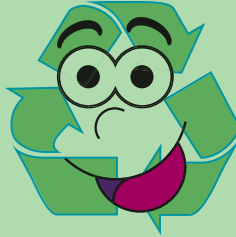
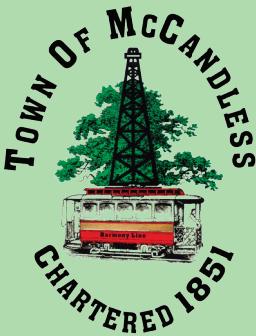


Jan. 1, 2022 to Dec. 31, 2026

# TRASH, **RECYCLING,** YARD WASTE & At Your Door HHW and E-waste



## Customer Handbook



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# CONTACT INFORMATION

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

1-800-866-4460

[wpacustomerservice@wm.com](mailto:wpacustomerservice@wm.com)

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

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

**Town of McCandless**

**412-364-0616**

**Ohio Township**

**412-364-6321**

## OUR PROGRAM'S HISTORY

McCandless and Ohio Township are pleased to welcome you to our automated trash, recycling, yard waste, HHW 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 in the first place.

As members 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. Recognizing that the previous contract was to end on September 30, 2011, McCandless and Ohio Township applied for municipal recycling grants in 2008 with the intention of creating an intergovernmental cooperative program. The fully-automated trash and recycling collection program in McCandless and Ohio began on October 1, 2011, and the second contract cycle began on October 1, 2016.

For the period of January 1, 2022 through December 31, 2026, Waste Management was the successful bidder.



## 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 both McCandless and Ohio Township are required to utilize the residential collection service provided by their respective municipality. These laws 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 municipalities, depending on the circumstances.

## PROGRAM OVERVIEW

On October 1, 2011, the Town of McCandless and Ohio Township embarked upon an intergovernmental cooperative automated trash, recycling, and yard waste collection program. Subsequently, service has been expanded to include the At Your Door HHW and E-waste collection. Services are provided by Waste Management. The price structure of the program is based on the size of the Black-Top trash cart selected by each household. A 65-gallon cart serves as the standard-sized cart. The cost over the five-year life of the contract increases a total of only nine (9) percent, with adjustments allowed for shifts in fuel costs. For the first two years of the contract, prices will stay level (excepting for any possible fuel adjustment).

### **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. Your service level depends on the size of your Black-Top trash cart. Recycling and yard waste collection service, including carts dedicated to those purposes, 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) each subsequent contract year will receive a five (5) percent discount on their basic service. Upon request, senior citizens age 65 or over, or those who are permanently disabled shall qualify for a 10% discount upon submittal to their municipality 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.

### **About Waste Management**

Waste Management (WM), North America's leading provider of comprehensive waste management services, is proud to service the communities and residents in the Town of McCandless and Ohio Township. With a team of more than 1,100 employees in western Pennsylvania, they are led by a motto to "Do the Right Thing. The Right Way."

WM provides residential, commercial and roll off services to customers across western Pennsylvania and is proud to work with community partners to make this region a greener place to work and live.

WM's Ambridge Hauling provides service to residents in our communities and was WM's third hauling site in western Pennsylvania to convert its fleet to run on Compressed Natural Gas (CNG). The hauling site put its first CNG truck on the road in October 2019, and currently has converted more than 60% of its fleet.

By 2038, WM will offset four times the Greenhouse Gas emissions it generates, planning to achieve this goal by continuing its transition from diesel to alternative fuel vehicles in 90% of its entire fleet, and its most recent investments and upgrades in western Pennsylvania help them get one step closer to their 2038 goal.

To learn more about WM, please visit [www.wm.com](http://www.wm.com).

# ABOUT THE CARTS

## Ownership Identification

As of January 1, 2022, 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.

## Color-coding

The color-coded lids on each cart identify their contents to the truck operator. **Blue-Top** carts are for recyclables. **Green-Top** carts are for yard waste only. **Black-Top** carts are for ordinary trash and all other non-recyclable items eligible for collection in our program.

## Ordering Carts

Large family households may need more than one cart to handle their weekly waste. Additional carts are available upon request. There is no charge for a second **Blue-Top** recycling or **Green-Top** yard waste cart. Extra **Black-Top** trash carts are available for fees that vary with their size – 35, 65, or 95-gallon capacity. There is also an additional service fee of three dollars per month per cart (for two or more trash carts, as well as for three or more recycling or yard waste carts). Current pricing is available from Waste Management.

## 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. The contractor will charge a flat \$10.00 delivery fee for exchanges (except deliveries for new customers). This is permitted only one time annually per customer.

To order additional carts or to arrange for a cart exchange contact Waste Management Customer Service at [wpacustomerservice@wm.com](mailto:wpacustomerservice@wm.com), by online chat at [www.wm.com](http://www.wm.com) or by phone at 1-800-866-4460 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.



# CURBSIDE COLLECTION

The collection carts are designed to be durable and well balanced with sturdy wheels, making them easy to maneuver. With general use, the carts are expected to last between 15 to 20 years. They are available in three (3) different sizes and are specially designed to be used with automated trucks. No other type of cart can be used with this system. Instead of having workers empty your carts by hand, the trucks come equipped with mechanical arms that pick up carts and empty them into hoppers. This means faster collection, less manual labor, and fewer injuries to crew members from lifting or from passing vehicles. But to make the system work efficiently, we need your help. Here's how:

## ► Follow the Color Code

Lid color distinguishes one commodity cart from another. Drivers can quickly identify which cart to empty based on the vehicles collection type. Use your **Blue-Top** cart just for recyclables, **Green-Top** cart only for yard waste, and your **Black-Top** cart for trash.

## ► Do Not Overload Carts

All contents must fit into each cart **with the lid closed**. Heavy cart loads can cause the mechanical arm to fail. A large 95-gallon cart should not contain more than 300 pounds of waste; 200 pounds for a 65-gallon cart; 100 pounds for a 35-gallon cart. UNLIKE RECYCLABLES, TRASH SHOULD BE BAGGED BEFORE PLACING IT INTO THE CART.

## ► Cart Placement

Arrows on the lid show which side of the cart should face the street. When the mechanical arm picks up your cart, the lid should fall open and empty its contents into the truck's hopper. Place carts at least two (2) feet apart from one another and at least two (2) feet away from mailboxes, posts, trees, vehicles, or other obstructions.



## ► Private Roads

Waste Management is required to collect trash, recyclables, and yard waste for residents on private roads. In order to allow the hauler access, the owner(s) of private road(s) must sign a waiver of damages provided by the hauler. In the event such a waiver is not signed by the owner(s) of the private road, the residents shall take their trash, recyclables, and yard waste to the curb of the nearest public street for collection.

Waste Management shall provide a smaller truck for the collection of carts containing trash and recyclables on private roads where it has been determined by the municipalities that a larger vehicle may cause roadway damage or is unable to safely negotiate a private road. In this case, residents are required to place yard waste carts or composting bags at the curb of the nearest public street for collection.

# RECYCLING

## RECYCLABLE

### METAL ITEMS

- Food cans
- Beer and soft drink cans

### PLASTIC ITEMS

- Plastic containers #1 and 2 (Refer to triangular symbol on container)
- Laundry soap and bleach containers
- Milk jugs
- Pop and juice bottles
- Shampoo & conditioner bottles

### PAPER ITEMS

- Corrugated & pressed cardboard
- Paperboard boxes: boxes for cereal, tissue, shoes, etc.
- Waxed paperboard cartons such as milk cartons and juice boxes
- Office paper, computer paper
- Magazines, newspapers, ad inserts
- Junk mail, including envelopes
- Catalogs, phone books, paperbound books
- Hardback books with binder removed
- Paper bags

## NOT RECYCLABLE

### METAL ITEMS

- Loose can lids
- Clothes hangers
- Scrap metal, screws, nails
- Cans containing food
- Aluminum foil, pie pans

### PLASTIC ITEMS

- Plastic containers #3-7
- Styrofoam
- Plastic plant pots
- Foam plastic egg cartons
- Plastic wrap
- Bubble wrap
- Plastic bags (return to a store that recycles them)

### GLASS ITEMS

- Glass items are NOT recyclable via single-stream at this time

### PAPER ITEMS

- Pizza boxes
- Waxed paper
- Take-out food containers

## PREPARATION

### METAL ITEMS

- Rinse all food cans
- Discard loose lids with garbage
- Wipe out greasy containers

### PLASTIC ITEMS

- Empty and rinse all containers
- Place items loose in cart

### PAPER ITEMS

- Flatten, cut, or tear boxes and cartons
- Rinse cartons
- Do **not** put newspapers and magazines in plastic bags
- Place shredded paper in a clear bag
- Leave staples in place

**What's up with this no glass and only some plastics thing?**

You may have noticed that some communities in the Pittsburgh area (and nationwide) — including McCandless and Ohio Township — have greatly reduced the amount of items that are being accepted for recycling — eliminating products such as plastics #3 through #7, and glass. This is due not to indifference to the environment, but out of necessity.

Nearly 25 percent of items in recycling containers in the region is made up of what the industry calls “contamination” or “residue” — items that do not belong in the recycling stream. China (who previously bought large amounts of recyclables from U.S. processors) has banned the import of different types of recyclable materials and has introduced stringent contamination standards. Additionally, at single-stream processing plants, glass is separated out from other materials and crushed up along with any labels on the glass. The value of this type of glass is very low. Plastics #3 through #7 are hard to process and market. On the other hand, plastics #1 and #2 are amongst the most valuable recovered materials (along with aluminum/tin cans).

Long-story-short, the remaining markets for recovered recyclables are looking for high-quality materials that they actually can use.

# YARD WASTE

Yard waste can be accumulated for collection using your 95-gallon **Green-Top** cart. This service is optional to residents.

In lieu of or in addition to your **Green-Top** cart, you may also choose to use up to three (3) paper composting bags (purchased at most home improvement stores) as part of the weekly seasonal yard waste collection at no extra charge. Charges for more than three (3) bags are shown in charts in this handbook.

## ACCEPTED

- Leaves
- Grass clippings
- 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 boxes
- Lumber or construction material
- Christmas trees in plastic bags

## PREPARATION

- Lie cart down, rake leaves and grass into open cart
- **Do NOT use plastic bags**
- Yard waste must fit into cart with the **lid closed**

► Yard Waste is collected **weekly** on the **same day** as trash and recycling pickup from the first full week of March through the second Friday after Thanksgiving.

► **Christmas trees** are collected the first full week of January until the last Friday in January, free of charge with no need to call ahead. All decorations must be removed and the trees must be in segments no longer than 4 feet.

- In McCandless, Public Works will collect them for the first two weeks (with no set day for pickup) and Waste Management will collect them for the final two weeks on your regular pickup day (Please note, if you live on a private road, which may also include some roads in townhouse communities, Waste Management will pick up your tree for the entire month).
- In Ohio Township, Waste Management will collect them the entire period on your regular pickup day.

## ► YARD WASTE ALTERNATIVE: COMPOSTING

Composting is the natural decomposition of organic materials into a form that returns nutrients to the earth and allows for better soil aeration, thus reducing your need to have an optional 95-gallon yard waste container or use compost bags. Composting is not only a great way to fertilize your garden and save money by making your own natural fertilizer, but it also helps keep material out of landfills.



# TRASH

The trash carts are identified by a **Black-Top** lid. They are available in three (3) sizes: 35-gallon; 65-gallon, the standard cart; and a 95-gallon cart. Only those items that go to the landfill should be placed in your **Black-Top** trash cart. Trash is defined as any discarded municipal waste material including garbage, refuse, white goods/appliances, excess waste, bulk items, large items, volume pickups, but not including recyclables and yard waste.

## ACCEPTED

- Use your **Black-Top** trash cart for everything that cannot be recycled in your **Blue-Top** or **Green-Top** carts, except as otherwise noted.

## NOT ACCEPTED

- Construction/demolition materials
- Hazardous, infectious, or toxic wastes
- Oversized items

## PREPARATION

- All trash should be bagged before placing into cart. The lid must be closed.
- Sharp metal or broken glass should be secured in hard containers.

## UNACCEPTABLE WASTES:

For items that are not accepted, see pages 10 and 11 for information on the At Your Door HHW and E-Waste Collection program, or see pages 8 and 9 for information on bulk pickup. For all other not accepted materials, contact Waste Management at 1-800-866-4460.

## OVERFLOW BAGS

Three (3) plastic bags or three (3) smaller bulk items or combination of both placed curbside and outside the trash cart shall be collected at no additional charge. Residents are required to notify Waste Management by 3 p.m. the day before their weekly pickup. **If this type of overflow occurs for three (3) consecutive weeks, the customer will be billed for a bulk item charge.** For more information, see page 8.

## MAYBE YOU SHOULD TALK TO SOMEONE ... ABOUT GETTING A DUMPSTER

Need a little more to get rid of all you need to get rid of?

If you have a really big cleanup, you may need to consider ordering a temporary roll-off dumpster.

For more information and to order, go to [www.wm.com/us/en/dumpster-rental](http://www.wm.com/us/en/dumpster-rental). There, you will be able to see what types of dumpsters they have, and check local availability and pricing.

# Bulk Items, White Goods, Volume Pickups and Oversized Items

Bulk items, white goods collection, and volume pickups will be available for collection weekly. **To use this service, residents must contact Waste Management before pickup day as shown below to make arrangements.**

Bulk items are defined as any items that do not fit into a black trash bag or in your trash cart. **Bulk items will be picked up on your usual day of service.** Pricing is as follows:

## LARGE ITEMS — FREE

- Lamps
- Vacuum cleaners and other small items
- Large toys
- Child's swimming pool
- Carpeting (up to 3 individual cut-and-tied bundles no more than 4 feet in length)
- Lawn furniture
- Basketball hoop (ring and net only)
- Bed rail
- Street bicycle
- Card table
- Chair — kitchen, dining, outdoor, plastic, metal
- Hot tub cover
- Swing set (disassembled)
- Screen door
- Step ladder
- Up to three 30-gallon trash bags for up to 2 consecutive weeks
- Up to three similar items that could fit in a trash container (but should **NOT** be placed in the container) for up to 2 consecutive weeks

Customers must call 1-800-866-4460 or do an online chat at [wm.com](http://wm.com) by 3 p.m. the day before collection or e-mail [wpacustomerservice@wm.com](mailto:wpacustomerservice@wm.com) by 3 p.m. two business days before collection day.

## BULK ITEMS — \$10

- Chair — upholstered
- Tables
- Armoires
- Chest
- Headboards
- Sofa
- Mattresses
- Cabinets
- Dressers
- Picnic table and/or benches (disassembled; \$5 per piece)
- Interior door
- Ladders — Up to and including 6-feet
- Push lawnmower (fluids must be removed)
- Garage door opener assembly (disassembled)
- Basketball backboard or pole (no longer than 4 feet)
- Three 30-gallon trash bags or three bulk items listed in the bubble above for the 3rd consecutive week in a row
- 4-15 bags or bulk items — including 30-gallon trash bags, paper compost bags, bundles of carpeting, or other bulk items listed in the bubble above and similar items.

Customers must call 1-800-866-4460 or do an online chat at [wm.com](http://wm.com) by 3 p.m. the day before collection or e-mail [wpacustomerservice.com](mailto:wpacustomerservice.com) two business days before collection

Payment to Waste Management will be required before pickup. Payment for bulk item pickup only can be accepted over the phone

**For the disposal of any item not listed on this page, page 9 or page 11, contact Waste Management at 1-800-866-4460 or [wpacustomerservice@wm.com](mailto:wpacustomerservice@wm.com).**

**To chat online with a customer service representative, go to [wm.com](http://wm.com) and click on the Contact Us tab. Enter your zip code under "Live Chat Ability," and a representative will chat with you.**

To dispose of the items listed below, residents must contact Waste Management at 1-800-866-4460 or do an online chat at [wm.com](http://wm.com) by 3 p.m. the day before collection or e-mail [wpacustomerservice@wm.com](mailto:wpacustomerservice@wm.com) two business days before collection. Payment to Waste Management will be required before pickup. Please note that payment for bulk item pickup only can be accepted over the phone.

**WHITE GOODS/APPLIANCES:**

- Washers
- Dryers
- Refrigerators (Freon removed)
- Freezers (Freon removed)
- Stoves
- Dishwashers
- Trash compactors



\$15 each

**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.

**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 disposal and collection of:

- 16-25 bags or large items
- 16-25 cut and tied bundles of carpeting, no more than four (4) feet in length
- Or a combination of bags, carpeting and large items, not to exceed a total of 25

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

\$25 per pickup

**OVERSIZED/  
SPECIALTY  
ITEMS:**

Changes in pricing may occur during the contract term.

Attic Stairs	\$25
Basketball assembly (Pole no longer than 4 feet, backboard, and net. Set up and base removed)	\$25
Car Top Carrier	\$20
Door (exterior)	\$15
Exercise Bike	\$15
Exercise Equipment (other)	\$20
Ladder (over 6 ft.)	\$15
Hospital Bed Motor (single)	\$25
Sink (laundry, stainless)	\$15
Snowblower (fluids removed)	\$25
Picnic table — benches attached	\$25

# At Your Door 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.

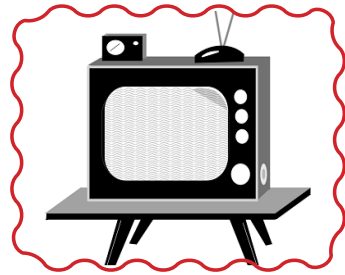
The At Your Door HHW and E-Waste Collection program allows residents to easily dispose of these often difficult-to-recycle items at no cost.

## How to participate...

**First**, you have to schedule your collection. There are three ways to do this:

1. Go to [www.WMAtYourDoor.com](http://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](mailto:AtYourDoor@WM.com)

**At Your Door**  
Special Collection<sup>SM</sup>



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](mailto:AtYourDoor@WM.com).

# Acceptable and Unacceptable materials for At Your Door HHW and E-Waste collection

## ACCEPTABLE

### Must be placed INSIDE the kit

<b>Automotive products:</b>	Drain cleaner
Antifreeze	Tile/shower cleaner
Brake fluid	Rust remover
Cleaner	<b>Flammable and combustible materials</b>
Hydraulic fluid	Kerosene
Transmission fluid	Solvent
Motor oil	Certain cleaners
Oil filter	
Polish	
Wax	
Gasoline	<b>Swimming pool chemicals</b>
Diesel fuel	Pool acid
	Chlorine (tablets, liquid)
<b>Paint products</b>	
Latex	
Oil-based	<b>Garden chemicals</b>
Thinners	Insect sprays
Artist's paint	Weed killers
Spray paint	Herbicide
Stain	Fertilizer
Sealer	Pesticides
Caulk	
	<b>Misc. household</b>
<b>Household cleaners</b>	Batteries
Ammonia	Hobby glue
Cleaning compounds	Aerosol cans
Floor stripper	

## 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

### Acceptable materials for OUTSIDE the kit

<b>Vehicle batteries</b> (up to 4)	<b>One computer system</b> (one each of the following: CPU/tower, monitor, keyboard, mouse, desktop printer)
<b>Fluorescent tubes and CFLs</b> (up to 10, placed inside their original sheaths or taped together)	<b>Electronics with circuit boards</b> (CD Rom, VCRs, cell phones, DVD/CD/tape players, related cords) — up to 25 pounds
<b>Televisions</b> (one at a time)	
<b>Microwave ovens</b>	

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.

# SPECIAL NEEDS & SERVICES

## Backyard Service

Backyard service is limited to 150 feet from the curb except for those who are legally disabled or handicapped. The fee for this service is \$20 per month, which will be added to the base collection fee. For backyard service, there is a limit of one trash cart, one recycling cart, and one yard waste cart.

## Temporary Suspension of Service

Residents who vacate their homes for a **minimum of two (2) months** may temporarily discontinue service during that period. Temporary discontinuation has a maximum term of six (6) months. Residents should call their municipality 2 weeks in advance to request this service.

## Winter Preparation and Delays

On the rare occasion that snow or ice prevents collection on the scheduled day, collection shall be made on the next weekday. Residents are responsible to clear snow and ice to provide for visibility and access to carts, bags, and other material. Residents who contract for backyard service are required to provide access, clear of snow and ice, that allows maneuverability of carts. If the hauler determines that access is not possible, they may request that trash be placed adjacent to the public roadway.

Clear the snow as you normally do, including the area where you place your carts for pickup. Keep lids closed to prevent snow and ice from accumulating inside; drivers will not reach into your cart to remove any items frozen to the bottom.

For updates on weather delays, visit [www.wm.com/us/en/mywm/notifications](http://www.wm.com/us/en/mywm/notifications).

## Collection Times

Carts should be placed at the curb the night before your 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 by the end of collection day no later than 7:30 p.m. Do not place your carts at the curb before 7:00 p.m. the night before your scheduled collection day.

## 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.

- New Year's Day
- Memorial Day
- July 4<sup>th</sup>
- Labor Day
- Thanksgiving Day
- Christmas Day

# CUSTOMER SERVICE

For all customer service requests concerning your waste collection service including billing matters, cart exchanges, missed collections, special pickups, disposal questions, new service requests, and curbside housekeeping issues, contact Waste Management by email at [wpacustomerservice@wm.com](mailto:wpacustomerservice@wm.com) or by phone at 1-800-866-4460.

## ADDITIONAL RESOURCES

Websites for more information about recycling, waste reduction, and environmental protection:

♦ [www.achd.net](http://www.achd.net)

Allegheny County Health Department

♦ [www.alleghenycleanways.org](http://www.alleghenycleanways.org)

Allegheny Cleanways of Pennsylvania

♦ [www.dep.state.pa.us](http://www.dep.state.pa.us)

Pennsylvania Department of Environmental Protection Agency

♦ [www.wm.com](http://www.wm.com)

Waste Management

♦ [www.earth911.com](http://www.earth911.com)

Comprehensive site for information on how to reduce, reuse, and recycle.

♦ [www.prc.org](http://www.prc.org)

Pennsylvania Resources Council

♦ [www.proprecycles.org](http://www.proprecycles.org)

Professional Recyclers of Pennsylvania

♦ [www.appliancewarehouse.com](http://www.appliancewarehouse.com)

Appliance Warehouse: for removal of Freon from your appliances.

♦ [recycleoftenrecycleright.com](http://recycleoftenrecycleright.com)

Recycling education website sponsored by Waste Management.

♦ [cjreuse.org](http://cjreuse.org)

For the recycling of building materials.

Looking for a different option to get rid of your still-functioning refrigerator or other still-working large appliance? Check with your electric company, as they often will take these items (and in some cases, will pay for them).

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