



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



City of Macedonia
 9691 Valley View Rd.
 Macedonia, OH 44056
 (330) 468-8300
www.macedonia.oh.us

November 1, 2024

**RE: IMPORTANT NOTICE ON
 REFUSE & RECYCLING SERVICE**

Name
 House # /Prefix / Street Name / Type Dir
 MACENDONIA, OH 44056

Dear Resident of Macedonia,

Following a competitive bid process, the City of Macedonia awarded an exclusive contract, effective **December 1, 2024**, for all residential refuse & recycling collection to Kimble Recycling & Disposal, Inc. (Kimble). In addition to a reputation for excellent service, Kimble is a family-owned business with 70 years of experience in the refuse & recycling industry. *(Learn more about Kimble at kimblecompanies.com.)*

Please take time to read this information carefully, as it may answer many of the questions you may have regarding how to participate in the new Kimble collection program. Please note your service day remains unchanged. The time of service on your collection day 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. If you do not have your cart placed out timely for collection you will have to wait until your next regularly scheduled pick up day for collection.

**EFFECTIVE DECEMBER 1, 2024, YOUR REGULAR
 COLLECTION DAY WILL REMAIN
 “INSERT DAY HERE”**

Your first refuse/recycling collection day will be December "DATE", 2024.

(The service day listed above was provided by the City of Macedonia. If this does not reflect your current service day, please contact Kimble Customer Service.)

(Please remember to set all your refuse & recycling at the curb by 7:00 a.m.)

REQUIRED ACTION NEEDED TO SETUP SERVICE

To ease the transition, an account has been set up for all residents effective December 1, which includes Regular Full-Service collection. There is no further action needed unless you are over the age of 65 and would qualify for the senior discount. If you qualify for the senior discounted service, please contact the Kimble Customer Service direct at 1-800-201-0005 Ext. 9404, by November 15 to discuss the required documentation needed to obtain the senior discounted rate.

DELIVERY AND USE OF THE KIMBLE CARTS

Beginning the week of November 11, 2024, Kimble will start delivering to each residence a 95-gallon (dark green) cart to contain your refuse and a 65-gallon (bright green) cart to contain your recyclable materials. Delivery of these carts to each residence will take some time but should be completed by December 1, 2024.

DO NOT UTILIZE YOUR KIMBLE CARTS UNTIL AFTER YOUR LAST SERVICE DAY IN NOVEMBER. REPUBLIC WASTE SERVICES WILL NOT SERVICE KIMBLE CARTS.

PLEASE LEAVE YOUR EMPTY REPUBLIC CARTS AT THE CURB FOLLOWING REPUBLIC'S FINAL COLLECTION IN NOVEMBER. REPUBLIC WILL RETRIEVE THEIR CARTS SOMETIME AFTER YOUR LAST SERVICE DAY.

If you do not receive your carts by December 1, 2024, please contact Customer Service by phone at 1-800-201-0005 Ext. 9404, live chat on our website at www.kimblecompanies.com, or email at customerservice@kimblecompanies.com.

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

The Kimble refuse & recycling carts are provided for your use at your address. **If you move from this address the cart is to remain at the property for the use by the next occupant.**

Extra Carts - Extra refuse and recycling carts are available for customers for an additional cost of \$3.50 per month. Please call Kimble Customer Service to request any extra carts. Extra carts not delivered with the initial carts will be charged a one-time \$15.00 delivery fee.

KEY COMPONENTS OF THE REFUSE PROGRAM

- **Regular Full Service with 95 Gallon Refuse Cart** – This service is available at a cost of \$18.95 per month for weekly refuse & recycling service, which includes the contents of your dark green 95-gallon refuse cart and excess bagged or bundled refuse or yard waste, and bulk items. You will also receive one 65-gallon Kimble recycling cart for recyclable materials. The excess bagged refuse and yard waste should be in 30-gallon bags and have enough strength to maintain their integrity when lifted from the top. Bagged or bundled refuse, yard waste should not exceed 4 feet in length and should not weigh more than 50 pounds per bag or bundle. Cardboard boxes, 55-gallon drums, or barrels cannot be used as waste receptacles. Kimble is also unable to service the Republic Waste carts. Personal containers of 30 gallons or less may be set out for manual collection. Kimble, nor the city, are responsible for any damages caused to personal containers that are larger than 30 gallons in size, which require Kimble drivers to use the automated collection arm to empty the container.
- **Senior Service with 95 Gallon Refuse Cart** - Residents 65 or older will qualify for a \$1.00 per month discounted rate. Residents that qualify should contact Kimble Customer Service direct at 1-800-201-0005, Ext 9404, by November 15 to discuss the required documentation needed to obtain the senior discounted rate.

- **Bulk Material/Item Collection** –

- Bulk items such as stoves, refrigerators, water tanks, washing machines, furniture, mattresses, brush, tree/shrub trimmings, Christmas trees, boards, fencing, paneling, carpeting, etc. are included in the service.
- All mattresses, box springs and upholstered furniture **MUST** be wrapped and sealed in plastic.
- Construction and demolition debris resulting from repairs implemented by private contractors hired by the resident/homeowner are not included in the service. Please contact Kimble for pricing roll off dumpsters.
- Please keep bulk items 3 feet away from your cart.

KEY COMPONENTS OF THE RECYCLE PROGRAM

65-gallon Recycle Cart – The refuse service includes the weekly collection of your 65-gallon recycle cart. Cardboard, steel cans, aluminum cans, newspapers, office paper, junk mail, glass bottles, and plastic bottles (see Plastics Recycled below) can all be placed in the recycle cart. Recycle service will occur on the same day as refuse collection. Please do not use your recycle cart for refuse. Recycle carts containing refuse or recyclable items that are contaminated with food, liquids or other non-recyclable materials will not be emptied and will be tagged to notify the resident of improper use. Contaminating the recycle cart can damage other recyclables during the sorting process. As a result, we ask you to be conservative in your decision to recycle. When in doubt throw it out!

Plastics Recycled - Most plastic products are labeled on the bottom with a recycle symbol consisting of arrows that cycle clockwise to form a rounded triangle and enclosing the number 1 or 2. Any clean and empty plastic bottles or jugs labeled in this fashion can be included for recycling. **Plastic items not acceptable include plastic bags, shrink wrap, Styrofoam, toys, motor oil, and antifreeze containers.** There is a tremendous amount of material that can be diverted from your refuse cart to your 65-gallon recycle cart. Recycling a ton of plastic saves the energy equivalent of 1,500 gallons of gasoline!

Single Stream Recycling – Do not bag or bundle your newspapers, cardboard, or any other materials separately. The bags and materials used to bundle your recyclables can become entangled in the recycling sorting equipment causing damage. They may also contaminate the contained recycling materials making them unrecoverable. All recyclable materials can be mixed together in the recycle cart as a “single stream” of recyclable material. The individual components of the mixed recyclables or “single stream” will be segregated and prepared for market at Kimble’s automated recycle facility. See the enclosed list of all the items that can be placed in the recycle cart to be recovered and returned to markets.

REFUSE COLLECTION GUIDELINES

Consistent with previous services, the weekly collection **DOES NOT** include tires, batteries, automotive/truck parts, paint, oil, fluorescent bulbs, gas cans, propane tanks, hazardous/infectious waste, flammable liquids, and any waste prohibited from disposal in a municipal solid waste landfill. [Call the Solid Waste District (ReWorks) for information on disposal of these items at 330-374-0383.]

Kimble does not operate on the following holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day. If a holiday falls on a weekday, your collection day will be delayed one day. If a holiday falls on a Saturday or Sunday, your collection day will not be delayed.

SLOW DOWN TO GET AROUND

If you are driving behind one of our collection vehicles, we ask for your patience and please remember to slow down before passing any solid waste hauling vehicle. The safety of our employees and the general public are a top priority for Kimble.

If you should have any further questions regarding service, please contact Customer Service by phone at 1-800-201-0005, Ext. 9404, live chat on the website at www.kimblecompanies.com or email at customerservice@kimblecompanies.com.

Finally, please review the enclosed "Cart Placement Guide" and the "2024 – 2025 Kimble Holiday Schedule. Kimble Recycling & Disposal, Inc. is pleased to welcome the City of Macedonia residents to our family of customers.

Sincerely,

Your Kimble Service Team

PLEASE DO NOT BLOCK

With the automated collection trucks we need some room to reach the cart. Please do not park vehicles in front of the cart on collection day.



CART SHOULD OPEN TOWARDS THE STREET

Cart should not be placed at the curb sideways or backwards. The lid should open towards the street.



PLACEMENT OF CART

Each cart should have nothing sitting nearby... Mailboxes, telephone poles, trees, additional carts, etc. must be a minimum of 2-3 feet from the cart.

The best placement for a cart is at the end of the driveway or on the grass within 2-3 feet of the road.



LOADING YOUR CART

TRASH - Place items into trash bags to keep your trash cart clean.

RECYCLING - Place approved items in your recycling cart loosely (no bags). Breakdown boxes to save room.



HOLIDAY SCHEDULE 2024 - 2026



Christmas Day - Wednesday, December 25, 2024

No trash or recycling service on this day. Wednesday - Friday service will be delayed by one day.



New Year's Day - Wednesday, January 1, 2025

No trash or recycling service on this day. Wednesday - Friday service will be delayed by one day.



Memorial Day - Monday, May 26, 2025

No trash or recycling service on this day. Monday - Friday service will be delayed by one day.



Independence Day - Friday, July 4, 2025

No trash or recycling service on this day. Friday service will be delayed by one day.



Labor Day - Monday, September 1, 2025

No trash or recycling service on this day. Monday - Friday service will be delayed by one day.



Thanksgiving Day - Thursday, November 27, 2025

No trash or recycling service on this day. Thursday - Friday service will be delayed by one day.



Christmas Day - Thursday, December 25, 2025

No trash or recycling service on this day. Thursday - Friday service will be delayed by one day.



New Year's Day - Thursday, January 1, 2026

No trash or recycling service on this day. Thursday - Friday service will be delayed by one day.



Memorial Day - Monday, May 25, 2026

No trash or recycling service on this day. Monday - Friday service will be delayed by one day.

When the holiday falls on a Saturday or Sunday, there will be no delay to your regularly scheduled collection day.

OPPORTUNITIES OFFERED TO OUR CUSTOMERS IN THE CITY OF MACEDONIA!

- **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 5% 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.
- **Online Account Management** — Enjoy the benefits of “My Account” online. Once you receive 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 “Online Account Management” feature as outlined above or by completing the “Paperless Billing Selection Form” on the reverse side of this sheet 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 “Online Account Management” feature as outlined above or by completing the “Auto Credit Card Payment Form” on the reverse side of this sheet.

AUTO CREDIT CARD PAYMENT FORM

The Auto Pay system provides a secure method of automatically 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).

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. 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.

PLEASE NOTE: Your card will be processed as part of the billing procedure, usually around the first of the month prior to your billing period. NO Invoices for your account will be sent to you unless you check the box below and provide an email address.

Name on Card: _____
Billing Address: _____
Phone #: _____
Signature (required): _____ Date: _____
Printed Name: _____
Visa _____ MasterCard _____ Discover _____ Am Ex _____
Expiration Date: _____
<input type="checkbox"/> <i>Send me electronic invoices paid with Auto Pay to the following email:</i> _____
***** *Kimble Staff – Destroy Information Below Line *****
Credit Card #: _____
CVV # (3 digits on the back of the card): _____
Return this form by mail to Kimble Recycling & Disposal, PO Box 448, Dover, OH 44622 or by fax at 330-343-0411 <i>If you have any questions, please contact Kimble Accounts Receivable Department at 1-800-201-0005 ext. 9400.</i>

By completing the above form, 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, which can be found on the back of the invoice.

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 _____