

## **QUESTIONS REGARDING GARBAGE/RECYCLING SERVICES WITH ALLIED**

### **NEW SERVICE BEGINNING JANUARY 1, 2011 WITH RECOLOGY**

#### **Why am I being charged for my rear yard service for garbage?**

The City Council voted to begin charging \$20 per month for residents who take advantage of rear yard service. Previously all Atherton rate payers were subsidizing the few that elected to have rear yard service. Rear yard service can be discontinued by calling Allied Waste. If you have a disability, you can have rear yard service without being charged for it.

#### **Why am I seeing an increase in my refuse collection bill from Allied?**

The Atherton City Council approved a rate increase to cover the additional costs associated with the cost for Allied to service our Town. The rate increase is necessary due to increased operating expenses and increased disposal costs. The rate increase provides for a full rate increase in 2010 without a deficit carry over into 2011. The Town of Atherton previously had a positive balancing account with Allied and has not had to raise rates since 2002. Other jurisdictions were seeing rate increases nearly every year.

#### **What am I suppose to do to get a new garbage cart per the postcard I received?**

If you want to change the size of your garbage container, you need to send the postcard back to Recology to order a different size garbage container. If you are happy with the current size container, you do not need to do anything. Recology will deliver a new container of the same size you have now. The new carts being provided are CartSMART. Recology will be using collection vehicles with a mechanical arm to lift the carts, making service more efficient. You can choose from the following sizes: 20 gal., 32 gal., 64 gal., or 96 gal. If you choose a smaller size container for garbage, you will be charged less. You must respond by July 9<sup>th</sup>, by postcard, on line at [www.RecologySanMateo.com](http://www.RecologySanMateo.com) or by phone at (650) 595-3900.

#### **What about recycling and greenwaste containers?**

All customers will be receiving a new single stream 64 gallon container for all recyclables. Glass, cans, bottles, plastic and paper will go into this new container. Customers will also receive a new 96 gal. Compost Cart. You will be able to put foodscrap and greenwaste in this container. Atherton residents will be able to order a second compost cart at no charge. Recology will collect two compost/greenwaste carts at no charge for Atherton residents. Atherton residents will also be able to keep the greenwaste bins they have now and continue to have greenwaste collected from those containers, but will be charged \$1.00/month for each additional greenwaste cart. **Beginning January 1, 2011 all services will be provided on a weekly basis.**

#### **When will I receive the new carts?**

New carts will be delivered to Atherton residents the December 13-15<sup>th</sup>. The Town will be holding a community meeting the week prior to delivery. Additional information will be forthcoming on the Town's website, the ReThinker and the Athertonian.