



Frequently Asked Questions Designated Waste Hauler Collection Program

Existing Service/Contracts:

What if I have a contract that extends past January 2020 or prepaid?

Do not cancel your existing service! To avoid cart pick-up fees and to ensure refunds of any pre-payments, it is important that residents DO NOT voluntarily cancel their service. All providers are aware the Township will have a designated hauler beginning in January, and they will automatically stop your service. Any refunds owed for pre-payments will be made by your current provider after the transition.

What if I will be leaving for the winter?

Please inform your current hauler to schedule your last day of service and cart pick-up, and notify the Township when you will be returning to ensure your new carts are not delivered until you return.

New Service and Costs:

How do I set-up service with GFL under the new program?

You do not need to do anything to set-up service with GFL. Just set out your Orion Township carts on your scheduled service day. If you are new to the community or move to a new home within the Township after January 1, 2020, you will need to contact Orion Township to set-up service.

What services will be included under this program?

- Weekly garbage collection, with a provided Orion Township rolling cart
- Weekly recycling collection, with a provided Orion Township rolling cart
- Weekly yard waste collection April 1 – December 15. You may use brown bags, a purchased Orion Township rolling cart, or existing cans with a yard waste sticker provided by GFL, at your request
- Weekly bulky item pick-up on collection day, which does not need to be scheduled in advance
- Recycling rewards program
- Quarterly billing by GFL

How much will these services cost?

<i>Single-Family Homes</i>	Quarterly Cost	Annual Cost	Quarterly Cost (w/ 5% Discount)	Annual Cost (w/ 5% Discount)
<i>Year 1 – 2020</i>	\$52.06	\$208.24	\$49.46	\$197.83
<i>Year 2 – 2021</i>	\$53.68	\$214.72	\$51.00	\$203.98
<i>Year 3 – 2022</i>	\$55.31	\$221.24	\$52.54	\$210.18
<i>Year 4 – 2023</i>	\$57.05	\$228.20	\$54.20	\$216.79
<i>Year 5 – 2024</i>	\$58.79	\$235.16	\$55.85	\$223.40

<i>Apartment and Condos (with cart service)</i>	Quarterly Cost	Annual Cost	Quarterly Cost (w/ 5% Discount)	Annual Cost (w/ 5% Discount)
<i>Year 1 – 2020</i>	\$43.33	\$173.32	\$41.16	\$164.65
<i>Year 2 – 2021</i>	\$44.95	\$179.80	\$42.70	\$170.81
<i>Year 3 – 2022</i>	\$46.58	\$186.32	\$44.25	\$177.00
<i>Year 4 – 2023</i>	\$47.94	\$191.76	\$45.54	\$182.17
<i>Year 5 – 2024</i>	\$49.87	\$199.48	\$47.38	\$189.51

<i>Mobile Homes</i>	Quarterly Cost	Annual Cost	Quarterly Cost (w/ 5% Discount)	Annual Cost (w/ 5% Discount)
<i>Year 1 – 2020</i>	\$46.24	\$184.96	\$43.93	\$175.71
<i>Year 2 – 2021</i>	\$47.86	\$191.44	\$45.47	\$181.87
<i>Year 3 – 2022</i>	\$49.49	\$197.96	\$47.02	\$188.06
<i>Year 4 – 2023</i>	\$51.13	\$204.52	\$48.57	\$194.29
<i>Year 5 – 2024</i>	\$52.78	\$211.12	\$50.14	\$200.56

What discounts are available?

The following discounts are available, up to a cumulative 5%.

- Seniors (65 & older): 5%
- Veterans: 5%
- Annual Pre-Pay: 3%
- Electronic Payment: 3%
- 3-month “snowbird” service suspension discount is available at a maximum of \$30 per year when service is not required

How do I sign-up for the Senior, Veteran, or service suspension discount?

To sign-up for the Senior or Veteran discounts, you will need to submit a completed form to the Township, with proof of age (seniors) or military service (veterans). This form will be made available prior to the transition.

To receive a service suspension credit, you will need to complete and return a form to GFL prior to expected vacancy.

Collection:

Will my collection day remain the same?

GFL will be providing service in the Township Tuesday – Friday (or Saturday during a holiday week), and is currently working to set-up collection routes. It is likely that your collection day may switch to a new day after January 1, 2020. However, your collection day will remain the same after that. If for some reason GFL needed to change routes in the future, residents will be provided with advance notice.

When can I put out my trash, recycling, and yard waste?

Collection hours are 7:00 a.m. – 7:00 p.m. Per the Township Ordinance, you should not put out recycling or garbage carts earlier than 6:00 p.m. the night before your scheduled collection day. All carts must be removed from the curb/collection area no later than 8:00 p.m. on the day of collection.

What can I recycle?

Acceptable recyclables include the following clean and dry commingled items:

- Newspaper, magazines, brochures and inserts
- Corrugated cardboard (flattened) and paper bags
- Paperboard boxes (cereal, pasta, tissues, etc.)
- Pizza boxes (clean of food)
- Greeting cards, regular and junk mail
- Office paper
- Phonebooks
- #1, #2, and #4 - #7 plastic containers (NO foam/Styrofoam)
- Aluminum and metal cans (including aerosol cans)
- Paperboard drink boxes and cartons
- Glass bottles and jars (all colors)
- Bulky rigid plastics (buckets, baskets, chairs, toys, etc.)

What is considered a bulky item/white good?

Included in weekly bulky item/white good pick-up (with no call ahead needed) are the following items, in limited quantities. If you have multiple bulky items/white goods to dispose of (such as when moving or completing a large-scale renovation), you may contact GFL for a dumpster, or place the items out over the course of multiple weeks.

- Fixtures and furniture
- Storm doors and windows
- Bicycles
- Bed frames
- Exercise equipment
- Grills
- Metal
- Lawn mowers
- Shelving
- Furnaces
- Toilets
- Wheelbarrows
- Tubs
- Ladders
- Sinks
- Carpets and pads
- Railroad ties and fence posts or fences (not exceeding 3' x 4' in dimension)
- Small quantities of building debris resulting from repairs or remodeling personally done by the home occupant (placed at the curb properly tied or bundled in lengths not more than five feet)
- Water heaters, water softeners, water tanks
- Washer and dryer
- Stove
- Air conditioner
- Refrigerators and freezers

What yard waste can I set out?

Each year from April 1 through December 15 the following yard waste materials may be placed at the curb on your regular collection day. The yard waste must be bundled as required, placed in large capacity craft/paper bags, placed loose in a can with a “yard waste” or “compost sticker” on the container (provided by GFL at your request), or placed in a purchased Township yard waste/composting cart. There is no limit on how much yard waste may be set out each week.

- Lawn debris
- Grass clippings
- Weeds
- Leaves
- Small twigs
- Prunings
- Shrub clippings (tied and bundled)
- Vegetable garden and kitchen waste materials and fruit
- Old potting soil
- Halloween pumpkins
- Dirt incidental to minor plantings or edging of lawns
- Brush
- Tree branches and logs (less than three inches in diameter and less than four feet long) tied or secured with string or twine in bundles less than 18 inches in diameter
- Tree trimmings
- Small shrubs and bushes with direct removal from root systems

What if my house was missed on collection day?

Contact GFL if your house was missed on collection day. For those complaints related to missed collection received before 2:00 p.m., GFL will return and collect the missed materials before the end of the day. For those complaints received after 2:00 p.m., GFL will return before the end of the following collection day to collect the missed materials. At the end of each day, GFL will provide the Township with a report of all service complaints received and their resolution.

What is the holiday schedule?

Collection will not take place on the following holidays: New Year’s Day, Memorial Day, Independence Day/Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day. Collection will be delayed a day and Saturday will be used, when needed.

What should I do if I am moving?

Residents who are moving must notify the Township to schedule final service so GFL does not continue to invoice the vacant property, or previous homeowner.

Billing/Payments:

How will I be billed for service?

GFL will bill residents directly for service on a quarterly basis. Residents will have the option to pre-pay for the year. Residents may also sign up for electronic billing through the GFL website.

What will happen if I choose not to pay my bill?

Unpaid invoices are considered delinquent after 90 days. GFL will provide the Township with any unpaid amounts after June 30, which will be assigned to the property tax rolls for the respective property, and will be collected and enforced in the same manner as property taxes.

Will our rate increase randomly?

No. A five-year rate schedule has been incorporated in the Township’s contract with GFL.

Carts:

When will I receive the new carts?

New Orion Township carts will be delivered in December. All residents will receive a 95-gallon garbage cart and a 64-gallon recycling cart.

What should I do with my old carts/garbage cans?

Your current provider will pick up your old carts following your last day of service with them. They will communicate with you on exactly when/how they will collect your carts. If you purchased your own carts/cans and wish to dispose of them, you may leave them at the curb on your regular collection day with a note saying they should be collected as recycling (or trash). Old cans may also be used for other household purposes, or you may use them for yard waste by requesting a yard waste sticker from GFL to affix to the outside of the cans. However, you may not use your existing carts/cans for garbage or recycling.

Will I have the option to request a different size cart?

Yes. Residents will be provided with a postcard before cart delivery with instructions on how to request a different cart size. Residents may choose between either a 64 or 95-gallon cart for their recycling and garbage carts. Recycling and garbage carts do not need to be the same size. If you do not want to request a different size cart, you will not need to do anything. If you choose to exchange your cart after the initial designated period, a one-time \$100 fee will be charged to your account.

Recycling and garbage carts were delivered to my home, but I don’t want them. Will you take them back?

No. Residents must use the provided Orion Township carts for recycling and garbage beginning in January 2020.

Do I have to put my recyclables and garbage in my carts?

Yes. Recycling should be placed loose in the recycle cart; no plastic bags. Garbage should be placed first in garbage bags and then placed in the garbage cart. If you need additional carts, you may request them from GFL for a one-time fee; your quarterly rate will remain the same regardless of how many carts you set out on collection day. Exceptions to this will be made on the days immediately following holidays, at which time residents may place additional bags directly at the curb/outside of a cart.

How much are additional carts?

An additional 95-gallon recycling, garbage, or yard waste cart is \$85. An additional 64-gallon recycling or trash cart is \$75.

How do I set my carts out properly on collection day?

Place your carts on the curb after 6:00 p.m. on the night before your collection day. Make sure the cart is accessible to the crew and automated truck. Do not place the carts behind trees, mailboxes, lamp posts, or parked cars. Recycling and garbage will only be collected on your collection day. Carts must be removed from the curb by 8:00 p.m. on your scheduled day of collection.

Where do I store my carts?

Please store your carts behind or beside your home, on or under a back porch, or inside your garage. Do not store them on the sidewalk in front of your home or at the curb.

What if a cart is stolen or damaged?

Each cart will be assigned to an address and can be tracked using an RFID tag. If your cart is lost or stolen, please contact GFL who will try to locate your cart. Within 24-hours of notification (excluding Saturday and Sunday), GFL will provide replacement carts to replace those damaged, destroyed, lost, or stolen. If your cart is damaged, GFL will first try to repair the cart before replacing it. There is no fee for replacing a stolen or damaged cart.

Do I take my carts with me when I move?

No. The carts will remain with the property when you move, to be used by the new homeowner. Please remember to contact the Township to schedule your final service.

Recycling Rewards Program with Recyclebank:

How do I sign-up to earn rewards for recycling?

There are three easy ways to confirm your home address and start earning rewards:

- Visit recyclebank.com and select "Sign Up,"
- Download the **Recyclebank App** (iOS and Android) and select "Sign Up," or
- Call **888-727-2978** and confirm your address over the phone.

How do I earn Recyclebank Points?

Once you have signed-up by confirming your address, you can start earning points for completing a number of green activities, including setting out your recycling cart on collection day, and/or completing online activities, such as quizzes or viewing slideshows and videos.

What can I redeem my Recyclebank Points for?

Once you've earned enough points by recycling at home and learning online, you'll be able to claim rewards for local and national businesses, cash in on exclusive discounts for sustainable products, or donate your points to help fund sustainable school programs.

How do I redeem my Recyclebank Points for rewards?

Sign in to your account and click on the title "Get Rewards" to browse all current rewards offerings. You can look for a specific reward using the search box or select one of the available filters. Clicking on a reward will provide more information about it, the partner and if there's any terms and conditions (T&Cs) associated with the reward. You'll want to read the T&Cs before adding the reward to your cart. Once you've selected the reward(s) you want and added them to your virtual shopping cart, check out and you're all set.

How many pounds must I recycle in order to earn points?

For every one pound of recycling in the Township, Recyclebank converts that amount to 2.5 Recyclebank Points. If you placed out your recycling cart, you will receive your share of the total Township points for recycling.

How many points can I earn each month for home recycling?

A lot. You can earn up to 450 points a month or 5,400 points a year just from home recycling. But, there's no limit to the number of points you can earn from taking green actions online. And Recyclebank is adding new green actions all the time, so be sure and earn points every day.

Will my Recyclebank Points expire?

As long as your Recyclebank account is active at least once every twelve (12) months (meaning there's some points-earning or points-spending), your points won't expire. You'll continue to accrue points month-to-month and year-to-year.

Will my Recyclebank Rewards expire?

Some rewards do have an expiration date. You'll see the expiration date for the reward in the terms and conditions within the reward itself. If it's a print-at-home reward, it will expire at that time, or 30 days from the day you print it. Make sure you take note of both, so you can get the most out of the rewards you choose.

Do I have to participate in the recycling rewards program?

No. Participation in the recycling rewards program is completely voluntary, but highly encouraged.

Other:

Why was GFL selected to provide recycling, yard waste, and solid waste collection in the Township?

The Township completed a formal Request for Proposals (RFP) for Recycling, Yard Waste, and Solid Waste Collection, Transportation, and Disposal Services. Two proposals were received: Waste Management and GFL. An Ad-Hoc Committee appointed by the Township Board, along with a consultant from Resource Recycling Systems (RRS), reviewed the proposals and interviewed the two companies. Based on technical and cost proposals, GFL was selected as the designated hauler. Deciding factors included overall costs (GFL's rate was 10% lower than Waste Management's rate), afford discounts (GFL's maximum discount is 5%, WM's maximum discount was 3%), and bulky item collection (GFL offers weekly bulky item collection with no scheduling, WM proposed once a month collection, with call ahead scheduling).

Do we have to worry about trucks breaking down on the street or leaking fluids?

No. All trucks servicing the township will be no more than two years old. However, if you do witness trucks leaking fluids, littering debris, or operating in an unsafe manner, please immediately report these issues to the Township.