



## City of Conneaut Waste and Recycling Service Implementation Plan

### Who is Waste Management?

We are local people working at local sites for a quality corporation. Waste Management has been serving the Conneaut Community for over 30 years. Our hauling offices are located in Rock Creek and our Landfill is located in Geneva.

We employ

- 17 Drivers
- 3 Technicians
- 3 Office / Management staff

- 5 Staff at the Geneva Landfill

Four of our employees have been with the company over 30

There is not a single person working in NE Ohio that has been transferred into our area from Corporate.

- 26 Were born in Ashtabula County
- 26 Graduated from high school in Ashtabula County
- 26 Employees live in Ashtabula County
- 2 Live in Conneaut

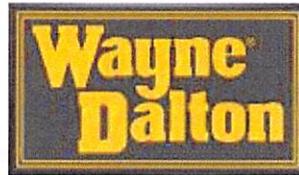
### What are the benefits of working with Waste Management as a customer and employee?

- Safety is our # 1 priority
- Environmental Compliance is achieved at all costs
- Sufficient trucks and employee assets to complete work and be available in time of disaster.
- WM is committed to recycling and is the only Company able to sustain the service thru the downturns in the recycling markets
- Our employees are paid well, excellent health insurance plans, 401k, uniforms, safety gear, boot allowance, paid vacation and holidays, employee discount programs



Waste Management is no different than the other corporations serving and employing the residents of Ashtabula County and the City of Conneaut.

## Vesuvius Corporation





## **Transition to Waste Management as the City Service provider**

### Program Information

- Notification to all residents thru flyers that will come in your water bill
- Newspaper articles
- City Website & Facebook postings
- Program specifications, service levels rates, contact information

### How do you sign up for service?

- Current Waste Management customers will be converted to the new service level and rate
- New customers will be uploaded from the City provided customer list at the default rate of 4 bag service
- All customers will have sufficient time to call in and change their service level prior to the start of the program

### What if you miss the window of opportunity?

- After the time line to change the service has expired, invoices for the first quarter will be sent to all customers
- Once you receive the invoice you may still call in and request a different level of service and the account will be adjusted at that time
- What if the name on my invoice is wrong? Call in and correct it with WM Customer Service
- After the initial start of the program service levels can still be adjusted on a monthly basis.

### Invoices

- The invoice will be sent to the responsible party of the water bill but the property owner is ultimately responsible for the invoice
- Once received, you can pay with a check via mail - Always write your account # on the check
- Waste Management also offers online bill payment – Visit [wm.com](http://wm.com)
- If you own multiple properties and want to receive one invoice for all, WM Customer Service can set the account up for you one you have received all the property invoices and know your WM account numbers
- Waste Management offers a mobile app that allows you to check on your account and service days.
- Accounts changed in the middle of billing cycle will have adjustments shown on the following invoice



Service levels include one bulk item a month and every other week recycling with free bin provided by WM

- 2 bag
- 4 bag
- 96 gallon cart provided by resident
- 96 gallon cart rented from WM

Low volume service

- Individual purchased WM designated bag for Conneaut
- Recycling with bin for a monthly charge

Service days and specifications

- Service will be Monday thru Thursday each week for trash service starting at 5:00 a.m.
- Recycling will be Monday thru Thursday every other week starting at 5:00 a.m.
- The program brochure that will come in your water bill will have a map of your area and designated collection day for trash service.
- A calendar will also designate the collection day of your recycle service
- For the first week of the program, we will provide an auto dialer message to remind you of the new trash collection day if we have your correct phone number
- Each residence is allowed one bulk item per month and must be called into WM to schedule
- Mattresses, box springs and cloth furniture must to be wrapped in plastic due to bed bugs outbreaks
- Bulk items need to be boxed, bagged , bundled 48", 40lbs
- Glass windows, doors, mirrors to be covered and taped
- Appliances containing CFC are to have CFC removed and tagged by licensed company
- The program brochure will list acceptable and non-acceptable items like tires, batteries, propane tanks
- Recycling – Visit RORR.com
- Waste Management will be providing an 18 gallon recycling bin to all households. These will be delivered a week or two prior to the start date of the program
- Trash and recycling need to be placed within 5 feet of the curb
- Trash cans are to have lids



#### Where are recyclables processed?

- The recyclables from the City of Conneaut will be processed at our state of the art MRF in Akron Ohio.
- Once materials are separated and bailed they are sold throughout the US and global markets
- The recycling truck may look exactly like the trash truck however WM will not mix materials

#### Customer Service

- Our Customer Service Team is available from 7:30am to 5:30pm Monday-Friday
- They can be contacted by phone or email
- They will coordinate all services for you.
  - Change in service
  - Help with your invoice
  - Bulk item scheduling
  - New account due to change of ownership of the home

#### Trucks and Drivers

- Equipped with two way radio for communications to dispatch and managers
- Back up cameras, motorized mirrors
- Audible back up alarm
- LED flashing lights
- Tippers to lift the 96 gallon carts
- On board computers
  - Provide account information to your service level
  - Time stamp of service
  - Time stamp if trash or recycle is not out
  - GPS tracking to verify time of service on every street

#### Experience

We have successfully partnered with the following communities in transitioning to the same type of program

- Geneva
- Roaming Shores
- Kirtland
- Mentor

We look forward to successful program in the City of Conneaut