

Oct. 1, 2016 to Dec. 31, 2021

TRASH, RECYCLING & YARD WASTE



Customer Handbook

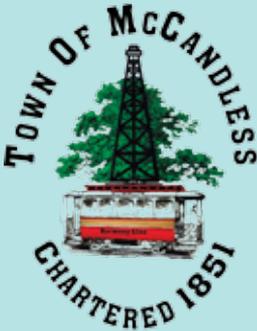


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CONTACT INFORMATION

For questions regarding extra item pickup and misses, please contact **Waste Management:**

1-800-866-4460

wpacustomerservice@wm.com

Monday through Friday 7:30 a.m. to 5 p.m.

For other questions, please feel free to contact your local community:

Town of McCandless

412-364-0616

Ohio Township

412-364-6321

OUR PROGRAM'S HISTORY

McCandless and Ohio Township are pleased to welcome you to our automated trash, recycling, and yard waste collection program. This handbook summarizes the way the service is organized, how you can make best use of it, and the reasons we developed the program in the first place.

As members of the North Hills Council of Governments, we have historically been part of a collective waste collection contract, which has yielded low rates to residents for trash and recycling services. Recognizing that the previous contract was to end on September 30, 2011, McCandless and Ohio Township applied for municipal recycling grants in 2008 with the intention of creating an intergovernmental cooperative program. The Pennsylvania Department of Environmental Protection, Bureau of Waste Management announced the grant award in February 2010. The grant award enabled the municipalities to purchase recycling and yard waste containers for every household in each community at no cost to the residents.

To achieve economies of scale, McCandless and Ohio Township conducted competitive bidding among haulers for a five-year contract to provide a comprehensive package of automated collection services to residents throughout the communities. For the period of October 1, 2016 through December 31, 2021, Waste Management was the successful bidder.

DO I HAVE TO PARTICIPATE IN COLLECTION?

Under Pennsylvania's Act 101 of 1989, the Allegheny County Solid Waste Plan and by community ordinance, residents of both McCandless and Ohio Township are required to utilize the residential collection service provided by their respective municipality. These laws require that should the collector find that a customer is contaminating recyclables by mixing items that cannot be recycled together with items that can, Waste Management will not collect them. Likewise, if the collector finds that wastes are improperly contained, overweight, or placed out of reach, the company can decline to collect them. Other waste-related violations, including illegal dumping, will be addressed by either the state or the municipalities, depending on the circumstances.

PROGRAM OVERVIEW

On October 1, 2011, the Town of McCandless and Ohio Township embarked upon an intergovernmental cooperative automated trash, recycling, and yard waste collection program. Services are provided by Waste Management. The price structure of the program is based on the size of the Black-Top trash cart selected by each household. A 65-gallon cart serves as the standard-sized cart. The cost over the five-year life of the contract increases a total of only eight (8) percent, with adjustments allowed for shifts in fuel costs. First year costs are nearly 20% less than what we paid for manual collection.

Billing

Waste Management will bill each household on a fourth-month basis according to the level of service selected. Payment has to be applied by the due date. Customer prices are set from year-to-year based on the contract. Your service level depends on the size of your Black-Top trash cart. Recycling and yard waste collection service, including carts dedicated to those purposes, are offered at no additional cost. Households who request to pay for service on an annual basis by September 30 each subsequent contract year will receive a five (5) percent discount on their basic service. Upon request, senior citizens age 65 or over, or those who are permanently disabled, that are the financial head of household shall qualify for a 10% discount upon submittal to their municipality of proof of age in the form of a valid driver's license or other recognized photo ID and documentation of financial responsibility for the household.

About Waste Management

Waste Management is a leading provider of comprehensive environmental solutions services in North America, serving more than 21 million customers in the U.S. and Canada. As part of its strategy, Waste Management is committed to developing new waste solutions that can help communities and organizations achieve their green goals, including zero waste.

With the largest network of recycling facilities, transfer stations and landfills in the industry, its entire business can adapt to meet the needs of every distinct customer segment, including municipalities, construction sites, healthcare facilities, commercial buildings and many others.

As North America's largest residential recycler, Waste Management's goal is to manage more than 20 million tons of recyclable material each year by 2020. In 2015, it managed more than 15 tons.

Waste Management is also a renewable energy provider. One of the ways it does this is by recovering the naturally occurring gas inside landfills to generate electricity, called landfill-gas-to-energy. By the end of 2014, Waste Management operated over 134 beneficial-use landfill-gas projects, producing enough energy to power nearly 500,000 homes.

To learn more, visit www.wm.com.



ABOUT THE CARTS

Ownership Identification

All carts belong to McCandless and Ohio Township. The municipalities purchased the carts, in part, with a grant from the Pennsylvania Department of Environmental Protection Agency. They are available for your use as long as you remain at this address. Each cart carries a unique identification number. That number is linked to your account as well as to your home address. Be sure to keep your carts on your own property and avoid getting them mixed up with neighboring carts.

Color-coding

The color-coded lids on each cart identify their contents to the truck operator. **Blue-Top** carts are for recyclables. **Green-Top** carts are for yard waste only. **Black-Top** carts are for ordinary trash and all other non-recyclable items eligible for collection in our program.

Ordering Carts

Large family households may need more than one cart to handle their weekly waste. Additional carts are available upon request. There is no charge for a second **Blue-Top** recycling or **Green-Top** yard waste cart. Extra **Black-Top** trash carts are available for fees that vary with their size – 35, 65, or 95-gallon capacity. There is also an additional service fee of three dollars per month. Current pricing is available from Waste Management and the municipalities.

Exchanging Carts

If your initial cart selection turns out to be either too big or too small for your needs, you can exchange it for another. The contractor will charge a flat \$10.00 delivery fee for exchanges.

To order additional carts or to arrange for a cart exchange contact Waste Management Customer Service at wpacustomerservice@wm.com or by phone at 1-800-866-4460 weekdays from 7:30 a.m. to 5:00 p.m.

Cart Repair or Replacement

Waste Management is responsible for the repair of all carts. Waste Management shall determine if the damaged cart should be repaired or removed from service. Residents will be charged for the replacement of a painted or marked cart, or a cart that has been rendered unusable from the placement of hot ashes and cannot be reassigned.

When You Move

Your carts belong to the Town of McCandless and Ohio Township and are assigned to your home address. So when you move – even to another home within your current municipality – you should leave your carts for the next owner. If the carts at your new address do not suit your purposes, contact the municipality to request a change.

CURBSIDE COLLECTION

The collection carts are designed to be durable and well balanced with sturdy wheels, making them easy to maneuver. With general use, the carts are expected to last between 15 to 20 years. They are available in three (3) different sizes and are specially designed to be used with automated trucks. No other type of cart can be used with this system. Instead of having workers empty your carts by hand, the trucks come equipped with mechanical arms that pick up carts and empty them into hoppers. This means faster collection, less manual labor, and fewer injuries to crew members from lifting or from passing vehicles. But to make the system work efficiently, we need your help. Here's how:

► Follow the Color Code

Lid color distinguishes one commodity cart from another. Drivers can quickly identify which cart to empty based on the vehicles collection type. Use your **Blue-Top** cart just for recyclables, **Green-Top** cart only for yard waste, and your **Black-Top** cart for trash.

► Do Not Overload Carts

All contents must fit into each cart with the lid closed. Heavy cart loads can cause the mechanical arm to fail. A large 95-gallon cart should not contain more than 300 pounds of waste; 200 pounds for a 65-gallon cart; 100 pounds for a 35-gallon cart. UNLIKE RECYCLABLES, TRASH SHOULD BE BAGGED BEFORE PLACING IT INTO THE CART.

► Cart Placement

Arrows on the lid show which side of the cart should face the street. When the mechanical arm picks up your cart, the lid should fall open and empty its contents into the truck's hopper. Place carts at least two (2) feet apart from one another and at least two (2) feet away from mailboxes, posts, trees, vehicles, or other obstructions.



► Private Roads

Waste Management is required to collect trash, recyclables, and yard waste for residents on private roads. In order to allow the hauler access, the owner(s) of private road(s) must sign a waiver of damages provided by the hauler. In the event such a waiver is not signed by the owner(s) of the private road, the residents shall take their trash, recyclables, and yard waste to the curb of the nearest public street for collection.

Waste Management shall provide a smaller truck for the collection of carts containing trash and recyclables on private roads where it has been determined by the municipalities that a larger vehicle may cause roadway damage or is unable to safely negotiate a private road. In this case, residents are required to place yard waste carts or composting bags at the curb of the nearest public street for collection.

RECYCLING

RECYCLABLE

METAL ITEMS

- Food cans
- Aerosol cans (empty)
- Beer and soft drink cans

PLASTIC ITEMS

- Plastic containers #1 - 5 and 7 (Refer to triangular symbol on container)
- Laundry soap and bleach containers
- Baby wipe containers
- Food containers including yogurt cups, cottage cheese, margarine tubs, etc.
- Shampoo & conditioner bottles

GLASS ITEMS

- Beverage bottles and food jars: clear, brown, amber and green

PAPER ITEMS

- Corrugated & pressed cardboard
- Paperboard boxes: cereal, tissue, shoes, etc.
- Waxed paperboard cartons such as milk cartons and juice boxes
- Office paper, computer paper
- Magazines, newspapers, ad inserts
- Junk mail, including envelopes
- Catalogs, phone books, paperbound books
- Hardback books with binder removed
- Paper bags

NOT RECYCLABLE

METAL ITEMS

- Loose can lids
- Clothes hangers
- Scrap metal, screws, nails
- Cans containing food
- Aluminum foil, pie pans

PLASTIC ITEMS

- Styrofoam peanuts, blocks
- Plastic plant pots
- Foam plastic egg cartons
- Plastic wrap
- Bubble wrap
- Plastic bags (return to a store that recycles them)

GLASS ITEMS

- Broken glass, light bulbs, mirrors, dishes, drinking glasses, window glass, Pyrex or tempered glass

PAPER ITEMS

- Pizza boxes
- Waxed paper
- Take-out food containers

PREPARATION

METAL ITEMS

- Rinse all food cans
- Discard loose lids with garbage
- Wipe out greasy containers

PLASTIC ITEMS

- Empty and rinse all containers
- Place items loose in cart

GLASS ITEMS

- Rinse jars and bottles
- Do not break glass

PAPER ITEMS

- Flatten, cut, or tear boxes and cartons
- Rinse cartons
- Do not put newspapers and magazines in plastic bags
- Place shredded paper in a clear bag
- Leave staples in place

Why Recycle?

Recycling provides industry with an environmentally preferable source of raw materials, conserves natural resources, reduces greenhouse gas emissions, saves energy, reduces air emissions and water pollutants, and lowers the cost of trash collection.

The 65-gallon **Blue-Top** is the standard size however, a 35-gallon (available to seniors and one and two person households) or 95-gallon cart can be selected.

There is no need to separate recyclable materials; all eligible items can be placed together in the cart. They will be sorted at the Greenstar Recycling Center on Neville Island where the materials are received.

There they will be processed by sorting technologies ranging from magnets, screens, and optical sorters that can identify and separate different types of paper, metals, and plastics.

For more information about recycling, visit recycleoftenrecycleright.com.

YARD WASTE

Yard waste can be accumulated for collection using your 95-gallon **Green-Top** cart. This service is optional to residents.

In lieu of or in addition to your **Green-Top** cart, you may also choose to use up to three (3) paper composting bags (purchased at most home improvement stores) as part of the weekly seasonal yard waste collection at no extra charge. Charges for more than three (3) bags are shown in charts in this handbook.

ACCEPTED

- Leaves
- Grass clippings
- Branches, tree limbs under 4" diameter and up to 4' in length
- Brush
- Plants, flowers, roots, and shrubbery with soil shaken off
- Prunings
- Christmas Trees in lengths not to exceed 6' – collected by the Town in the first two (2) full weeks of January

NOT ACCEPTED

- Soil
- Sod
- Kitchen food waste
- Garden or orchard food waste
- Excrement, pet droppings, kitty litter
- Plastics or synthetics
- Tree stumps & limbs over 4" thick or 4' long
- Non-compostable bags or boxes
- Lumber or construction material
- Christmas trees in plastic bags

PREPARATION

- Lie cart down, rake leaves and grass into open cart
- Do NOT use plastic bags
- Yard waste must fit into cart with the lid closed

▶ Yard Waste is collected weekly on the same day as trash and recycling pickup from the first full week of March through the second Friday after Thanksgiving.

▶ YARD WASTE ALTERNATIVE: COMPOSTING

Composting is the natural decomposition of organic materials into a form that returns nutrients to the earth and allows for better soil aeration.

McCandless and Ohio Township strongly encourage the practice of backyard composting, thus reducing your need to have an optional 95-gallon yard waste container or use compost bags.

Composting is not only a great way to fertilize your garden and save money by making your own natural fertilizer, but it also helps keep material out of landfills. Here are some of the benefits of composting:

- Composting helps improve the structure, texture, aeration, and water retention in soil.
 - Clay Soil: If you have clay soil you know very well how hard it is to handle. Composting can help break up clay soil.
 - Sandy Soil: Water slips right through sandy soil. Composting can help retain some of that water.
- Composting provides food for the microorganisms that help keep soil healthy and balanced.
- Nitrogen, potassium, and phosphorus are produced by composting, which eliminates the need to add other amendments to the soil, especially keeping out chemicals.
- Almost any organic material is food for the compost pile.

TRASH

The trash carts are identified by a **Black-Top** lid. They are available in three (3) sizes: 35-gallon for seniors over age 65 and one and two person households; 65-gallon, the standard cart; and a 95-gallon cart. Only those items that go to the landfill should be placed in your **Black-Top** trash cart. Trash is defined as any discarded municipal waste material including garbage, refuse, white goods/appliances, excess waste, bulk items, large items, volume pickups, but not including recyclables and yard waste.

ACCEPTED

- Use your **Black-Top** trash cart for everything that cannot be recycled in your **Blue-Top** or **Green-Top** carts, except as otherwise noted.

NOT ACCEPTED

- Construction/ demolition materials
- Hazardous, infectious, or toxic wastes
- Oversized items

PREPARATION

- All trash should be bagged before placing into cart. The lid must be closed.
- Sharp metal or broken glass should be secured in hard containers.

UNACCEPTABLE WASTES:

For items that are not accepted, see pages 11 and 12 for information on the At Your Door HHW and E-Waste Collection program, or see pages 9 and 10 for information on bulk pickup. For all other not accepted materials, contact Waste Management at 1-800-866-4460.

OVERFLOW BAGS

Three (3) plastic bags or three (3) smaller bulk items or combination of both placed curbside and outside the trash cart shall be collected at no additional charge. Residents are required to notify Waste Management 48 hours in advance of their weekly pickup. **If this type of overflow occurs for three (3) consecutive weeks, the customer will be billed for a bulk item charge.** For more information, see page 9.

**BIG PROJECT COMING UP?
TAKE IT ON™**

BUY. FILL. GONE.

Holds up to 3,300 pounds and is ready when you are. Pick up a Bagster bag at your local home improvement store today.

Visit thebagster.com to find a retailer near you.

Ready for a Bagster pick-up? Use coupon code **150-SPR16** to receive \$10 off your pick-up.

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Bulk Items, White Goods, Volume Pickups and Oversized Items

Bulk items, white goods collection, and volume pickups will be available for collection weekly. **To use this service, residents must contact Waste Management before pickup day as shown below to make arrangements.**

Bulk items are defined as any items that do not fit into a black trash bag or in your trash cart. **Bulk items will be picked up on your usual day of service.** Pricing is as follows:

FREE BULK ITEMS

- Lamps
- Vacuum cleaners and other small items
- Large toys
- Child's swimming pool
- Carpeting (up to 3 individual cut-and-tied bundles no more than 4 feet in length)
- Lawn furniture
- Basketball hoop (ring and net)
- Bed rail
- Street bicycle
- Card table
- Chair — kitchen, dining, outdoor, plastic, metal
- Hot tub cover
- Screen door
- Step ladder
- Up to three 32-gallon trash bags for up to 2 consecutive weeks
- Up to three similar items that could fit in a trash container (but should **NOT** be placed in the container) for up to 2 consecutive weeks

Customers must call 1-800-866-4460 or do an online chat at wm.com by 3 p.m. the day before collection or e-mail wpacustomerservice@wm.com by 3 p.m. two business days before collection day.

\$5 BULK ITEMS

- Chairs
- Tables
- Armoires
- Chest
- Headboards
- Sofa
- Mattresses
- Cabinets
- Dressers
- Picnic table and/or benches (disassembled; \$5 per piece)
- Interior door
- Ladders — 6-feet to 20-feet
- Push lawnmower (fluids must be removed)
- Garage door opener assembly (disassembled)
- Basketball backboard or pole (no longer than 4 feet)
- Swing set (disassembled)
- Three 32-gallon trash bags or three bulk items listed in the bubble above for the 3rd consecutive week in a row
- 4-15 bags or bulk items — including 32-gallon trash bags, paper compost bags, bundles of carpeting, or other bulk items listed in the bubble above and similar items.

Customers must call 1-800-866-4460 or do an online chat at wm.com by 3 p.m. the day before collection or e-mail wpacustomerservice.com two business days before collection

Payment to Waste Management will be required before pickup. Payment for bulk item pickup only can be accepted over the phone

For the disposal of any item not listed on this page, page 10 or page 12, contact Waste Management at 1-800-866-4460 or wpacustomerservice@wm.com.

To chat online with a customer service representative, go to wm.com and click on the Contact Us tab. Enter your zip code under "Live Chat Ability," and a representative will chat with you.

To dispose of the items listed below, residents must contact Waste Management at 1-800-866-4460 or do an online chat at wm.com by 3 p.m. the day before collection or e-mail wpacustomerservice@wm.com two business days before collection. Payment to Waste Management will be required before pickup. **Please note that payment for bulk item pickup only can be accepted over the phone.**

WHITE GOODS/APPLIANCES:

- Washers
- Dryers
- Refrigerators (Freon removed)
- Freezers (Freon removed)
- Stoves
- Dishwashers
- Trash compactors



\$10 each

SPECIAL NOTE ON FREON APPLIANCE DISPOSAL

When a refrigerator, freezer, air conditioner, or dehumidifier is disposed of, a licensed technician must remove the Freon® or other refrigerant for recycling before sending the item away. You can contact your own heating/air conditioning professional, or call 1-888-GO-FREON for help. State law also requires the removal of refrigerator and freezer doors to avoid the entrapment of children. If replacing an old appliance, you may want to ask the store upon delivery of your new appliance if they provide removal of your old unit at the same time.

VOLUME PICKUP:

Collection of large quantities of bagged excess waste from cleanouts of attics, basements and garages, provided the waste meets the definition of acceptable waste. Volume pickups are based on a unit charge that includes the disposal and collection of:

- 16-25 bags or large items (equivalent to fit in five 95-gallon carts)
- 16-25 cut and tied bundles of carpeting, no more than four (4) feet in length
- Or a combination of bags, carpeting and large items, not to exceed a total of 25.

Multiple white goods/appliances and/or bulk items will be billed at their individual rate and will not be included in a volume pick up rate.

\$15 per pickup

**OVERSIZED/
SPECIALTY
ITEMS:**

Changes in pricing may occur during the contract term.

Attic Stairs	\$25
Basketball assembly (Pole no longer than 4 feet, backboard, and net. Set up and base removed)	\$25
Car Top Carrier	\$20
Door (exterior)	\$10
Exercise Bike	\$10
Exercise Equipment (other)	\$20
Ladder (over 20 ft. extended)	\$15
Hospital Bed Motor (single)	\$25
Sink (laundry, stainless)	\$10
Snowblower (fluids removed)	\$25
Toilet, Tank & Bowl Assembled	\$5

At Your Door HHW and E-Waste Collection

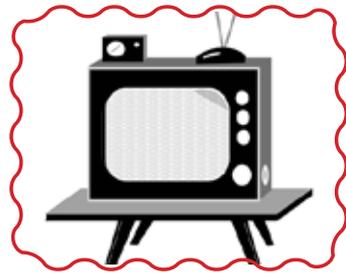
As a part of the contract with Waste Management, residents have a convenient new opportunity to dispose of **Household Hazardous Waste** — such as cleaners, chemicals and automotive products — and **E-Waste** — such as old computers, televisions and other electronics.

The At Your Door HHW and E-Waste Collection program allows residents to easily dispose of these often difficult-to-recycle items.

How to participate...

First, you have to schedule your collection. There are three ways to do this:

1. Go to www.WMAtYourDoor.com
2. Call 1-800-449-7587 (Monday-Friday 8 a.m. to 8 p.m. Eastern Time)
3. E-mail AtYourDoor@WM.com



The call center operators will guide you through the steps toward a safe and successful collection. You will be asked several questions, including your address and the type and amount of materials available for the pick up. You will be provided a convenient collection date and information about where to place the kit for collection. A kit will be sent to your home in plenty of time for you to gather and pack your materials.

Preparing for collection

The collection kit includes an instruction sheet and other items to help pack and secure your household generated special materials. Please read the instruction sheet included in the kit.



On the day of collection

On the scheduled date, the customer service technician will collect materials directly from your home. They will sort and pack the materials for proper transportation, recycling and disposal. Participants will receive a postage-paid survey card to complete and mail back to help track the program.

Got more stuff than will fit in the kit? Don't worry.

Remember, this service is available year-round, and the cost is included in your regular trash bill. Just schedule another collection! Small quantities may be combined with your neighbors. Call center representatives are available from Monday - Friday 8 a.m. to 8 p.m. ET at 1-800-449-7587. Leave a message after hours, weekends and holidays. E-mail the call center: AtYourDoor@WM.com.

Acceptable and Unacceptable materials for At Your Door HHW and E-Waste collection

ACCEPTABLE

Must be placed INSIDE the kit

Automotive products:	Floor stripper
Antifreeze	Drain cleaner
Brake fluid	Tile/shower cleaner
Cleaner	Rust remover
Hydraulic fluid	Flammable and combustible materials
Transmission fluid	Kerosene
Motor oil	Solvent
Oil filter	Certain cleaners
Polish	Swimming pool chemicals
Wax	Pool acid
Gasoline	Chlorine (tablets, liquid)
Diesel fuel	Garden chemicals
Paint products	Insect sprays
Latex	Weed killers
Oil-based	Herbicide
Thinners	Fertilizer
Artist's paint	Pesticides
Spray paint	Misc. household
Stain	Batteries
Sealer	Hobby glue
Caulk	
Household cleaners	
Ammonia	
Cleaning compounds	

UNACCEPTABLE

- Items that are improperly packaged for transport
- Biological waste
- Construction materials
- Smoke detectors
- Unknown materials
- Pressurized cylinders
- Ammunition
- Leaking containers
- Items in containers over 5 gallons
- Commercial products
- E-cigarettes
- All medicines
- Empty containers
- Asbestos
- Tires
- Radioactive materials
- Fire extinguishers
- Explosives
- Unlabeled containers
- Business supplies from homes
- Trash, including bulky items

Acceptable materials for OUTSIDE the kit

Vehicle batteries (up to 4)	One computer system (one each of the following: CPU/tower, monitor, keyboard, mouse, desktop printer)
Fluorescent tubes and CFLs (up to 10, placed inside their original sheaths or taped together)	Electronics with circuit boards (CD Rom, VCRs, cell phones, DVD/CD/tape players, related cords) — up to 25 pounds
Televisions (one at a time)	

Waste Management will NOT collect any materials in unlabeled or leaking containers. If you have questions about proper disposal methods for non-acceptable items, commercial chemicals or hazardous materials in containers larger than five gallons in size, please contact the call center at 1-800-449-7587.

SPECIAL NEEDS & SERVICES

Backyard Service

Backyard service is limited to 150 feet from the curb except for those who are legally disabled or handicapped. The fee for this service is \$20 per month, which will be added to the base collection fee. For backyard service, there is a limit of one trash cart, one recycling cart, and one yard waste cart.

Temporary Suspension of Service

Residents who vacate their homes for a minimum of two (2) months may temporarily discontinue service during that period. Temporary discontinuation has a maximum term of six (6) months. Residents should call Waste Management 2 weeks in advance to request this service.

Winter Preparation and Delays

On the rare occasion that snow or ice prevents collection on the scheduled day, collection shall be made on the next weekday. Residents are responsible to clear snow and ice to provide for visibility and access to carts, bags, and other material. Residents who contract for backyard service are required to provide access, clear of snow and ice, that allows maneuverability of carts. If the hauler determines that access is not possible, they may request that trash be placed adjacent to the public roadway.

Clear the snow as you normally do, including the area where you place your carts for pickup. Keep lids closed to prevent snow and ice from accumulating inside; drivers will not reach into your cart to remove any items frozen to the bottom.

For updates on weather delays, visit www.wm.com/weather-alert/index.jsp.

Collection Times

Carts should be placed at the curb the night before your collection day. Collections will occur between 6:00 a.m. and 6:00 p.m., Monday through Friday, unless delayed for holiday pickup. If your cart is not out by the time the truck arrives at your household, you will have to wait until the following week for service. Retrieve your carts by the end of collection day no later than 7:30 p.m. Do not place your carts at the curb before 7:00 p.m. the night before your scheduled collection day.

Holiday Schedule

If a holiday falls on a regularly scheduled workday, collections for the holiday and each day thereafter will be delayed one day and Friday's material will be collected on Saturday.

- New Year's Day
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day
- Christmas Day

CUSTOMER SERVICE

For all customer service requests concerning your waste collection service including billing matters, cart exchanges, missed collections, special pickups, disposal questions, new service requests, and curbside housekeeping issues, contact Waste Management by email at wpacustomerservice@wm.com or by phone at 1-800-866-4460.

ADDITIONAL RESOURCES

Websites for more information about recycling, waste reduction, and environmental protection:

♦ www.achd.net

Allegheny County Health Department

♦ www.alleghenycleanways.org

Allegheny Cleanways of Pennsylvania

♦ www.dep.state.pa.us

Pennsylvania Department of Environmental Protection Agency

♦ www.wm.com

Waste Management

♦ www.earth911.com

Comprehensive site for information on how to reduce, reuse, and recycle.

♦ www.prc.org

Pennsylvania Resources Council

♦ www.proprecycles.org

Professional Recyclers of Pennsylvania

♦ www.appliancewarehouse.com

Appliance Warehouse: for removal of Freon from your appliances.

♦ recycleoftenrecycleright.com

Recycling education website sponsored by Waste Management.

♦ www.constructionjunction.org

For the recycling of building materials.

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