

CURBSIDE SOLID WASTE COLLECTION PROGRAM

Each customer will receive a 96, 64, or 32 gallon rolling cart, which will be collected once a week at the curbside. Collection day will be on a Tuesday, Wednesday, Thursday or Friday. Feel free to call Inland Service Corporation (479-878-1384) to clarify your pickup day.

Inland Service Corporation will also provide recycling and yard waste collection once per week, the same day as your garbage (solid waste) collection. A bulky waste collection will also be collected once per month. These programs are described in greater detail further in this notification.

As with any program of this nature, there are certain guidelines that must be met on the part of the customer to ensure that you receive the best possible service with as little inconvenience as possible.

GARBAGE (SOLID WASTE) COLLECTION

- You must have your container properly set out at the curb no later than 7 a.m. the morning of your scheduled collection.
- **Your container must be placed at the CURBSIDE!**
- **The placement of your container is vital to pickup. The container must be at least 3 feet from your recycle bin and your mailbox.**
- Only material generated by you, the resident will be collected. Material generated by contractors, such as construction and demolition debris (dry wall, shingles, lumber, bathroom fixtures, etc.) must be disposed of by you or your contractor.
- The following items will not be picked up:
 1. automotive fluids of any kind
 2. batteries
 3. engine parts
 4. pesticides, herbicides, or insecticides
 5. fluorescent bulbs
 6. tires
 7. any hazardous waste

For instruction on how to dispose of these materials, contact the Benton County HHW Collection Centers at (479) 621-9707 or 524-8512.

- The container will not hold more than 200 pounds. Please do not overload it. Containers full of dirt, or otherwise too heavy will not be collected.
- **Only material inside the container will be collected.**
- **Please do not co-mingle bagged trash/items with bulk items.** If it's in a bag, it will be assumed to be household trash and pickup crews will reserve the right to skip that location until the items at the curb are qualified as bulk.

- The containers are property of and belong to Inland Service Corporation. Do not paint or otherwise mark the containers with your name or address. Each container has an individual serial number assigned to each address, feel free to record that number for your records.

RECYCLING

Recycling will be collected on the same day as your garbage (solid waste) collection.

Material collected will be:

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|---------------|------------------------------|
| 1. paper | 4. plastic bottle containers |
| 2. newspapers | 5. aluminum |
| 3. magazines | 6. steel cans |

GLASS IS NOT RECYCLED—Place glass in your curbside container for regular pickup.

- **IMPORTANT - Set your recycle bin at least 3 feet away from your curbside container and mailbox.**

YARD WASTE

The City of Rogers encourages its residents to manage their yard waste using on site techniques such as backyard composting and mulching mowers. However, if you wish to have Inland Services remove your yard waste, yardwaste bags can be purchased at 3511 N. Arkansas Street for \$2.00 each. Collection of these bags will be held on the same day as your garbage (solid waste) collection. Set these bags at least 3 feet away from your curbside container, recycling container, and mailbox.

BULKY WASTE AND WHITE GOODS

Bulky waste and white goods are defined as:

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|--------------------------------|--|
| 1. common household appliances | 5. large toys and toy parts |
| 2. furniture | 6. Christmas trees |
| 3. mattresses | 7. all items too large to be placed in your curbside container |
| 4. tools | |

Items that are excluded are:

- | | |
|------------------------------|--|
| 1. yard waste | 4. batteries |
| 2. hazardous waste materials | 5. tires |
| 3. refrigerators | 6. construction and/or demolition debris |

Bulky waste and white goods will be collected once per month.

- Please do not co-mingle bagged trash/items with bulk items. If it's in a bag, it will be assumed to be household trash and pickup crews will reserve the right to skip that location until the items at the curb are qualified as bulk.

For your correct collection day, contact Inland Services Corporation at (479) 878-1384.

CUSTOMER CONVENIENCE CENTER/TRANSFER STATION

As a convenience to the residents of Rogers construction and demolition debris, common household trash in volumes too large to fit into your curbside container, and yard waste other than that placed in yardwaste bags can be delivered to the Customer Convenience Center/Transfer Station at 3511 N. Arkansas Street in Rogers. There is a small disposal fee for this service.

HOLIDAY SCHEDULE

There will be **NO TRASH SERVICE ON THE FOLLOWING HOLIDAYS:**

- 1. Thanksgiving Day**
- 2. Christmas Day**
- 3. New Year's Day**

When one of these 3 holidays falls on a collection day, the collection schedule changes as follows. If the holiday falls on:

Monday = there is no change

Tuesday = collection will be on the Monday prior to the holiday, the rest of the week's collection stays the same

Wednesday = all collections move to the next day except the following Tuesday that will stay the same

Thursday—collection will be on Friday, and Friday's collection will move to Saturday, all other collections will remain the same

Friday = collection will be on Saturday, all other collections will remain the same

Holiday schedules will be announced through the media prior to the holiday.

COMPLAINT RESOLUTION

As with any customer-provided relationship, Inland Service hopes to avoid the need for any complaints. However, on any project this large misunderstanding will occur. Keep in mind that the trucks have to be emptied periodically, and will return to finish collections where they left off. If you still feel you have been missed, please call the following morning so we can schedule a prompt pickup. If you feel you have been missed on a Friday, we are open until 4:00 pm on Saturday for reschedule pickup calls and would appreciate an early morning call to put you on the schedule.

Inland Service Corporation—(479) 878-1384

If for any reason you are not satisfied with the resolution of the situation you are calling about,
please call:

Travis Johnson, Project Manager—(479) 426-8974