



CITY OF SHREWSBURY

OFFICE OF THE DIRECTOR OF ADMINISTRATION

TO: SHREWSBURY RESIDENTS
FROM: JONATHAN D. GREEVER, DIRECTOR OF ADMINISTRATION
CC: ELECTED OFFICIALS, SHREWSBURY STAFF
SUBJECT: SOLID WASTE PROVIDER TRANSITION – UPCOMING PROCESS
DATE: MAY 25, 2017

Over the past few weeks, we have been updating the public about the upcoming change in solid waste providers in the City of Shrewsbury. The final transitional plans have now been solidified. Here is the information that you need to know moving forward:

The New Hauler

Waste Management (WM) will be the new hauler for Shrewsbury, starting Thursday, June 1, 2017.

Meridian's final day will be Wednesday, May 31, 2017.

The upcoming transitional schedule is included below.

The Service

All of the previous types and levels of bundled services have been maintained. This includes most of the basic options, such as curbside pickup once a week, weekly yard waste removal, weekly recycling, and additional service options, such as rear yard pickup.

The Carts/Toters

Solid Waste

The new solid waste carts are being delivered this week. The new hauler will continue to deliver these throughout the community through the remainder of this week. The solid waste carts and recycling carts are both 64 gallon sizes. This is the same size as your current carts. Everyone will receive a new solid waste cart. There is no additional charge for your first WM cart.

Recycling

Most users have a recycling cart that was obtained as part of a grant awarded to the City in 2009. For those who still have this cart, you will continue to use this cart. For those who have not retained this cart (for any reason), you will need to notify the new hauler that you would like a new recycling cart. There is no additional fee for one new recycling cart.

Yard Waste

If you wish to have an optional yard waste cart, it comes in a 96 gallon size, and can be obtained for an additional charge of \$2.00 per month.

Please know that you may use kraft brown paper bags in lieu of a yard waste cart. There is a limit of 10 yard waste items per week.

Photos of the carts are provided on the City of Shrewsbury website. (www.cityofshrewsbury.com)

Service Levels and Associated Fees

For basic service, which includes:

- A. Solid waste curb side pickup once a week
- B. Recycling curb side pickup once a week
- C. Yard waste curbside pickup once a week, year-round
- D. Bulky trash pickup (quarterly)

The current provider (Meridian) charges a base rate of **\$20.90**.

The new provider (WM) will be charging a base rate of **\$17.25**.

This will save you \$3.65/month, as a direct result of the RFP process that the City conducted on behalf of the residents. This is an annual savings of \$43.80 for each household.

Naturally, additional service requests will have their own fees. For a complete list of those, please see below.

The Normal Pickup Schedule

The new pickup schedule will be as follows:

Monday:	Solid Waste Pickup – 1 st Half of the City (see attachments)
Wednesday:	Yard Waste Pickup – Entire City
Thursday:	Solid Waste Pickup – 2 nd Half of the City (see attachments)
Friday:	Recycling Pickup – Entire City

Per the letter WM is sending you this week, Solid Waste Hauling will be picked up on two days: Mondays and Thursdays. The City is split into two sections. The attached map shows the streets that will be pickup on Monday in blue, and the ones that will be picked up on Thursday in green.

Doing a two-day pickup was essential for securing such good rates for all residents.

We were careful to create a pickup schedule whereby neighbors were picked up on the same day. Therefore, there is a natural street breakdown for service.

Holidays

The holiday schedule is also attached for your review. On holiday weeks, the standard pickup date is pushed one day back. Note that next week is a holiday week, so the schedule will be adjusted accordingly.

Billing

The billing is done quarterly by WM directly to you. The billing is issued in advance by WM on the 15th of the month preceding the next service quarter. The invoice date will be the first day of the quarter, and the payment due date is 30 days from the invoice date.

Example: For the June, July, and August Quarter, the invoice would be processed on May 15th, the invoice date would then be June 1st, and the due date would be July 1st.

For any billing questions, call the WM Customer Service number. 1-800-964-8988. Monday – Friday. 7 AM – 5 PM.

Bulky Trash Pickup

The bulky trash pickup will be conducted once per quarter, on assigned days. The provider will notify residents well in advance of these dates.

Upcoming Transitional Schedule

For the next two weeks, the schedule will look like this:

- May 22 (Monday): WM issues letters to each house
- May 24 (Wednesday): WM begins delivering solid waste carts
- May 25 (Thursday): WM letters arrive at each house
- May 26 (Friday): Meridian performs its final recycling pickup.

- May 29 (Monday): Memorial Day Holiday
- May 31 (Wednesday): Meridian performs final solid waste pickup (due to holiday); it should also pickup its solid waste carts
- June 1 (Thursday): WM performs first yard waste pickup citywide (due to holiday)
- June 2 (Friday): WM performs first solid waste pickup (2nd Half of the City) (due to holiday)
- June 3 (Saturday): WM performs first recycling pickup citywide

- June 5 (Monday): WM performs solid waste pickup (1st Half of the City) **(Normal Schedule Begins – please see above section entitled “The Normal Pickup Schedule”)**

Additional Services, Rates & Discount Information – (June 1, 2017 – May 31, 2018)

1. Trash – Curbside once per week (basic): \$17.25
2. Trash – Rear Yard once per week: \$35.00
3. Trash – Curbside twice per week: \$35.00
4. Trash – Rear Yard twice per week: \$70.00
5. Senior Discount: 10% on all services (65 or older) (Resident must verify eligibility with WM)
6. Optional Yard Waste Cart: \$2.00/month (96 gallon cart)

Important WM Customer Service Center Info

Phone: 1-800-964-8988 between 7 AM and 5 PM, Monday – Friday, Central Time

Email: ILMovalCustomerExperience@wm.com

Websites: www.wm.com

Additional Resource: City of Shrewsbury website for periodic updates about WM/Solid Waste Services
<http://www.cityofshrewsbury.com>