove the doors and racks from refrigerators and freezers prior to setting out for collection. Also, it is the contractor's responsibility to make sure Freon is extracted according to current environmental standards.

MEDICAL SHARPS

Self-administering of doctor prescribed medication at home sometimes leaves the homeowner with a disposal issue if the treatment requires the use of syringes with disposable needles or lancets (commonly referred to as medical sharps). Please check with your doctor prior to using any medical sharps for their safe disposal.

If you dispose of medical sharps with your household trash, please place them in a puncture proof container (such as a coffee can or heavy duty detergent container), secure the lid or cap and label "Medical Sharps."

Medical Sharps can be taken to a Wayne County Hazardous Waste drop-off day. Residents can call Wayne County Health Department at 734.326.3936 for a listing of drop-off days.

UNACCEPTABLE ITEMS & HOUSEHOLD HAZARDOUS WASTE

We cannot accept any hazardous chemicals that the USEPA considers dangerous and that can catch fire, react or explode when mixed with other substances or if it is corrosive or toxic during the normal weekly collection schedule. This may include: Ammunition, antifreeze, fire extinguishers, gasoline, lacquers, oils, or any other product labeled dangerous, flammable, combustible, poisonous or corrosive.

Disposal of hazardous chemicals with your regular household trash is strictly prohibited. Liquid, powder and/or granular substances, when placed in a plastic bag or carts, could catch fire, cause an explosion, burn or spray when it is compacted into our vehicles or mix with other products and cause serious injury and even fatalities. Please read all directions and precautions prior to use.

Whenever you need to discard containers and/or products leftover, please read all warnings and dispose of according to the manufactures recommendations.

Please contact the Wayne County Health Department or the Wayne County Resource Recovery Coordinator at 734.326.3936 for proper disposal of household hazard waste material. A listing of Wayne County Hazardous Waste drop-off days is also available for interested residents.

SAFETY

PORCELAIN PRODUCTS: Porcelain products can cause serious injury when broken and placed out for collection. If you do have a porcelain product, such as a toilet, sink or tub, and it is broken, please beware and take adequate precautions. Whenever possible, please tape cardboard over the sharp edges and mark accordingly.

BROKEN GLASS: If you need to dispose of broken glass, please wrap in several layers of newspaper and mark "Broken Glass Enclosed." **Please never place broken glass or other sharp objects in plastic bags.*

TRAVEL TIPS: We all share the roadways we travel. Please be extremely careful when approaching one of our trucks, slow down and expect the unexpected. The safety of our employees, customers and the general public is of the utmost importance. We have a zero tolerance for unsafe acts by our employees. If you experience any difficulties, please contact our Customer Care Center at 866.772.8900.

LATEX PAINT: Latex paint can be disposed of with your regular household trash if dried or solidified as follows before you set it out at the point of collection. If you only have a small amount of paint left, you can allow it to dry out. Find an area protected from children, pets and the weather but with adequate ventilation. Remove the lid and allow the paint to dry. This works well for small quantities, such as an inch or two. When the paint is thoroughly dry, the remaining hardened material can be placed in your solid waste container. Please leave the lid off so we can see the paint has hardened. For large quantities or partially full cans, mix in equal amounts of absorbent material such as sand, oil dry or cat litter to solidify the paint prior to collection and disposal.

Please remember: Do not dump paint or any other type of hazardous chemicals on the ground, down a storm drain, or sanitary sewer where it can travel directly to surface and/or ground water or any waterway.