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All of us at Rizzo Services are looking forward to a long and valued relationship with the Village of Franklin and a smooth, seamless transition starting July 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 7:00 AM and 5:00 PM or visit us on our website at www.RizzoServices.com.

Thank you,
Rizzo Services

Village of Franklin

Solid Waste Program Enhancements – Summer 2016



Dear Village of Franklin 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 Village of Franklin has selected Rizzo Services as your new solid waste provider for residential collection and disposal, yard waste, large bulky waste, and recycling collection and processing. We will assume the solid waste program starting July 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 Day-Monday:

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

All items for pickup (including trash, recycling and yard waste) must be out by 7:00am.

HOUSEHOLD SOLID WASTE

Please place household solid waste out in plastic bags and/or up to 32 gallon plastic or metal containers, 3-4 feet from mailboxes, trees, shrubs, vehicles or other obstructions by 7:00A.M on Monday.

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. Should you place out for collection 32 gallon metal or plastic containers the weight limit should not exceed 60 pounds, container and contents.

NEW SERVICE:

Voluntary Enhanced Trash Cart Program: In an effort to enhance the existing solid waste program, Rizzo Environment Services has partnered with the Village of Franklin to make 64 or 96-gallon wheeled trash carts available to interested residents. This is a voluntary program and will not increase the current collection rate.

Residents that want to participate in the Enhanced Trash Cart Program can order their cart(s) by either calling Rizzo Environmental Services at 866.772.8900, or fax us at 586.795.4179 or go online to order through our website at www.rizzoservices.com.

Residents can choose to purchase either a 64-gallon cart for \$75.00 each or a 96-gallon cart for \$95.00 each. Once your order has been placed, and the cart paid for, your large wheeled cart will be assembled and delivered within seven to ten business days.

Residents that choose not to receive a large wheeled cart can continue to use plastic or metal containers not

exceeding 32-gallons in size, 60 pounds in weight or 33-gallon plastic bags.

Note: Once a resident takes possession of a 64 or 96-gallon trash cart, it is their responsibility to keep it in a clean, safe and serviceable condition. Residents that misplace or remove carts from their property or damage carts, other than through the negligence of Rizzo Services, will be required to pay to have a second trash cart delivered.



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 a Monday, your scheduled service day will be provided on the next business day. Regular collection will resume the following week.

NEW SERVICE:

Voluntary Enhanced Recycling Cart Program: In an effort to enhance the existing recycling program, Rizzo Services has partnered with the Village of Franklin to make 65 gallon wheeled recycling carts available to interested residents. This is a voluntary program and will not increase the current pricing.

Residents that want to participate in the Enhanced Recycling Program can contact Rizzo Services directly at 866.772.8900 to purchase a 65-gallon recycling cart for \$75.00 each.

Upon request by a resident that they would like a large wheeled recycling cart, the cart will be assembled and delivered within seven business days. Residents that choose not to receive a large wheeled recycling cart can continue to use their 18 gallon recycling bin which are still available at the Village Offices for \$12.00 each.



Note: Once a resident purchases a new 65-gallon recycling cart it is their responsibility to keep it in a clean, safe and serviceable condition. Residents that misplace or remove carts from their property or damage carts, other than through the negligence of Rizzo Services, will be required to pay to have a second recycling cart delivered.

WHAT CAN I PUT IN MY RECYCLE CART?

- Plastics – containers with codes 1 through 7
- Grocery Bags
- Clear & colored glass
- Metal
- Paper milk or juice cartons
- Paper, phone books, magazines, & brown paper bags
- Cardboard – cut into 2' x 2' pieces and tied in bundles
- Paper board and box board (i.e. cereal, tissue, shoe box)-flattened and stuffed in biggest box or bundled

WHAT ISN'T RECYCLABLE?

- Packing materials
- Garbage
- Propane Tanks
- Paint cans
- Medical Waste
- Flammable liquids
- Household cleaners
- Dry or liquid chemicals
- Wood items
- Household Batteries

MAY I STILL USE MY EXISTING RECYCLE CONTAINER?

Yes, you may still use your existing recycling container to store recyclables during the week. All the items may be mingled together. Material must be clean and uncontaminated. Dirty, improperly prepared or unacceptable materials cannot be collected. The bin must be out for pickup by 7:00 a.m. on your regular collection day.

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.

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 also be dropped off at the Franklin Village Household Hazardous Waste Day Event. Please see below for details.

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.

Franklin Village will again have a Household Hazardous Waste Day Event on Saturday, September 17 from 9:00 am to 1:00pm by the Franklin Community Church.

NEW PROGRAM - REWARDS FOR RECYCLING

Rizzo Rewards Recycling Program delivers great savings to active recyclers. Start recycling and get paid back! **Rizzo Services Reward Program will be accessible after October 1, 2016.**

How to get started - Simply login to www.RizzoRewards.com, enter your address, select your name from the data provided and follow the instructions to complete setup of your free account. Every time you recycle, you will be given access to hundreds of valuable saving certificates from local and national businesses. You can check your recycling status any time and get great rewards just for **GOING GREEN!** Now it's fun and easy to get rewarded for your efforts, and the savings continue as long as you *keep*

recycling!

How It Works - Once we know your household is actively recycling and self reporting, savings certificates and prizes are available for you to print from your home computer. **It's that easy!**

Whether you receive a new large wheeled recycling cart or just use your existing 18 gallon recycling bin, you can take advantage of the new Rewards for Recycling Program.

Note: Please be aware that you will be receiving important detailed information regarding the new Rizzo Services Rewards Program in the mail shortly.

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 Monday of April and continuing through the last Monday in November each year. Please have your yard waste set out for collection by 7:00am.

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
- Sod
- Large Stumps
- Sand
- Gravel
- Animal Feces
- Dead Animals

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.