

CURBSIDE GARBAGE (SOLID WASTE) COLLECTION PROGRAM

In cooperation with the City of Rogers, Arkansas, and you, its customer, Inland Waste Solutions will maintain a fully automated garbage cart collection system. Each customer will receive a 96, 64, or 32 gallon rolling cart, which is collected once a week at the curbside. These carts provide for a cleaner environment, better looking streets on collection day, and a much safer solid waste collection method. These carts have wheels for easy hauling and an attached lid that helps keep out insects and stray animals. On collection day, there will be no piles of garbage, just a row of carts at the curb. With an automated collection system, collection personnel no longer come in contact with the garbage because your cart is mechanically lifted and dumped into the garbage truck.

The carts are property of and belong to Inland Waste Solutions. Do NOT paint or otherwise mark the carts with your name or address. Each cart has an individual serial number assigned to each address. Feel free to record that number for your records.

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.

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

Collection day will be on a Monday, Tuesday, Wednesday, Thursday, or Friday. Normal hours of collection are from 7:00am to 6:00pm. Feel free to call Inland Service at (479) 878-1384 to clarify your pickup day

CUSTOMER CONVENIENCE CENTER TRANSFER STATION

As a convenience to the residents of Rogers, common household trash in volumes too large to fit into your cart can be delivered to the Customer Convenience Center/ Transfer Station at 848 Hwy 264 in Bethel Heights. There will be a small disposal fee for this service. _.

GARBAGE (SOLID WASTE) COLLECTION

In order to properly collect your solid waste we must have unobstructed access to it. To ensure clean proper pickup, please be sure your cart is not overflowing and the lid is closed when you place it for pickup.

Garbage drivers will not pick up anything outside the cart or on the lid. Automated refuse trucks are equipped with a mechanical arm that lifts and empties your specially designed cart.

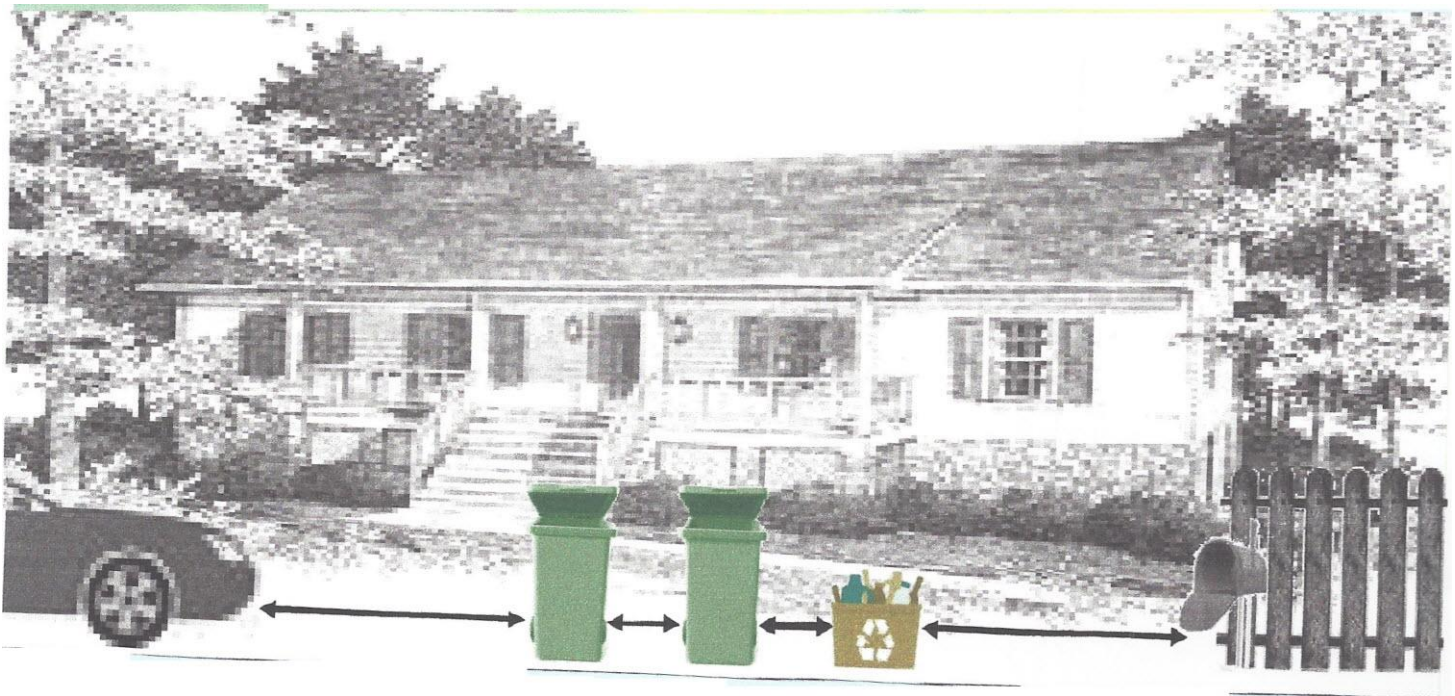
Please Do NOT co-mingle bagged trash with bulky waste/white goods. If it is in a bag, it will be assumed to be household trash and pickup crews will reserve the right to skip that location until the items at the curb are qualified as bulk.

If you live on a street that has an alley behind it, the street is the curbside collection point unless directed otherwise. Do not place the cart in the alley for collection. Do not place the cart behind obstacles such as trees or retaining walls and do not chain, tie, or otherwise secure cart to any object.

HOW TO PLACE YOUR CART AT THE CURB

The placement of your cart is vital to pick up:

- Your cart must be curbside no later than 7:00am the morning of your scheduled collection
- Your cart must be less than 3 feet from the curb of edge of the road
- Your cart must be at least 3 feet from your recycle bin and 6 feet from your mailbox and vehicles.
- Your cart lid must open towards the street
- Do NOT place bags on top of the lid. They will not be collected.



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, ect.) must be disposed of in a separate manner by you or your contractor.

The cart will not hold more than 200 pounds. Please do not overload it. Carts full of dirt, or otherwise too heavy will not be collected.

The following items will Not be picked up:

- *Automotive fluids of any kind
- *Paint
- *Batteries
- *Pesticides, herbicides, or insecticides
- *Engine Parts
- *Tires
- * Florescent bulbs
- *Hazardous waste of any kind.

For instructions on how to dispose of these materials, contact the Benton County Solid Waste District at (479) 795-0751.

RECYCLING

Recycling will be collected on the same day as your garbage (solid waste) collection. Your recycle bin should be no closer than 2 feet to the trash cart.

Materials collected are:

- * Aluminum
- * Paper
- * Magazines
- * Plastic Bottle Containers
- * Newspapers
- * Steel Cans
- * Plastics 1's and 2's

Glass and Styrofoam are NOT recycled. Place glass and Styrofoam in your trash cart for regular pickup, or they can be taken to the Rogers Recycling Center at 2300 N. Arkansas St.

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, or by taking it to the Rogers Street Department at 3101 W. Oak or Rogers Recycling Center at 2300 N. Arkansas St.

However, if you wish to have Inland Waste Solutions remove your yard waste, yard waste bags can be purchased at 848 Hwy 264. in Bethel Heights for \$2.00 each. Collection of these bags occurs on the same day as your garbage (solid waste) collection. Set these bags at least 3 feet away from your cart, recycling bin, and mailbox.

BULKY WASTE/WHITE GOODS

Bulky waste/white goods are collected once per month. Please do not co-mingle bagged trash with bulky waste/white goods. If it is in a bag, it will be assumed to be household trash and will not be picked up.

Bulky waste/white goods are defined as:

- *Common household (Non Freon) appliances
- *Artificial Christmas trees
- *Furniture
- * Grills and fire pits
- *Large toys and toy parts
- *Mattresses
- * Tools
- *Carpet and Padding in 4x4 sections

Items that are excluded:

- *Automotive fluids of any kind
- *Batteries
- *Engine parts
- *Florescent bulbs
- *Paint
- *Tires
- *Pesticides, herbicides, or insecticides
- * Refrigerators
- *Tires
- *Yard waste

Construction and/or demolition debris such as toilets, boards, plywood, or cabinets are not considered Bulky waste/White goods items and can be delivered to one of the other transfer stations in Northwest Arkansas or the Tontitown Landfill. There is a fee associated with disposal of these items.

Feel free to call Inland Waste Solutions at (479) 878-1384 to clarify your bulky waste/white goods pick up day.

FALL LEAF PICKUP

Inland Waste Solutions will provide a Fall leaf pickup twice a year.

*There is a limit of 30 bags per household.

Place bagged leaves at your curbside no later than 7:00am on your collection day the week of your scheduled leaf pickup. Please ensure bags of leaves are at least 6 feet away from your cart. Leaf collection will take place all week. The schedule will be announced prior to the pickup. Feel free to call Inland at (479) 878-1384 to clarify your pickup schedule.

HOLIDAY SCHEDULE

There will be NO trash service on the following holidays:

*Thanksgiving Day *Christmas Day *New Year's Day

When one of these 3 holidays fall on a collection day, the collection schedule changes as follows:

- Monday's pickup = picked up on Tuesday
- Tuesday's pickup = picked up on Wednesday
- Wednesday's pickup = picked up on Thursday
- Thursday's pickup = picked up on Friday
- Friday's pickup = picked up on Saturday

Holiday schedules will be announced through the media prior to the holiday. Call Inland Waste Solutions at (479) 878-1384 to clarify your pickup schedule.

RESIDENTIAL SERVICE FEES

Solid waste fees are as follows:

<u>TYPE OF CARTS</u>	<u>MONTHLY CHARGE</u>
64 Gallon Recycle bin	\$2.85
96 Gallon Refuse cart	\$11.60
64 Gallon Refuse cart	\$11.20
32 Gallon Refuse cart (customers must qualify for this rate.	\$10.50

DISABLED PERSONS

In accordance with the American with Disabilities Act and exceptional customers' needs, Inland Waste Solutions will provide house to curb service at the rate of curbside service. Please contact Inland Waste Solutions at (479) 878-1384 for more details.

TRANSFER STATION FEES FOR ROGERS RESIDENTS

Bag price is based for a 30 gallon bag	\$2.10
Car load	\$6.50
Suv/van load	\$8.92
Level truck load to the tailgate	\$11.00
Heaping truck load	\$15.50
Yard waste bags available for purchase at Inland waste solutions.	\$2.00

COMPLAINT RESOLUTION

As with any customer provided relationship, Inland Waste Solutions hopes to avoid the need of any complaints. However, on any project this large, misunderstandings 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 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, please call between 8:00am to 12:00pm on Saturday to reschedule. To reschedule pickup please call Inland Waste Solutions at (479) 878-1384.