



**Allied Waste Services of Phoenix**  
4811 W. Lower Buckeye Road  
Phoenix, Arizona 85043  
602-237-2078 or 800-833-4316  
602-237-2641 fax  
www.phoenix.disposal.com  
email: cs.phoenix@awin.com

Dear Fountain Hills Customer,

Welcome to your local solid waste collection and recycling services company, Allied Waste Services. It is our privilege to provide environmental management services to you beginning July 1, 2011. Our commitment to you is to provide services that exceed your expectations, including providing a safe environment for you and our employees.

## **Please read this letter as it includes important dates and options for you to select as part of your waste collection and recycling services.**

Allied Waste Services is a Republic Services company. Since incorporation, Republic Services has been committed to the essential components of integrated solid waste management services: collection, recycling, composting, transfer and disposal.

Each division of Republic Services is dedicated to preserving the environment while providing the most cost-effective programs for solid waste collection and recycling. With one company, the residents of Fountain Hills will enjoy reduced monthly service rates, increased recycling options including a program that rewards you for recycling, safer streets with less truck traffic and a curbside bulky item collection program.

All of these services will be provided by our local management team led by Chris Coyle (General Manager) and comprised of team members including Kevin Flanagan (Operations Manager), Scott Reiser (Route Supervisor) and Terri Genandt (Customer Service Manager). As waste material managers we are committed to providing quality services that will exceed your expectations. In fact, should you have any questions regarding your new service, please feel free to call Kevin on his cell phone at 602-714-4066.

As our Fountain Hills customer, we are dedicated to providing you with information and options for your review and selection.

### **IMPORTANT: YOU MUST ENROLL IN ORDER TO RECEIVE SERVICE.**

Enrollment requires that you provide your name, service address, billing address, email, telephone number and service request. AN ENROLLMENT FORM IS NOW AVAILABLE ON THE WEBSITE, [www.phoenix.disposal.com](http://www.phoenix.disposal.com). It is also included in this letter and will be available at various town events for the next several months.

### **There are FIVE ways to enroll:**

- 1) Website:**
  - a. Visit our website at [www.phoenix.disposal.com](http://www.phoenix.disposal.com)
  - b. Download the enrollment form
  - c. Complete the form
  - d. Email it to the Customer Service Center: [cs.phoenix@awin.com](mailto:cs.phoenix@awin.com)
- 2) Email:** Complete the attached enrollment form and email it to the Customer Service Center: [cs.phoenix@awin.com](mailto:cs.phoenix@awin.com)
- 3) Fax:** Complete attached enrollment form and fax it to: 602-237-2641
- 4) Telephone:** Call the Customer Service Center at 602-237-2078 or 800-833-4316 and provide the required information
- 5) Town events and local businesses:** Allied Waste will be present at future town events and businesses to provide you with an enrollment form and answer any questions you may have.

## IMPORTANT DATES AND INFORMATION:

**March 1, 2011: New Customers NOT UNDER CONTRACT** with another hauler can sign up for one of two options:

Option 1\*: Once per week trash removal and once per week recycling

Option 2: Twice per week trash removal and once per week recycling

\*Residents also have the option to add a 2nd container for trash service instead of receiving a second service day.

**March 1, 2011 Existing ALLIED WASTE** customers will have their rates adjusted according to their current service levels to reflect the new contracted rate (unless under current contract with Allied Waste and then, contractual rates apply).

**June 1, 2011** All Fountain Hills residents that currently have residential service and are not currently under contract should be enrolled in the Allied Waste trash and recycle program.

**July 1, 2011** New service, according to the contract starts. All Fountain Hills residents not under contract for residential service should have Allied Waste as their service provider.

Once again, we are delighted to be a part of keeping the Fountain Hills' community clean and safe! The following pages will provide further information about your new service. We will also provide additional communications throughout the transition period from March 1 - July 1, 2011. If there is anything we can do to make the transition better for you, please contact us. We are dedicated to exceeding your expectations!

All homes, single family, duplexes, triplexes, fourplexes and condos are covered by the new program as long as they currently receive residential curbside collection. If a home or complex receives service through shared dumpsters (steel containers) the program will not apply.

Remember we can setup your account now and schedule your containers to be delivered on a future date. Our goal is to have all eligible Fountain Hills residents enrolled by June 1, 2011.

HOA's under contract will not be affected until contract expiration with their current hauler or July 1, 2013. This includes HOA's under contract with Allied Waste.

### FAQ's

**If my HOA is under contract with another hauler do I have to use their service?**

Yes, until their contract expires or July, 2013 whichever comes first.

**If I am currently billed for my trash service in my HOA dues will my trash be billed separately under the new waste and recycling program?**

You will need to contact your HOA or Property Manager to see if waste service will continue to be included in your dues or not.

**What if I live in an HOA that does not have a contract with a hauler?**

You can enroll in the new program as early as March 1, 2011.

**Will my container be automatically delivered to me in July?**

No, containers will only be delivered to residents who have setup their waste and recycle services.

**What do I do if I will be out of town when the service is scheduled to start?**

We encourage residents to setup an account now and schedule the delivery of your containers for when you return.

**What items can I place in my recycle container?**

Please reference the acceptable items list included in this packet for the Fountain Hills Recycling Program.

# Recycling Containers Collection Guidelines

## RECYCLING - Good to go!

Newspapers, magazines, phone books and all other inserts

### Other Paper Materials:

Computer and writing paper, file folders, paper bags, junk mail, shredded paper in clear bags, thermal fax paper, pet food bags

### Glass (clean):

Food and beverage containers only

### Aluminum & Metal:

Beverage cans, tin and food cans, foil food wrappers

### Plastic (clean):

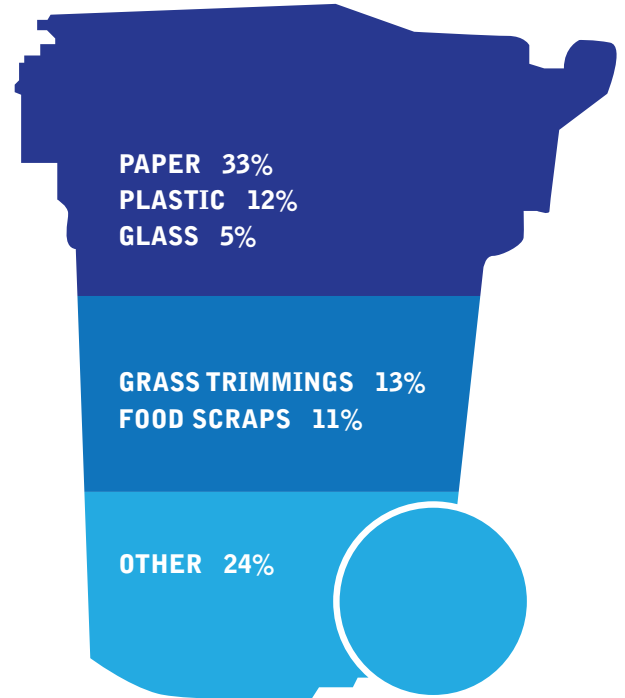
Plastic containers with code symbols 1-7, 2-liter soda bottles, detergent bottles, milk jugs, clear food containers

### Cardboard/Chipboard:

Corrugated boxes, shoe boxes, soda/beer boxes, dry food boxes such as cereal, cake mix, cracker boxes

## WHAT'S IN YOUR TRASH?


More than 75% of the average household's trash can either be recycled or composted.



Source: U.S. Environmental Protection Agency (EPA), 2007

## NON RECYCLABLE, No thanks!

- Wax-covered containers
- Light bulbs
- Pottery
- Window glass
- Plastic bags
- Styrofoam
- 5-gallon buckets
- Facial or toilet paper
- Paper towels/napkins
- Diapers
- Hazardous waste
- Solid waste



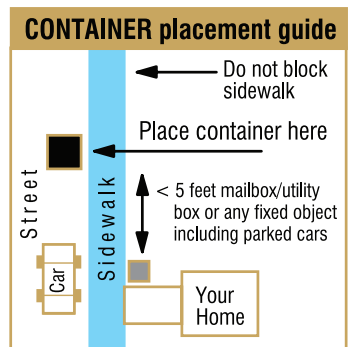
FOUNTAIN HILLS RESIDENTS TO BE REWARDED FOR RECYCLING...MORE INFORMATION WILL BE COMING SOON ABOUT THE REWARDS PROGRAM, WHICH STARTS IN JULY, 2011.

## DO

- **Rinse** plastic containers, steel and tin cans to remove liquid and food, then dry; this will help avoid attracting flies and other pests.
- **Leave** lids on if they are made of recyclable materials.
- **Break down** or cut up large cardboard boxes before placing in container. This prevents material from wedging inside the container, restricting contents from being disposed.
- **Place** junk mail or loose papers in brown paper bags. This prevents spills.
- **Please** ensure lid of container is closed before placing out for collection.
- **Ensure** that the recycling container lid opens toward the collection vehicle.

## DON'T

- **Place** your recycling container near parked cars, light poles, mailboxes, or near other obstacles that could hinder collection.
- **Stack** items on or near containers.
- **Bag** or tie your recyclables before placing them in the container (Exception: loose papers may be placed in a brown paper bag). All recyclable materials should be loose in the container.
- **Leave** inserts in chipboard boxes.
- **Use** your recycling container for garbage.

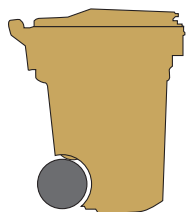


Minimum of three feet of space between containers.

## Your New Trash Service

### TRASH CART OPTIONS

Choose between 2 different container sizes for trash service, 95 or 65 gallon. Trash containers for both sizes are tan with tan lids. Add an additional container for \$5.00 per month or an additional service day for the same price. Choose a second trash container and receive service for both cans on the same day. Effective July 1, 2011, due to the 4 day per week schedule (Monday – Thursday), residents who choose an additional service day will have only 1 day in between services.



#### 95 GALLON STANDARD SIZE

WIDTH 27 ½"  
DEPTH 33 ¼"  
HEIGHT 45 ¼"  
WEIGHT 39 LBS

#### 65 GALLON

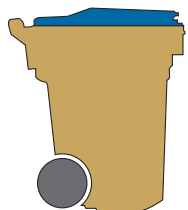
WIDTH 25 ¼",  
DEPTH 29 ½"  
HEIGHT 42 ¼"  
WEIGHT 32.5 LBS

Rate: \$11.44 per month. Includes recycling.

## Your New Recycling Service

### RECYCLE CART OPTIONS

Choose between 2 different container sizes for Recycle service, 95 or 65 gallon. Recycle containers for both sizes are tan with blue lids. The lids are marked "Recycle Only". Effective July 1, 2011 your scheduled recycle service day is the same day as your trash container.



#### 95 GALLON STANDARD SIZE

WIDTH 27 ½"  
DEPTH 33 ¼"  
HEIGHT 45 ¼"  
WEIGHT 39 LBS

#### 65 GALLON

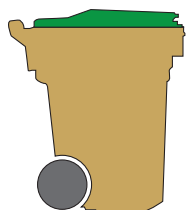
WIDTH 25 ¼"  
DEPTH 29 ½"  
HEIGHT 42 ¼"  
WEIGHT 32.5 LBS

Rate: included with trash service. Recycle service customers will be enrolled in Recycle Bank's Rewards Program.

## Your New Green Waste Service

### GREEN WASTE CART OPTIONS

You can now receive green waste service for an additional monthly fee of \$15.00 per cart. This option is only available in the 95 gallon size cart. Green Waste containers are tan with green lids. The lids are marked "Green Waste Only." Acceptable items for green waste include leaves, tree branches, untreated/unpainted lumber, grass, plant clippings and palm fronds. Option will be available starting in July 2011.



#### 95 GALLON ONLY SIZE

WIDTH 27 ½"  
DEPTH 33 ¼"  
HEIGHT 45 ¼"  
WEIGHT 39 LBS

Rate: \$15.00 per month. Optional service available July 2011

## Set Up Service

### FIVE WAYS TO ENROLL:

- 1) Website
  - a. Visit our website at [www.phoenix.disposal.com](http://www.phoenix.disposal.com)
  - b. Download the enrollment form.
  - c. Complete the form.
  - d. Email it to the Customer Service Center: [cs.phoenix@awin.com](mailto:cs.phoenix@awin.com)
- 2) Email: Complete the attached form and email it to the Customer Service Center: [cs.phoenix@awin.com](mailto:cs.phoenix@awin.com)
- 3) Fax: Complete attached enrollment form and fax it to: 602-237-2641
- 4) Telephone: Call the Customer Service Center at 602-237-2078 or 800-833-4316 and provide the required information.
- 5) Town events and local businesses: Allied Waste will be present at future town events and various locations to assist residents with questions and enrollment needs.

## Additional Information

### COLLECTION SERVICE DAY AND TIMES

Town of Fountain Hills residents will receive residential curbside collection Monday through Thursday. The town is broken into 4 zones and each zone receives service on a specific day for trash, recycle and the optional green waste service. Trash recycling and green waste are collected anytime between 6 am and 5 pm on your scheduled service day. All containers should be at the curb no later than 6 am on the day of service.

### BULK TRASH

Bulk Trash collection is one of the new benefits available to Fountain Hills residents beginning July 1, 2011. This service will be on an on-call basis and must first be scheduled through our Customer Service Center. The fee for Bulk Collection will be \$50.00 per pick-up. Details for this service are forthcoming.

### VACATION HOLD

Place your account on "vacation hold" once per year for a period up to six months without incurring any additional fees.

### DIRECTORY AND HANDBOOK ON THEIR WAY!

A detailed handbook with additional information about our services will be delivered in June.