



Kimble Recycling & Disposal, Inc.
 P.O. Box 448
 Dover, OH 44622
 Phone: (800) 201-0005
 Fax: (330) 343-0411
www.kimblecompanies.com



City of Munroe Falls
 43 Munroe Falls Ave.
 Munroe Falls, OH 44262
 (330) 688-7491

February 5, 2018

Resident

XXXXXXXXXX
 XXXXXXXX
 XXXXXXXX

**RE: IMPORTANT NOTICE ON
 REFUSE/RECYCLING COLLECTION
 SERVICE**

Dear City of Munroe Falls Resident,

Following a competitive bid process, the City of Munroe Falls awarded an exclusive contract, effective **March 1, 2018**, for all residential refuse and recycling collection to Kimble Recycling & Disposal, Inc. (Kimble). This new contract covers all City of Munroe Falls single and multiple family residencies (4 units or less). You have the choice of several service options that provide Residential Curbside Full Service. If you generate a low volume of refuse there is a Single Bag Service option. Each of these service options are reviewed along with guidelines on the services provided in this introductory letter. You should receive your first quarterly invoice direct from Kimble, the first week of March.

The award of this contract to Kimble, not only provides the City of Munroe Falls residents the excellent Kimble service, it also includes semi-automated service with trucks powered by natural gas which operate more quietly and efficiently. Natural Gas is a cleaner burning fuel (less emissions) which improves the environment of the City's neighborhoods. The natural gas is also generated here in Eastern Ohio, which helps the local economy and reduces dependency on foreign oil.

Please take time to read this information carefully, as it may answer many of the questions you may have regarding how to participate in this semi-automated solid waste and recycling collection program. Please note to aid in the quick conversion from your current provider to Kimble, all residents will be automatically signed up for the Curbside Full Service which includes the 96 gallon cart for trash and 65 gallon cart for recycling. Please complete and return the enclosed Service Selection Form by February 27th, 2018 if you qualify or would like to select another service option. We ask that all residents complete the information on the Service Selection Form to aid in your account setup.

Please also note your service day will remain on THURSDAY and begin on March 1, 2018. However the time of service on your collection day, for each service, may be different than in the past so please have all your materials out for collection by 7:00 A.M. on your collection day. Until you receive the Kimble provided carts, you will need to place your trash in bags or your own personal trash containers. Recyclable materials can be placed out in clear or blue bags or they can be held until you receive the Kimble 65 gallon recycling cart.

DELIVERY AND USE OF THE KIMBLE CARTS

Beginning March 1, 2018 Kimble will start delivering to each resident, except for those that have opted for a service level that does not include the cart(s), a 95 gallon (dark green) two wheeled cart for your use to contain your solid waste and a 65 gallon (bright green) two wheeled cart to contain your recyclable materials. Residencies that have requested to receive the 65 gallon trash cart service and have notified Kimble before February 27, 2018 will receive their carts after all 95 gallon carts are delivered. Delivery of these carts to each residence in the City of Munroe Falls will take some time, but should be completed by March 15, 2018. If you do not receive your carts by your March 15th, please contact Customer Service by phone at 1-800-201-0005, live chat on our website at www.kimblecompanies.com or email at customerservice@kimblecompanies.com.

To use the carts, simply place your household solid waste into the dark green Kimble supplied solid waste cart and place your loose (no need to bag) recyclable materials into the bright green Kimble supplied recycling cart. On your collection day, pull both your solid waste and recyclable material carts within 2-3 feet of the street with the lid openings facing the street. The carts should be at least three feet from one another and other objects such as parked cars, mail boxes, trees, other trash bags, personal container or bulky trash items. Though solid waste and recycling services are provided weekly, it is only necessary to place your carts to the curb when they are full.

THE SOLID WASTE PROGRAM

As part of all services options, except the Single Bag Service, bulky items are collected on your **regular scheduled collection day**. Bulky items include stoves, hot water tanks (water removed), washers, dryers, furniture, chairs and carpet (4 feet in length). All mattresses, box springs and upholstered furniture placed out for disposal that are contaminated with bed bugs **MUST** be wrapped and sealed in plastic. Please keep these large items three feet away from your carts. On the occasion you cannot fit all household solid waste in your cart, please place excess solid waste in separate containers, trash bags or bundled for collection on your regular scheduled collection day. Bundled trash should not exceed 4 feet in length and all excess trash should not exceed 50 pounds.

As before, the weekly refuse collection service DOES NOT include, tires, batteries, automotive/truck parts, paint, oil, fluorescent bulbs, gas cans, propane tanks, hazardous/infectious waste, flammable liquids, contractor generated construction materials and any waste prohibited from disposal in a municipal solid waste landfill.

Single Bag Service – Low volume users have the option to select the Single Bag Service. Residencies that want the Single Bag Service must complete and return the enclosed Service Selection Form to Kimble by February 27, 2018 to insure you do not have a solid waste cart delivered to your home. These customers are required to use the special marked Kimble bags which can be purchased at the Munroe Falls City Hall, 43 Munroe Falls Ave., Munroe Falls, Ohio. Bulk items are not included with this service level. Please contact Kimble Customer Service for pricing and to schedule the removal of any bulky items.

Set Back Service – Materials set out for collection must be in front or on the side of each house. All yard waste and bulky items must be placed at the curb for collection.

THE RECYCLING PROGRAM

The Kimble supplied bright green recycling cart includes information on the lid regarding what can be recycled and provides a more convenient way for residents to recycle large quantities. Please do not use your recycling cart for extra solid waste. Recycling carts containing solid waste will not be emptied and will be tagged to notify the resident of improper use.

Single Stream Recycling - There is no need to bundle your newspapers, cardboard, or any other materials separately. All recyclable materials can be placed together loose (no need to bag) into your new recycling cart as a “single stream” of recyclable material. The individual components of the mixed recyclable materials or “single stream” will be segregated and prepared for market at an automated recycling facility. See the enclosed complete list of all the items which can be placed in your recycling cart to be recovered and returned to markets.

Plastics Recycled - Plastic containers labeled #1 through #7 can be recycled. Most plastic products are labeled on the bottom with a recycling symbol consisting of arrows that cycle clockwise to form a rounded triangle, and enclosing the number 1, 2, 3, 4, 5, 6, or 7. Any rigid food container or other consumer product container labeled in this fashion can be included for recycling. Examples of plastic containers that can now be recycled include salad dressing bottles, peanut butter and jam jars, juice bottles, squeezable bottles (ketchup and mustard), clam shell food containers, microwavable food containers, yogurt containers, margarine tubs, baby milk bottles, shampoo bottles, cooking oil bottles, hand soap bottles, apple sauce cups, cool whip containers, and plastic flower pot containers. **Plastic items not acceptable include plastic bags, shrink wrap, Styrofoam, toys, motor oil and antifreeze containers.** As you can see, there is a tremendous amount of material which can be diverted from your solid waste cart to your new 65-gallon recycling cart. Recycling a ton of plastic saves the energy equivalent of 1,500 gallons of gasoline!

HOLIDAY SCHEDULE

Kimble does not operate on the following Holidays: New Year’s Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day. If a Holiday falls on a weekday, service for that day and the rest of the week will be delayed by one day. If a holiday falls on a Saturday or Sunday, your collection day will not be delayed (collection day will remain the same).

If at any time you have a question regarding your solid waste and recycling service, please contact Customer Service by phone at 1-800-201-0005, live chat on our website at www.kimblecompanies.com or email at customerservice@kimblecompanies.com.

To learn more about Kimble, log on to our website www.kimblecompanies.com. Also, to assist you in knowing how to properly place items out for collection please see the enclosed “Instructions for Cart Placement” guidelines.

Sincerely,

Your Kimble Service Team

OPPORTUNITIES OFFERED TO OUR CUSTOMERS IN THE CITY OF MUNROE FALLS!!

- **Large Container Discount** - If you have a construction or cleanup project that requires a temporary roll-off dumpster, contact Kimble at 1-800-201-0005 to inquire about sizes and price. Refer to this letter and receive a 10% discount on the price quoted.
- **Want to Go Greener** - Are you a business owner or work for a business that wants to recycle more? Contact Kimble to evaluate how you can make your company “greener” and reduce refuse disposal costs.
- **On Line Account Management** – Enjoy the benefits of “My Account” online. Once you have received your first invoice, simply log on to our website, www.kimblecompanies.com, and then select “Bill Pay” in the upper right corner to register your on line account access. Once registered you will have access to make payments, confirm your collection day, and review your services.
- **Paperless Billing** – interested in receiving your invoices by email? Please sign up by visiting our “On Line Account Management” feature as outlined above or by completing the “Paperless Billing Selection Form” below and returning with your Service Selection Form or email your information to us at customerservice@kimblecompanies.com.
- **Automatic Credit Card Payment** – If you would like your payment to be deducted automatically, using your debit or credit card, please sign up by visiting our “On Line Account Management” feature as outlined above or by completing the “Auto Credit Card Payment Form” on the back of the Service Selection Form.

PAPERLESS BILLING SELECTION FORM

YES!! I would like Kimble to start e-mailing my invoices to me!

ACCOUNT NAME _____ Account # _____

Contact Person _____

E-Mail Address _____
(where invoice will be sent)

Contact Phone Number _____



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SERVICE SELECTION FORM

Please note to aid in the quick conversion from your current provider to Kimble, all residents will be automatically be signed up for the “Curbside Full Service” which includes the 96 gallon cart for trash and 65 gallon cart for recycling. Please complete and return the enclosed Service Selection Form by February 27th, 2018 if you qualify or would like to select another service option. We ask that all residents complete the information below to aid in your account setup. You’ll be invoiced for service on March 2, 2018.

All services below include recycling services with a 65 gallon recycling cart which are supplied by Kimble at no additional cost. **To obtain senior rate, residents subscribing to service must be 65 years or older. Please send copy of driver’s license with this form to verify age and residency.**

Please Check One:

- Curbside Full Service with 95 gallon cart - \$16.65 per month / \$49.95 per quarter
 - Senior Curbside Full Service with 95 gallon cart - \$16.15 per month / \$48.45 per quarter.

 - Curbside Full Service with 65 gallon cart - \$16.65 per month / \$49.95 per quarter
 - Senior Curbside Full Service with 65 gallon cart - \$16.15 per month / \$48.45 per quarter.

 - Curbside Full Service without a cart - \$16.65 per month / \$49.95 per quarter
 - Senior Curbside Full Service a cart - \$16.15 per month / \$48.45 per quarter

 - Setback Full Service with 95 gallon cart – \$26.65 per month / \$79.95 per quarter
 - Senior Setback Full Service with 95 gallon cart – \$26.15 per month / \$78.45 per quarter

 - Setback Full Service with 65 gallon cart – \$26.65 per month / \$79.95 per quarter
 - Senior Setback Full Service with 65 gallon cart – \$26.15 per month / \$78.45 per quarter

 - Setback Full Service without a cart - \$26.65 per month / \$79.95 per quarter
 - Senior Setback Full Service without a cart - \$26.15 per month / \$78.45 per quarter

 - Curbside Single Bag Service with recycling - \$3.00 per month/ \$9.00 per quarter
 - Curbside Single Bag Service without recycling – No monthly fee
- (Bags purchased separately at \$4.00 per bag purchased in packages of 10 bags.)

To ensure no interruption of your residential refuse collection, complete the following information:

Customer Name _____

Address _____

Billing Address (if different) _____

Phone _____ Signature _____

Email Address _____

Return Service Selection Form in the enclosed postage paid envelope to Kimble at PO Box 448, Dover, Ohio 44622-9921 or scan the completed form to customerservice@kimblecompanies.com.

Auto-Pay Credit Card Application

In order to be placed on our Auto-Pay Credit Card Listing, the following information will need to be completed and returned to Kimble Recycling & Disposal, Inc. ("Kimble"). The Auto-Pay system provides a secure method of processing credit card payments as well as storing your credit card number and CVV information in an encrypted format that keeps the data confidential and inaccessible even by our staff.

We do want to inform you that in the future your card will be processed 1-2 days before we invoice each billing cycle. **Therefore, NO invoices for your account will be sent to you unless you check the box below and provide an email address.**

Send me electronic copies of invoices paid with Auto Pay to the following email:

If at any time in the future you desire to cancel this Auto-Pay authorization, we request that you send written confirmation at least seven (7) days before your billing cycle. This authorization will remain valid for a period of seven (7) days after your written notice of cancellation. **Please also, note if your card expires and you do not provide an updated card, you will receive a paper invoice and will need to submit payment thereafter.**

By signing below you authorize Kimble: to maintain on file your supplied credit card information; to charge your credit card for all sums owed to Kimble for services rendered to you, from time to time, including without limitation all recurring charges, non-recurring charges, late fees, and damages; you represent that you have the authority to authorize the charges set forth above; and you agree to Kimble's Terms and Conditions on the reverse side of this form.

Signature (required): _____ **Date:** _____

Print Name: _____

If you have any questions, please feel free to contact Accounts Receivable at 1-800-201-0005 ext. 9400.

Visa ____ **Mastercard** ____ **Discover** ____

Name on Card: _____

Billing Address: _____

Expiration Date: _____

.....
Kimble staff destroy information below this line before imaging

Credit Card #: _____

CVV/Last 3 Digits on Back of Card: _____

Note: All information MUST be completed in order to process your card.

INSTRUCTIONS FOR CART PLACEMENT

PLEASE DO THIS

Placement of carts: The carts need to be within 2-3 feet of the street. The best placement for the carts is at the end of the driveway or on the grass within 2-3 feet off the road.

Give us some room: With the automated collection trucks we need some room away from obstructions like trees, mailboxes, cars, other cart, and other trash items.

Loading your carts: We recommend bagging your trash so it won't stick to the inside of the cart. There is no need to use bags for your recyclable materials. Do your best to break down the items inside the carts so they don't lodge themselves inside and make it difficult to dump.

Face carts opening towards the street: Put your carts at the street so the arrows on the lid (the opening) of the carts will point toward the street.



NOT THIS



THANK YOU FOR YOUR HELP!

LIST OF THE RECYCLABLE MATERIALS THAT ARE ACCEPTED BY KIMBLE RECYCLING & DISPOSAL

Plastics #1 through #7 are accepted. Examples include the following:

- #1: Soft drink bottles, water bottles, peanut butter jars, window cleaner bottles, mouth wash bottles
- #2: Laundry detergent, medicine & windshield washer fluid bottles, coffee containers, milk jugs, butter tubs
- #3: Shampoo bottles, cooking oil bottles, hand soap bottles, gladware container lids, and juice bottles
- #4: Mustard bottles, margarine and ice cream tub tops, squeezable bottles
- #5: Cool whip containers, gladware tubs, plastic flower pot containers, apple sauce cups, plastic cups
- #6: Plastic cookie tray dishes, vegetable tub containers, take-away containers
- #7: Orange juice plastic bottles, kids snack containers, some ketchup bottles

Fiber:

Newspaper
Magazine
Corrugated cardboard
Telephone books
Mail
Printer/copier paper
Chipped board (cereal boxes)

Non-Fiber

Aluminum cans
Aluminum trays, aluminum foil, cat food cans
Bimetal cans (soup cans, dog food cans)
Empty aerosol cans
Clear brown or green glass bottles
Plastic containers marked #1 to #7



Recycling and Disposal Done Right
1-800-201-0005
www.kimblecompanies.com



NO SORTING NEEDED! PUT ALL YOUR RECYCLABLE MATERIALS IN YOUR KIMBLE CART!

There is no need to bundle your newspapers, cardboard and other materials separately. We do encourage you rinse your recyclable containers to help reduce odors, insect attraction, liquid soiling of fiber products and rejection of containers at the recycling plant.

Look for the recycling symbols embedded at the bottom of most plastics bottles to identify the #1 - #7 recyclable plastics. All the recyclable items can be mixed together in your recycling container. The recyclable materials will be segregated and prepared for market at our recycling facility. **Thank you for helping make Munroe Falls' automated curbside recycling program a success!**

We do not recycle paint cans, or anti-freeze and motor oil containers. We do not recycle wax cartons, batteries, light bulbs, or wire hangers. With regard to plastics #1 through #7, we recycle the rigid containers used for food, beverage, and health and beauty aid products, but not plastic bags, Styrofoam, toys, or plastic utensils.

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