



July 2023

Dear Delaware Township Resident:

We are pleased to inform you that Tri-County Industries, Inc. has been awarded the contract to provide solid waste disposal service to all residents of Delaware Township. The new contract period commences September 1, 2023 through August 31, 2026. Weekly disposal service will be provided to all single-family households. This includes multi-family units of four (4) units or less.

We extend a welcome to all new and current customers. We are a local family-owned company which has been proudly serving area residents for over 47 years. If there are any questions or problems with your service, please call our Customer Service Department at 724-662-2510, and we will resolve the situation quickly and effectively.

CURB SERVICE: Place your cart or stickered bags at the curb the night before your scheduled collection day.

STICKERED BAGS \$ 5.00 / bag
Customers may purchase stickers that would be placed on standard 30-gallon garbage bags. Stickers are sold in quantities of five (5). All bags must have a complete sticker attached. This option does not include weekly bulk collection. Please see attached guidelines for additional information.

UNLIMITED 95-GALLON CART SERVICE \$ 34.00 / month
Customers will use our 95-gallon cart. All material in the cart and beside the cart will be collected according to the guidelines on page 2. Price for unlimited cart service and collection of bulk material at curbside weekly. All material in or beside the cart must be generated in your residence. *Sharing service is not permitted.*

RECYCLING \$ 5.00 / month
Customers will use our 95-gallon cart. See insert for recycle guidelines.

We will continue your current service level unless otherwise notified. Customers using carts will assume responsibility for care and maintenance of Tri-County's cart.

COLLECTION DAY: Your trash collection day will remain the same. Recycling collection will be the same day as trash every other week.

GO PAPERLESS: Enroll in electronic billing to receive your bill via email. Less paper and more convenient.

Tri-County Industries, Inc. can provide a full range of solid waste disposal and recycling services. Our commercial containers and roll-off boxes for special clean-up projects range in size from 2-yards to 40-yards in capacity. Please call our Customer Service Department for additional information.

We appreciate the opportunity to provide prompt reliable service for you.

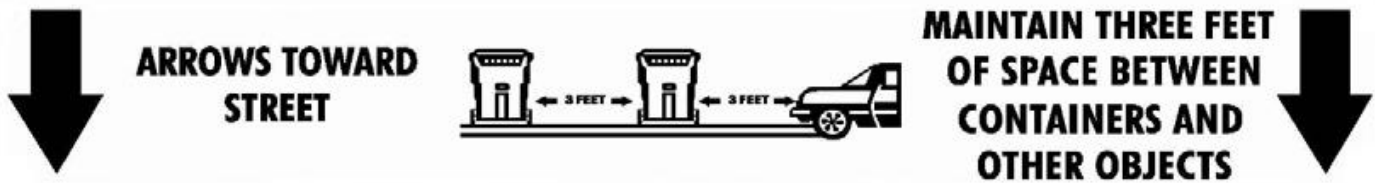
Very truly yours,

TRI-COUNTY INDUSTRIES, INC.

Jerry Bowser
General Manager

CONTACTING US: For your convenience, our Customer Service Department is open Monday through Friday from 8:30 a.m. to 5:00 p.m. Representatives will answer any questions about your billing, service, etc. If you call after hours, you may leave a voice mail message and your call will be returned the next business day. Our phone number is: 800-457-8202 or 724-748-4705 option 1.

CART PLACEMENT: As we are now utilizing automated trucks for your collection route, please place your carts on a level area at the curb line no more than 3 feet from the street with *wheels away from the street* and *lid opening towards the street* if you are utilizing our carts. Leave at least 3 feet between the carts and adjacent poles, trees, mailboxes, basketball nets, parked vehicles and other obstacles. Please be sure that no overhead wires or tree branches interfere with lifting the carts vertically.



Carts, cans or bags should be placed out the night before your scheduled collection day and empty carts and cans should be removed by the end of the collection day.

IDENTIFICATION AND WEATHER: Clearly identify your street number on your mailbox or some type of permanent marker near the road. It's important to make your containers visible to the driver. In winter months, please remember to remove snow from the area where you place your cans/cart and have a reasonably clear approach path to the containers both for the vehicle and the driver. Bag all garbage before placing it in the cans/cart. Make sure lids are closed to protect against rain and snow collecting inside causing items to freeze to the bottom of the carts. Drivers will not reach into the cans to remove items that have become frozen to the bottom; therefore, it is strongly recommended that you use garbage bags.

STICKERED BAG SERVICE - ITEMS THAT WILL BE PICKED UP AT THE CURB:

- ✓ Household garbage and refuse in stickered bags.
- ✓ Bags should weigh no more than 40 (forty) pounds.

UNLIMITED SERVICE – ITEMS THAT WILL BE PICKED UP AT THE CURB:

- ✓ Household Solid Waste - Includes all garbage, refuse, rubbish, animal and vegetable matter that was used for human consumption; excess fruits from trees on residential properties but not from trees on farms and/or orchards. It shall also include waste such as rags, paper and packaging materials, glass, crockery, bottles, leather, rubber, plastics and other household refuse.
- ✓ Bulk Items: Household furniture, large toys, items of weight and size more than allowed for containers. Appliances such as stoves, washers, dryers, water heaters and softeners (that have been emptied of salt, liquids and other chemicals). We ask that large items be limited to 1 or 2 per collection week and that you notify our office 24 hours in advance.
- ✓ Tree limbs less than 4' in length and bundled together.

ITEMS NOT INCLUDED WITH ANY SERVICE OPTION AND WILL NOT BE PICKED UP:

- ✓ Paving materials, stones, rocks, sand, dirt, broken concrete, large automobile parts (including batteries and tires), sod, paints and stains, lead-acid batteries, flammable liquids and other chemicals, metal 55-gallon drums, metal grease drums and concrete washtubs
- ✓ Refuse caused by repairs, alterations, remodeling, demolition and/or construction of buildings and other structures
- ✓ Propane and oxygen tanks, gun ammunition, explosives or fireworks
- ✓ Bushes, shrubs or other vegetation with earth or soil attached to the root system
- ✓ Tree trunks or parts of tree trunks greater than 3" in diameter
- ✓ Due to fire hazards, we cannot accept ashes

Please call our Customer Service Department for information on how to dispose of items listed above.

E-WASTE: State regulations prevent us from accepting e-waste for disposal in a landfill. E-Waste is any electronic item containing computer boards. Example: TV's, radios, mp3 players, DVD players, computers etc. This type of waste requires special collection and disposal arrangements. Please call our customer service department for rates and additional information.

STATE REGULATIONS: Due to state regulations, we CANNOT accept human excrement, flammable liquids (solvents, paint thinners, oil, containers holding liquid paints, gas, kerosene or any liquids), auto batteries, tires, or any material that may be considered hazardous, infectious or toxic including medical and radioactive waste.

NEEDLES AND SHARP OBJECTS: Help us prevent needle sticks to our employees. Place all needles, syringes and lancets in a hard, plastic container with a tight-fitting lid taped shut. Place these with your regular trash. Wrap all sharp objects, such as broken glass or sharp metal, in heavy paper and tape shut. **Please protect our refuse workers! You will be held responsible for any needle sticks to our employees!**

HOLIDAYS: We observe the following holidays and our business is closed:

New Year's Day
Labor Day

Memorial Day
Thanksgiving Day

Independence Day
Christmas Day

If your scheduled collection day falls on or after a weekday holiday, your collection will be one (1) day later that week.

If your scheduled collection day falls before a weekday holiday, there will be no change in your collection day.

There will be NO CHANGE to collection days for holidays falling on the weekend or for the following holidays:

Martin Luther King Jr. President's Day Good Friday Easter Columbus Day Veterans Day

MISSED PICK-UP: All requests for missed collection must be made within 24-hours of collection day.

PRIVATE DRIVES: The owner(s) of private road(s) or driveway(s) are required to sign a waiver of damages provided by Tri-County holding harmless the Borough and Tri-County for any damage that may occur on the private road(s) or driveway(s) during solid waste or recycling collection.

TEMPORARY DISCONTINUATION OF SERVICE: Residents who temporarily vacate their residences for a minimum of 1 month may discontinue their service during that period. Please call our Customer Service Department for more information.

AUTOMATIC BILL PAYMENT is available at no charge; enroll to use a bank account for Electronic Funds Transfer (EFT) or a credit card to automatically pay your account balance with every billing cycle. To enroll, print the form from our website.

GO PAPERLESS: Enroll in electronic billing to receive your bill via email. Less paper and more convenient.

BILLING: Accounts will be invoiced on a 3-month basis to be paid in advance of service rendered. Payment must be received in our office by the due dates below or a late charge will be added to any account remaining unpaid. Accounts not paid by the due date will receive a late notice giving 10 days to make payment. If payment is not made by the date specified in the notice, all disposal services will be discontinued until we receive payment in full.

PAYMENT: We accept Discover, MasterCard, Visa and e-check payment by phone, through our secure website, or at our office. Any check not honored by the bank and returned to Tri-County Industries unpaid will be assessed a minimum \$35.00 service charge.

BIG PROJECTS: We offer roll-off boxes for special clean-up or remodeling projects with boxes ranging from 10-yards to 40-yards in capacity. Please call our Customer Service Department for additional information.

SERVICE AND MOVING CHANGES: If you need to make any change to your service, our Customer Service Representatives will be pleased to assist you. Please notify our office immediately when moving. We will bill your account, and expect payment, until you notify us by telephone, letter or email of your move.



Tri-County Industries, Inc

159 TCI Park Drive
Grove City, PA 16127
724-748-4705



RECYCLING GUIDELINES

Acceptable Materials:



CARDBOARD

Flattened cardboard boxes, dry food boxes non-wax coated paper boxes, egg cartons.

PAPER:

Newspaper, junk mail, office paper, magazines.



METAL:

Aluminum cans, steel & bi-metal cans, clean aluminum foil, metal food & beverage containers.

PLASTICS:

Water & soda bottles, milk & water jugs, liquid detergent bottles, plastics labeled #1, #2, or #5.



RECYCLING REMINDERS:

- Don't bag your recyclables. Recyclables should be placed loose in your recycling cart.
- Rinse your recyclables. Recyclables should be empty and rinsed clean of any food residue.
- Set out prescribed container the night before your scheduled collection day. Place within 5-ft of the curb or roadside.
- Wet paper materials will not be collected. Place in the trash the following week.
- Recyclables that are mixed with garbage will not be collected. Place in the trash the following week.