Jan. 1, 2023 to Dec. 31, 2026

# TRASH, RECYCLING, YARD WASTE &

At Your Door HHW and E-Waste



## Customer Handbook





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<b>2023 COLLECTION CALENDAR</b>



#### CONTACT INFORMATION

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

1-800-451-3060 www.wm.com

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

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

Hampton Township 412-486-0400

#### GENERAL INFORMATION

Hampton Township and Waste Management are pleased to welcome you to our automated trash, recycling, yard waste, household hazardous waste and e-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.

As a member 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.

For the period of January 1, 2023 through December 31, 2026, Waste Management was the successful bidder.

Your collection day will remain the same. All items must be placed at the curb no later than 6 a.m. on the day of your collection. Despite our best efforts, we occasionally miss scheduled collections. If we do, please call us at (800) 451-3060 as soon as you can. Your representatives will work with you to ensure your materials get picked up. You can also visit www.wm.com for live chat and email options.



#### 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 Hampton Township are required to utilize the residential collection service provided by their respective municipality. These laws also 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 township, depending on the circumstances.

#### PROGRAM OVERVIEW

#### **Billing**

Waste Management will bill each household on a four-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. Recycling, yard waste collection service, as well as HHW and e-waste collection are offered at no additional cost. Households who request to pay for service on an annual basis during the first quarter of the year (see your bill for the actual due date) will receive a 5% discount on their basic service. Upon request, senior citizens age 65 or over shall qualify for a 10% discount upon submittal to Waste Management 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.

#### **Regular Curbside Rates for Length of Contract**

Customer rates for Regular Curbside Service for the length of the contract with Waste Management (1/1/23 to 12/31/26) are as follows:

2023 - \$30.51 per month 2024 - \$33.26 per month 2025 - \$36.25 per month 2026 - \$39.51 per month

Please contact Waste Management for rates regarding backyard or drive-in service.

#### Temporary Suspension of Service - "Snowbird" Clause

Residents who temporarily leave their permanent residence during the winter months shall be permitted by Waste Management to cancel service temporarily between November 1st and March 31st for a period not to exceed four (4) months. Requests for this exception must be made in writing to WM at least thirty (30) days prior to the requested date to stop service.

#### **Collection Times**

Carts should be placed at the curb no earlier than 5:00p.m. the night before your scheduled 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 no later than 24 hours after pickup.

#### **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. If the holiday falls on a weekend, there is no delay. WM observes the following holidays:

- New Year's Day
- Memorial Day
- July 4th

- Labor Day
- Thanksgiving Day
- Christmas Day

#### ABOUT THE CARTS

#### **Ownership Identification**

As of January 1, 2023, all carts belong to Waste Management. They are available for your use as long as you remain at this address. Be sure to keep your carts on your own property and avoid getting them mixed up with neighboring carts.

#### **Ordering Carts**

As part of waste removal services provided by Waste Management, all households will receive a 96-gallon cart for trash, unless you initially requested a smaller cart. Each 96-gallon cart will hold approximately eight (8) standard size kitchen trash bags. With this new service, **ALL MATERIAL** must be placed **INSIDE** the cart. Carts will be emptied using automated collection. This type of service prevents worker injuries and helps control costs associated with providing service. There is no change to your recycling container.

Large family households may need more than one cart to handle their weekly waste. Additional carts are available upon request. Extra trash carts are available for a one-time fee that vary with their size (96 gal. cart - \$100; 64 gal. cart - \$85; 35 gal. cart - \$75). Residents can purchase up to two (2) additional trash carts. Your monthly fee will remain the same.

#### **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. From January to April, 2023, you can exchange your initial 96-gallon cart for a smaller cart at no charge by contacting the Township office at 412-486-0400. Since no trash will be collected outside the cart, it is highly recommended you do not elect to receive a smaller cart. After April 2023, Waste Management will charge a flat \$100.00 delivery fee for exchanges.

To order additional carts or to arrange for a cart exchange after April 2023, contact Waste Management Customer Service at www.wm.com or by phone at 1-800-451-3060 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 Waste Management 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 within the municipality do not suit your purposes, contact Waste Management to request a change.



## DEDICATION THAT GOES BEYOND THE CURB

To ensure that that the automatic-lift arms on the collection trucks can service your carts, please follow the cart placement instructions on the next page.



Scan the QR code to see how our trucks will collect your material.



#### PROPER CART PLACEMENT

Place your cart at least 3 feet away from all objects including your second cart, mailbox, car, or tree. The lid opening should face the street with the wheels of the cart facing your house.





All trash must be bagged and fit inside the cart with the lid firmly closed. Material outside of the cart will not be collected.



Please have your trash cart at the curb the night before your regular collection day or by 6 a.m. on your pickup day.

#### **NEED AN ADDITIONAL CART?**

Each 96-gallon cart will hold approximately eight (8) standard size kitchen trash bags. If needed, additional trash carts are available for a one time fee of \$100 per cart. Residents can request up to two additional carts.

For more information, please contact WM at 1-800-451-3060 or visit www.wm.com for live chat and email features.



## To learn more visit wm.com/recycleright

Great things happen when residents Recycle Right. By recycling everyday items like those shown below, tons of raw materials, time, energy and money are saved.

- Empty recyclables loose into your cart don't bag recyclables and no loose plastic bags. Instead, reuse or return plastic bags to local retailers.
- · Containers should be empty and free from food and liquid.
- · Recycling will be collected weekly on your normal collection day.



#### **Always Recycle**



Plastic Bottles, Jugs, Jars & Tubs



Food & Beverage Cans



Glass Bottles & Containers



Flattened Cardboard & Paperboard



Paper



#### Do Not Include In Your Recycling Container



NO Food or Liquids



NO Loose Plastic Bags, Bagged Recyclables or Film Empty recyclables directly into your cart



NO Foam Cups & Containers



NO Green Waste



NO Batteries Check local drop-off programs for proper disposal



NO Clothing, Furniture & Carpet

#### YARD WASTE

Yard Waste will be collected by Waste Management the 3rd full week of each month from April through November, the same day as your trash and recycling. See the calendar at the end of this booklet for your 2023 yard waste collection weeks.

The Township recognizes that for most property owners, storing leaf bags for once a month collection can be very difficult. This being the case, Township Community Services/Road Crews will collect leaf bags only (in paper biodegradable bags) during peak fall leaf season only. This collection will take place on the off weeks that Waste Management does not collect yard waste. Place the leaf bags at the curb by 6 am the morning of your normal waste/recycling day; our crews will be by to collect them as soon as possible. Please visit the Township's website at <a href="https://www.hampton-pa.org">www.hampton-pa.org</a> or "Township of Hampton" Facebook page in the fall of each year to determine the last week of collection (this date changes due to winter weather conditions).

#### **ACCEPTED**

- Leaves in paper biodegradable bags
- Branches, tree limbs under 4" diameter and up to 4' in length
- Brush
- Plants, flowers, roots, and shrubbery with soil shaken off
- Prunings

#### **NOT ACCEPTED**

- Soil, mulch and 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 hoves
- Lumber or construction material
- Christmas trees in plastic bags

**Grass clippings** will NOT be collected as part of yard waste. Grass clippings may be put with your regular garbage on garbage day, however, the plastic bags must be placed in the WM provided trash containers.

**Christmas trees** will be collected in the months of December, January and February. Trees must be cut into lengths no greater than six feet.

## BULK ITEMS, APPLIANCES AND VOLUME PICKUPS

#### **Bulk Items and Overflow Material**

Waste Management will only collect material that fits inside your trash and recycling cart. All trash must be bagged and fit inside the provided cart. Recyclables must be placed loose into your recycling cart and boxes must be broken down.

Residents may purchase up to two (2) additional 96-gallon trash carts for a one time fee of \$100 per cart. Residents may also purchase up to two (2) additional 64-gallon recycling carts for \$85 per cart.

Waste Management will collect one bulk item once per month during the 4th full week of the month at no additional charge. Place your bulk item at the curb on the same day as your trash collection during your bulk collection week. Additional items can be arranged for pickup for a fee by calling WM.

See the calendar at the end of this booklet for your 2023 bulk collection weeks.

#### What is a Bulk Item:

A bulk item is an appliance, piece of furniture, or some other residential item that is too large for a container. Construction debris and hazardous waste are not permitted as bulk items. WM asks that residents call 1-800-451-3060 in advance to schedule collection of a white-goods appliance.

#### 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.

#### **NOT Bulk Waste and Unaccepted Materials**

- Concrete, brick, asphalt, roofing, electronics
- Vehicles, vehicle parts and tires
- Building materials such as plaster, dry wall, wood, construction debris, etc.

For the disposal of any item not listed on this page, page 9 or page 11, contact Waste Management at 1-800-451-3060 or www.wm.com

## To dispose of the items listed below, residents must contact Waste Management at 1-800-451-3060

Listed below are examples of bulk items and the cost per item after the first free one per month.

Bulk Item	Cost Per Item
Large Appliances (washers, dryers, stoves, dishwashers)	\$35.00
Small Appliances (trash compactors)	\$25.00
Large C&D* (Materials must be cut down into pieces no more than 4 ft. in length and bundled, each weighing no more than 40 pounds. Any nails must be removed or pounded into material)	\$60.00
Small C&D* (cabinetry, vanity, interior door or closet door, light fixture, metal or exterior door, dry paint cans)	\$35.00
Carpet - Cut in sections no longer than 48 inches, securely rolled and tied, 6 bundled sections.	\$30.00
Large Furniture (table, sofa, chest, dresser, door, armoire, etc.)	\$40.00
Small Furniture (headboard, chair, lamps, vacuum cleaners, larger toys, bed rail, street bicycle, card table, step ladder, etc.)	\$25.00
Mattress/Box Spring	\$25.00
Large Outdoor Furniture and Items (picnic table and benches, snowblower, assembled basketball hood and poll, disassembled swing set, lawn furniture, etc.)	\$120.00
Small Outdoor Furniture and Items (ladder, push lawnmower, basketball board or pole under 4ft, garage door opener assembly, exterior door, car top carrier, child's swimming pool, screen door, etc.)	\$35.00
Porcelain Fixtures	\$30.00
Refrigerator and Freezer (Freon must be removed, see page 8)	\$120.00
Sport and Exercise Equipment	\$40.00

<sup>\* &</sup>quot;C&D" - Construction and Demolition (contact Waste Management for further clarification of materials accepted under Large C&D).

#### **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 collection and disposal.

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

Contact Waste Management for pricing and scheduling a volume pickup.

## AT YOUR DOOR HOUSEHOLD HAZARDOUS WASTE (HHW) AND E-WASTE COLLECTION

As a part of the contract with Waste Management, residents have a convenient 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 at no cost.

#### 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:
Antifreeze

Brake fluid Cleaner

Hydraulic fluid Transmission fluid Motor oil

Oil filter Polish Wax

Gasoline Diesel fuel

**Paint products** 

Latex Oil-based Thinners Artist's paint Spray paint Stain Sealer

**Household cleaners** 

Ammonia

Caulk

Cleaning compounds Floor stripper

Drain cleaner Tile/shower cleaner Rust remover

Flammable and combustible materials
Kerosene

Solvent Certain cleaners

Swimming pool chemicals

Pool acid Chlorine (tablets, liquid)

**Garden chemicals** 

Insect sprays Weed killers Herbicide Fertilizer Pesticides

Misc. household

Batteries Hobby glue Aerosol cans

#### Acceptable materials for OUTSIDE the kit

Vehicle batteries (up to 4)

**Fluorescent tubes and CFLs** (up to 10, placed inside their original sheaths or taped together)

Televisions (one at a time)

Microwave ovens

**One computer system** (one each of the following: CPU/tower, monitor, keyboard, mouse, desktop printer)

**Electronics with circuit boards** (CD Rom, VCRs, cell phones, DVD/CD/tape players, related cords) — up to 25 pounds

#### **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

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.

## WHERE CAN I RECYCLE / REUSE IN AND AROUND HAMPTON TOWNSHIP?

- HAMPTON TOWNSHIP POLICE DEPARTMENT LOBBY: Accepts medications
- PENNSYLVANIA RESOURCE COUNCIL / ZERO WASTE PITTSBURGH: Visit <a href="https://prc.org/">https://prc.org/</a> for information on conservation workshops including composting and collection events including ReuseFest. Information on reducing junk mail and other recycling ideas and events are also available here.
- BROTHER'S BROTHER: <a href="https://brothersbrother.org/join/donations/in-kind/">https://brothersbrother.org/join/donations/in-kind/</a> Accepts walkers, manual wheelchairs, bedside commodes, canes, crutches, shower chairs, hospital beds, etc.
- **CONSTRUCTION JUNCTION:** <a href="https://www.cjreuse.org/">https://www.cjreuse.org/</a> Accepts building materials in good condition.
- SALVATION ARMY: <a href="https://www.salvationarmyusa.org/usn/">https://www.salvationarmyusa.org/usn/</a>
- AMVETS: <a href="https://pickupplease.org/">https://pickupplease.org/</a> or 1-800-775-VETS(8387) They pick up items at your home! Accepts clothing, draperies, toys, games, bikes, tools and books.
- FREE RIDE!: <a href="https://freeridepgh.org/">https://freeridepgh.org/</a> A non-profit recycle a bike shop that enables people of all ages to obtain, recycle and maintain bicycles.
- THRIVENT COMMUNITY THREE RIVERS: <a href="https://www.thrivent.com/">https://www.thrivent.com/</a> or 412-348-0304 Accepts bikes that they in turn refurbish and distribute to people in low income areas.
- JT TIRE: 412-486-3997. Accepts used tires for a fee.
- APPLIANCE WAREHOUSE: 1-800-GO-FREON. Allegheny County residents can recycle appliances that are Freon-based such as refrigerators and water heathers. Items can be dropped off at the Lawrenceville location at 73 McCandless Avenue free of charge. You can also schedule a pick- up at your home for a fee.
- JW MARSHALL SCRAP METALS: 724-898-2010. Accepts scrap metal at their plant on Route 8 North in Valencia.
- STYROFOAM RECYCLING: The Shipping Depot in Shoppers Plaza on Route 8 accepts clean packing peanuts. 412-443-8711. Appliance Warehouse accepts clean, white Styrofoam that has never been used for food or drink. 412-381-8800
- GIANT EAGLE: Recycle your plastic grocery bags here.

#### 2023 Collection Calendar

Trash and recycling will be picked up weekly. Please use this calendar to identify your bulk collection week and yard waste collection week.

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July M	25 7 202 T	26 23 W	27 Th	28 F	29 Sa 1 8	5 2 9	Aug M	T 1 8	2023 W 2	Th 3 10	4	5 12	6	Sep M	T 5	ber 2 W	023 Th	F 1 8	9	10
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#### **Observed 2023 Holidays**

WM observes the following holidays. When your collection day falls on/or after one of these holidays, your collection will be delayed by one day that week only.

New Year's Day: No delay Independence Day: July 4 Thanksgiving Day: November 23 Memorial Day: May 29 Labor Day: September 4 Christmas Day: December 25



3101 McCully Road Allison Park, PA 15101

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