



**For questions regarding**

- **Waste Collection**
- **Recycling Services**
- **Billing Questions**

**Contact  
Earth First  
436-8700**

**[www.earthfirstservices.com](http://www.earthfirstservices.com)**



# CITY-WIDE GARBAGE SERVICE - What You Need to Know

**Earth First will be the City's new provider for garbage collection and recycling.**

**Trash Collection:** City-wide trash collection will begin for city residents on January 2, 2013, except for Monday of that week. Service will be picked up one (1) day later due to the holiday.

**Recycling Service:** Recycling will begin the week of January 7, 2013. Optional recycling is a bi-weekly service (at an additional cost of \$3.39 each month.) To sign up for recycling service, please contact Earth First at 436-8700.

## **Breakdown of Services**

**Trash Totes** - Residents will have two (2) options: 1. Basic Service: (1) 96 Gallon Tote [holds 3 bags]  
2. Optional Basic Service: (1) 65 Gallon Tote [holds 2 bags]

● **96 gallon totes will be delivered to all residents unless you contact Earth First and request a smaller tote. If you're not sure what size tote you need, "sample" totes and recycling bins will be located in the lobby at City Hall.**

## **Breakdown of Costs for 3 Year Contract**

The City of New Haven approved a three (3) year proposal for contractual service that contains the following incremental increases:

	<u>2013</u>	<u>2014</u>	<u>2015</u>
<b>Basic Service</b> (1) 96 Gallon Tote	\$7.69 mo.	\$7.89 mo.	\$8.14 mo.
<b>Optional Basic Service</b> (1) 65 Gallon Tote	\$7.44 mo.	\$7.64 mo.	\$7.89 mo.
<b>Optional Bi-Weekly Recycling</b> (96 Gallon Tote for single stream recycling)	\$3.39 mo.	\$3.59 mo.	\$3.79 mo.

**FREE (1) Bulk Item** N/C N/C N/C

One (1) single bulk item can be picked up at your curb one time each month at **no charge**. Residents should contact Earth First to schedule a bulk item pick up at 436-8700.

**Additional Bulk Items** – For additional bulk items, residents should contact Earth First to schedule a bulk item pick up. A \$10 fee for any additional items will be added to your bill.

**Extra Tote (monthly fee)** \$5.00 mo. \$5.00 mo. \$5.00 mo.

**Extra Bags** (outside of Tote) \$1.00 ea. \$1.00 ea. \$1.00 ea.  
*(Stickers for bags will be available for purchase at New Haven City Hall.)*

## **ADDITIONAL COSTS**

**Extra Totes** - If your family requires more than one trash tote, Earth First will provide any extra tote(s) to you for an additional fee of \$5.00 per month. This service may be added or removed any time at the customer's request. Please contact Earth First at 436-8700.

**Additional Bags** – Stickers for additional trash bags that won't fit in your tote will need to be purchased at the New Haven City Hall for \$1.00 each.

**Additional Bulk Items** – For additional bulk items, residents should contact Earth First to schedule a bulk item pick up. A \$10 fee for any additional items will be added to your bill.

## Frequently Asked Questions

**Are residents able to “opt out” of city-wide trash pick up entirely? No.** Unfortunately, residents cannot “opt out” of this service in its entirety. In order to maintain a low rate, all residents must participate. *This has not changed.*

**Are residents able to “temporarily suspend” their garbage service? Yes!** For those residents who have their water/well and/or sewer service suspended, **and** are current with their garbage bill, you will have the opportunity to “temporarily suspend” garbage service. This would include vacant properties and those residents who travel south for the winter. *This has not changed.*

**When will I receive my trash tote from Earth First?** Trash totes will be delivered to residents during the first three (3) weeks of January, 2013. Until your tote arrives, all residents are asked to place their trash in plastic bags or other non-paper containers and set it out at the curb on your regularly scheduled trash pick-up day. If you haven’t received your tote by January 25, 2013, please contact Earth First at 436-8700.

**When will I receive my single stream recycling tote from Earth First?** If you are a current recycling customer, your recycling tote will be delivered during the first three (3) weeks of January, 2013. Until your recycle tote arrives, all residents are asked to place any recyclables in plastic bags or other non-paper containers and set it out at the curb (*separate from your trash*) on your regularly scheduled recycling pick-up day. If you haven’t received your recycling tote by January 25, 2013, please contact Earth First at 436-8700. Recycling totes will be a green tote with a blue lid and clearly marked “Recyclables Only”.

**What items can I recycle?** Recycling is simple. Single stream recycling is the easiest way to recycle. That means all recycling materials simply go into one recycling tote. Materials to be recycled will remain the same. For a complete list of what you can and cannot put in your recycle container, visit the Earth First website at [www.earthfirstservices.com](http://www.earthfirstservices.com).

**How do I sign up for recycling service?** All residents are encouraged to recycle. To sign up for recycling services, please contact Earth First at 436-8700.

**What is the designated day for garbage pick up? *Your collection day will not change!***

**What is the designated day for optional recycling service?** Recycling collection is a bi-weekly service and will begin the week of January 7<sup>th</sup> and will be on the same day as your garbage collection day.

**Collection Hours** - The hours for garbage collection will be from 6 a.m. to 6 p.m.

**Will the garbage fee be included on my water bill? No!** Customers will receive a separate invoice from Earth First. *This has not changed.*

**When will I receive my first bill from Earth First?** Earth First bills in advance, so you should expect to see your first bill in early January. The service dates on your first invoice will be from January – March, 2013. Since customers are billed every 3 months, you will be invoiced from Earth First only 4 times each year. For any billing questions, please contact Earth First at 436-8700.

**Where should I set my tote(s) out for collection?** Trash totes will need to be placed at your front curb *at least 3 feet of clearance around each tote for easy pick up*. Earth First vehicles will not travel down alleys for garbage pick up. Do not set your tote behind your house in the alley.

**Do I need to contact National Serv-All and cancel service? No.** National Serv-All indicated that they will not invoice customers beyond December 31<sup>st</sup>. Customers should contact National Serv-All at 747-4117 for any invoices received after December 31<sup>st</sup>.

**When will National Serv-All pick up my tote?** National Serv-All will pick up their totes after their last week of service is completed – which is the last week in December. National Serv-All has requested that customers leave their totes out at the curb after the last collection so they can easily be picked up shortly after. If you have additional questions, please contact National Serv-All at 747-4117. **Note:** *For your last scheduled pick up of the year, please plan to leave your National Serv-All tote at the curb.*

**Collection Questions and Residents who Require Special Assistance** – Questions on garbage collection and any residents who require special assistance (i.e., elderly and disabled) should contact Earth First Customer Service.

**Earth First Customer Service: 436-8700**

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