November 30, 2018

City of Saraland Resident

Re: City of Saraland / New Residential Garbage and Recycling Collection Services Provided by Amwaste, LLC

Dear Saraland Resident:

We at Amwaste are glad to become the new residential garbage and recycling collection services provider for the residents of Saraland. We want to inform you how Amwaste will provide a seamless transition from your current garbage and trash provider to the new and enhanced services that Amwaste will provide going forward. Amwaste will begin providing residential garbage and recycling collection on January 2, 2019, due to the holiday. Rest assured that Amwaste is committed to providing the highest level of service to the City of Saraland and its residents.

Some important things that will not change include continued garbage pick-up two (2) days per week as well as trash and bulky waste collection once per week. However, your trash and bulky waste limit which was three (3) cubic yards under your old provider has been increased to four (4) cubic yards. In addition, the City will begin curbside recycling. Amwaste will provide to each resident an 18-gallon recycling container. Your recycling service day depends on your garbage service days. If you receive garbage collection service on Monday and Thursday, you will receive curbside recycling collection on Thursday. If you receive garbage collection on Tuesday and Friday, you will receive curbside recycling on Friday. Please check the enclosed map for service days for each; your collection days for service may have changed. Included in this letter is a listing of "a few things to know." This page outlines some important rules to be aware of concerning how to properly recycle items. Please take a moment to review that document. The same information will be available later in December on our website at amwaste.net. If you have immediate questions, you can email us at customercare@amwaste.net or call the number listed with our address at the top of the page.

In addition to these new services, Amwaste has committed itself and is working with City leaders to implement a schedule and timing of trash and garbage pickup so as to minimize traffic issues and delays due to our trucks being on the road. It is our hope that by modifying our schedules and timing of our service, we can limit the impact of our work on school traffic as well as high traffic periods in the morning and in the evening. Again, please review the maps included to verify your service days beginning January 2, 2019, they may have changed for garbage and trash services.
The biggest change in your service will be **how you are billed for service.** You will receive a quarterly garbage bill directly from Amwaste. Your water bill will no longer include billing for these services.

The billing will be on a quarterly basis and your first statement will be for the months of January, February and March. In the billing, you will see several payment options, payment due date information, pickup schedules, curbside recycling information and other service specifications. This will help you more completely and fully understand and appreciate the improved services we will be offering. You will be able to pay your bill by check in the mail or at a drop box located at the City municipal building, set up ACH auto draft from your checking or savings account, pay by phone with a debit or credit card, or set up your own personal payment account online.

These options will be explained in your first statement. While you will only receive quarterly invoices, payments can be made monthly, quarterly or yearly. Whatever payment option you choose, there will be only four (4) statements mailed each year. The quarterly statement will be for **$60.60 for three (3) months of service.** Should you choose to pay monthly, your payment will only be **$20.20 per month.**

If you pay quarterly, the payment due date will be the 15th of the first month of each new quarter. If you prefer to pay monthly, you will be required to remit payment by the first day of each month of the quarter. Paying pursuant to these time requirements will prevent possible service interruptions.

During the initial transfer of service from your current garbage provider to Amwaste, Amwaste will modify our initial billing schedule so as to eliminate multiple billings in and around the holidays. You will receive your first statement on or around January 12, 2019. While our service will have already started, City leadership and Amwaste wanted to allow more time for you to make payment following the holidays. For this first quarter only, the payment due date will be extended to January 31st.

We hope that the transition of residential garbage, trash and recycling collection is seamless for all of the residents of the City of Saraland. We have worked hard with the Mayor and the City Council to limit the impact of this transition on all of the citizens. The only thing we hope you notice about the transition is that you notice your service is more timely, efficient and seamless. As noted previously, attached to this letter is a list of "things to know." As always, you are welcome to go to **customercare@amwaste.net** should you have any questions or call us at the local office number listed above.

Sincerely,

Randy Lee
Vice President of Operations
A FEW THINGS TO KNOW

Acceptable Recycling Items

It is very important to prepare and include only acceptable recycle items in your bin. Amwaste will not accept items not included in the acceptable list or those items contaminated or not properly prepared that prevents them from being recycled. Please refer to our list of accepted recycling items and for information concerning the proper preparation of acceptable recycling items on the back side of this page. This information will also be available on our website, amwaste.net later in the month of December.

Your Account Information

Information regarding your existing account was limited and must be updated. We request you complete the enclosed Information Request Form and return it in the self-addressed envelope provided. This information form will help us ensure that there are no issues with your account and/or service. We will verify the account name, service address, billing address (if different than your service address), contact number, and email address. If you prefer to provide this information by other means, please email us at customercare@amwaste.net with the information requested.

Your Bulky Waste and Trash Collection

Your bulky waste collection days may have changed, please check the maps enclosed for all services. The City has increased the amount each resident is allowed to put out for collection to four (4) cubic yards. Should you have excess of that amount or exceed the standards required for limb or brush diameter and length (not to exceed 6 feet in length or 6 inches in diameter), your material will be tagged with instructions. A reminder that Amwaste does not collect material generated by a contractor for work performed at your home. All contractors in the City of Saraland are required to remove and properly dispose of all waste generated by their work.

Holiday Service Schedule

The following holidays will be observed: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Should one of your garbage collection services fall on a holiday, there will be no garbage collection for that day. You will receive garbage collection on the other scheduled day for the holiday week. Should your scheduled trash and bulky waste or recycling service day fall on a holiday, those services will be performed later in the week. Those changes will be communicated to you in your quarterly statement for the current service quarter. This information, along with any other potential service day changes, will also be available on the Amwaste website.

Carts and Recycle Bins

You will continue to use the garbage cart you currently have. Additional carts can be added to your account for $15 per cart per quarter. Recycle bins will be delivered in late December, please do not use them until January. Additional recycling bins can be purchased for $7.50 per bin with no additional quarterly rates applied. Should you need a repair on your cart, want to order an additional cart or recycle bin, please contact us at customercare@amwaste.net or call our customer service number at (251) 227-8220.
What Can I Place in My Recycling Bin?
Yes! Please Recycle These Items:
- Newspaper & Inserts
- Magazines & Catalogs
- Junk Mail & Envelopes
- Cardboard
- Phone Books
- Office and School Papers (colored paper)
- Brown Paper Bags (grocery)
- Boxboard (cereal, cake & cracker boxes, etc.)
- Pizza Boxes
- Plastic Produce Clamshells
- Plastics No. 1 through 7
- Plastic Milk Jugs, bottles, and containers washed clean and free of residue
- Aluminum Cans & Lids clean and free of contents or residue
- Tin and Steel Cans & Lids clean and free of residue
- Egg Cartons, cardboard only at this time

Put acceptable, clean recycle items in the bin and place it on the curb on your second garbage service day of the week. If you have overflow, you can order an additional bin or place the recycle items in a cardboard box or other container beside the bin. Do not put overflow in plastic bags. Plastic bags are not acceptable.

What Cannot Go in My Recycling Bin?
No! Do Not Recycle These Items:
- Glass
- No Plastic Bags of any kind
- Metal Pots, Pans & Cookie Sheets
- No Ice Cream Cartons
- No Waxy/Paper Milk Cartons
- No Aerosol Cans
- No Juice Boxes / Bags
- No Pet Food Cans
- No Dry Pet Food Bags
- No Aluminum Foil Baking Pans
- No Balls of Tin Foil; Foil Pie Tins
- No Food Waste
- No Garbage or Yard Waste
- No Garden Hoses
- No Window Blinds
- No Bubblewrap
- No Tarps
- No Bedding or linens
- No Carpeting or Rugs
- No Construction Materials
- No Clothes
- No Diapers
- No Residential Medical Supplies/Waste
GARBAGE SERVICE DAYS

Monday-Thursday in Yellow
Tuesday-Friday in Blue

RECYCLE SERVICE DAYS

THURSDAY in YELLOW
FRIDAY in BLUE
BULK AND TRASH SERVICE DAYS

WEDNESDAY - YELLOW
THURSDAY - BLUE
FRIDAY - RED