



Kimble Recycling & Disposal, Inc.
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Dover, OH 44622
Phone: (800) 201-0005
Fax: (330) 343-0411
www.kimblecompanies.com



Muskingum Township
26 Townhall Rd.
Marietta, OH 45750

May 16, 2023

**RE: IMPORTANT NOTICE
ON REFUSE SERVICE**

Following a competitive bid process, Muskingum Township awarded an exclusive contract, effective **July 1, 2023**, for all residential and commercial refuse collection to Kimble Recycling & Disposal, Inc. (Kimble). The contract allows resident to choose from 4 service level options for weekly refuse service and provides 2 drop off locations for recycling. Kimble is a local family-owned business with 75 years of experience in the refuse industry. (*Learn more about Kimble at kimblecompanies.com*).

Please take time to read this information carefully, as it may answer many of the questions you have regarding how to participate in the new collection program provided by Kimble. Please have all your materials out for collection by 5:00 A.M. on your new collection day listed below, as it is likely that your collection day and service time will change. If you do not have your cart or bags placed out timely for collection, you will have to wait until your next regularly scheduled pick up day for collection.

**EFFECTIVE THE WEEK OF JULY 1, 2023, YOUR REGULAR
COLLECTION DAY WILL BE**

**WILL BE PROVIDED IN A WELCOME LETTER
TO BE SENT ON JUNE 4TH.**

Your first refuse collection day with Kimble will be (To Be Provided).

(There will be a 1 day delay due to the 4th of July holiday this year.)

REQUIRED ACTION NEEDED TO SETUP SERVICE

To ease the transition, an account has been set up for all residents effective July 1, which includes the Option #1 – Full Service. Your account number with Kimble will be **“to be determined”** (current Kimble customer account numbers will not change). There is no further action needed unless you would like to choose one of the other available options. If you would like to choose one of the other options available, please contact Kimble customer Service direct at 1-800-201-0005, Ext. 9404 by June 16th. If you are not a prior Kimble customer, you will need to contact your current hauler to be sure they cancel your current service effective June 30, 2023. For those residents that are already Kimble customers, your service and rate have been automatically adjusted according to the contract.

DELIVERY AND USE OF THE KIMBLE CARTS

Beginning Monday, June 19, 2023, for those residents that do not already have a Kimble cart, Kimble will start delivering a 95-gallon (dark green) cart to contain your refuse. Delivery of a cart to each residence should be completed by July 1, 2023. Those residents who already have a Kimble cart will continue to use their existing cart and should contact Kimble if it needs repaired. If you do not receive your cart by July 1, 2023, please contact Customer Service by phone at 1-800-201-0005, Ext. 9404, live chat on our website at www.kimblecompanies.com or email at customerservice@kimblecompanies.com.

RESIDENTS, WHO DO NOT ALREADY HAVE SERVICE WITH KIMBLE, SHOULD NOT UTILIZE THE KIMBLE CART UNTIL AFTER YOUR LAST SERVICE DAY WITH YOUR CURRENT HAULER, AS THEY WILL NOT SERVICE THE KIMBLE CART.

To use the cart, simply place your refuse into the dark green Kimble-supplied refuse cart. On your collection day, pull your refuse cart within 2- 3 feet of the street with the lid openings facing the street. The cart should be at least 3 feet from other objects such as parked cars, mailboxes, trees, other refuse bags, or bulky refuse items. Though refuse service is provided weekly, it is only necessary to place your cart to the curb when they are full.

Extra Carts - Extra carts are available for customers choosing Option 1 – Full service for an additional cost of \$2.00 per month. Please call Kimble Customer Service to request any extra carts. Extra carts not delivered with the initial carts will be charged a one-time \$15.00 delivery fee.

KEY COMPONENTS OF THE REFUSE PROGRAM

- **Service Options Available:**

All residents will automatically be setup with Option 1 - Full Service. There is no need to contact Kimble unless you are selecting one of the other options. Residents selecting one of the other options should contact Kimble by June 16th.

- **Option 1 – Full Service:** This service is available at a cost of \$21.45 per month for weekly refuse service which includes the contents of your Kimble supplied dark green 96-gallon refuse cart plus ten 30-gallon bags excess refuse or yard waste.
- **Option 2 – Cart Only Service:** This service is available at a cost of \$16.45 per month for weekly refuse service which is limited to the contents of your Kimble supplied dark green 96-gallon refuse cart.
- **Option 3 – Customer Supplied Cart Only Service:** This service is available at a cost of \$16.45 per month for weekly refuse service which is limited to the contents of a customer owned 96-gallon refuse cart or three 35-gallon bags/cans.
- **Option 4 – Customer Supplied 30 Gallon Only Service:** This service is available at a cost of \$13.45 per month for weekly refuse service which is limited to the contents of one 35-gallon bag/can.

- **Bulk Item Collection:**

Included with all service options, you may set out one (1) bulk items per quarter on any regularly scheduled collection day. Residents with additional bags or bulk items must contact Kimble Customer Service to schedule collection. Additional items cost \$2.00 per 35-gallon bag or \$30.00 per bulk item.

- Bulk items include stoves, appliances, hot water heaters (water removed), washers, dryers, furniture, chairs, and carpet (3 feet in length).
- Appliances containing freon must be tagged by a certified technician to see that the freon has been removed.
- All mattresses, box springs and upholstered furniture **MUST** be wrapped and sealed in plastic.
- Move- outs & Construction & Demolition Debris are **not included in the service**. Please contact Kimble for special pricing and to schedule collection in advance.
- Please keep bulk items three feet away from your cart.

- **Acceptable Refuse Containers:**

Excess bagged refuse and yard waste should be in 35-gallon bags and have enough strength to maintain their integrity when lifted from the top. Bagged or bundled refuse and yard waste not exceeding 4 feet in length should not weigh more than 50 pounds per bag or bundle. Cardboard boxes, 55-gallon drums, or barrels cannot be used as waste receptacles. Personal containers 35 gallon or less may be set out for manual collection. Kimble, nor the Township are responsible for any damages caused to personal containers that are larger than 35 gallons in size.

KEY COMPONENTS OF THE RECYCLE DROP OFF PROGRAM

- **Recycling Drop Off Sites:**

There will be two recycling drop-off sites on each side of the river at Oak Grove Fire department and the Devola Township Hall. Please visit www.muskingumtwp.org for all drop off locations

- **Recycling Guidelines:**

Cardboard, steel cans, aluminum cans, newspapers, office paper, junk mail, glass bottles, and plastic bottles (see Plastics Recycled below) can all be placed in the recycle dumpsters. Refuse or recyclable items that are contaminated with food, liquids or other non- recyclable materials will not be accepted. Contaminated materials can damage other recyclables during the sorting process. As a result, we ask you to be conservative in your decision to recycle. When in doubt throw it out!

- **Plastics Recycled:**

Most plastic products are labeled on the bottom with a recycle symbol consisting of arrows that cycle clockwise to form a rounded triangle and enclosing the number 1 or 2. Any clean and empty plastic bottles or jugs labeled in this fashion can be included for recycling. **Plastic items not acceptable include plastic bags, shrink wrap, Styrofoam, toys, motor oil and antifreeze containers.** There is a tremendous amount of material which can be diverted from your refuse cart to the recycling dumpsters. Recycling one ton of plastic saves the energy equivalent of 1,500 gallons of gasoline!

- **Single Stream Recycling:**

Do not bag or bundle your newspapers, cardboard, or any other materials separately. The bags and materials used to bundle your recyclables can become entangled in the recycling sorting equipment causing damage. They may also contaminate the contained recycling materials making them unrecoverable. All recyclable materials can be mixed together in the recycle dumpsters as a “single stream” of recyclable material. The individual components of the mixed recyclables or “single stream” will be segregated and prepared for market at Kimble’s automated recycle facility.

SLOW DOWN TO GET AROUND

If you are driving behind one of our collection vehicles, we ask for your patience and please remember that Ohio law requires you to slow down before passing any refuse hauling vehicle. The safety of our employees and the public are top priorities for Kimble.

REFUSE COLLECTION GUIDELINES

The weekly collection provided in the new contracted services DOES NOT include tires, batteries, automotive/truck parts, paint, oil, fluorescent bulbs, gas cans, propane tanks, hazardous/infectious waste, flammable liquids, and any waste prohibited from disposal in a municipal solid waste landfill. Any of the above items that are placed out for collection will be left and tagged with an explanation as to why it cannot be collected. Call Southeastern Ohio Joint Solid Waste District for information on disposal of these items at (740) 732-5493.

Kimble does not operate on the following Holidays: New Year’s Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day. If a Holiday falls on a weekday, service for that week will be delayed one day. If a holiday falls on a Saturday or Sunday, your collection day will remain the same.

If you should have any further questions regarding service, please contact Customer Service by phone at 1-800-201-0005, live chat on the website at www.kimblecompanies.com or email at customerservice@kimblecompanies.com.

Finally, please review the enclosed “Cart Placement Guide” and the “2023 Kimble Holiday Schedule”. Kimble Recycling & Disposal, Inc. is pleased to welcome the Muskingum Township residents to our family of customers.

Sincerely,

Your Kimble Service Team

PLEASE DO NOT BLOCK

With the automated collection trucks we need some room to reach the cart. Please do not park vehicles in front of the cart on collection day.



CART SHOULD OPEN TOWARDS THE STREET

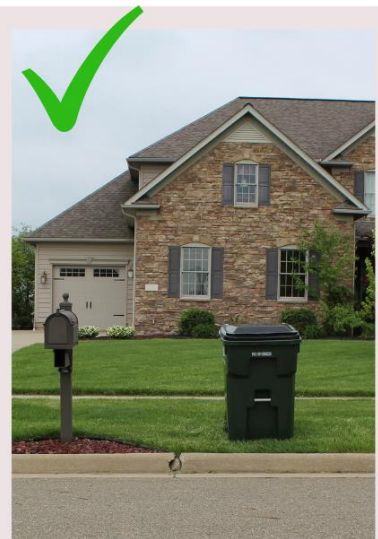
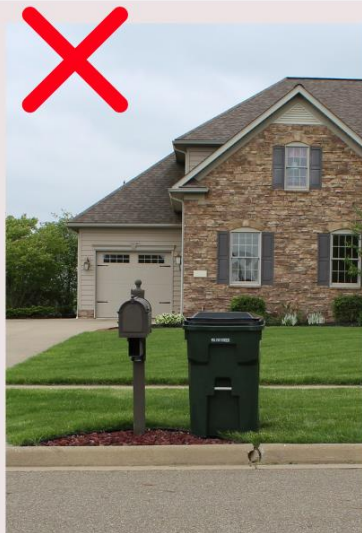
Cart should not be placed at the curb sideways or backwards. The lid should open towards the street.



PLACEMENT OF CART

Each cart should have nothing sitting nearby... Mailboxes, telephone poles, trees, additional carts, etc. must be a minimum of 2-3 feet from the cart.

The best placement for a cart is at the end of the driveway or on the grass within 2-3 feet of the road.



LOADING YOUR CART

TRASH - Place items into trash bags to keep your trash cart clean.



New Year's Day- Sunday, January 1, 2023

No delay in service due to the holiday. Services will run as scheduled the week prior and the week after the New Year's Holiday.



Memorial Day- Monday, May 29, 2023

No trash or recycling service on this day. All services will be delayed by one day.



Independence Day- Tuesday, July 4, 2023

No trash or recycling service on this day. Tuesday - Friday services will be delayed by one day.



Labor Day- Monday, September 4, 2023

No trash or recycling service on this day. All services will be delayed by one day.



Thanksgiving Day- Thursday, November 23, 2023

No trash or recycling service on this day. Thursday - Friday service will be delayed by one day.



Christmas Day- Monday, December 25, 2023

No trash or recycling service on this day. All services will be delayed by one day.



New Year's Day- Monday, January 1, 2024

No trash or recycling service on this day. All services will be delayed by one day.

OPPORTUNITIES OFFERED TO OUR CUSTOMERS IN “MUSKINGUM TWP”!!

- **Large Container Discount** - If you have a construction or cleanup project that requires a temporary roll-off dumpster, contact Kimble at 1-800-201-0005 to inquire about sizes and price. Refer to this letter and receive a 5% discount on the price quoted.
- **Want to Go Greener** - Are you a business owner or work for a business that wants to recycle more? Contact Kimble to evaluate how you can make your company “greener” and reduce refuse disposal costs.
- **On Line Account Management** — Enjoy the benefits of “My Account” online. Once you receive your first invoice, simply log on to our website, www.kimblecompanies.com, and then select “Bill Pay” in the upper right corner to register your on line account access. Once registered you will have access to make payments, confirm your collection day, and review your services.
- **Paperless Billing** — interested in receiving your invoices by email? Please sign up by visiting our “On Line Account Management” feature as outlined above or by completing the “Paperless Billing Selection Form” on the reverse side of this sheet or email your information to us at customerservice@kimblecompanies.com.
- **Automatic Credit Card Payment** — If you would like your payment to be deducted automatically, using your debit or credit card, please sign up by visiting our “On Line Account Management” feature as outlined above or by completing the “Auto Credit Card Payment Form” on the reverse side of this sheet.

AUTO CREDIT CARD PAYMENT FORM

The Auto Pay system provides a secure method of automatically processing credit card payments as well as storing your credit card number and CVV information in an encrypted format that keeps the data confidential and inaccessible (even by our staff).

If at any time in the future you desire to cancel this Auto Pay authorization, we request that you send written confirmation at least seven (7) days before your billing cycle. Please also note, if your card expires and you do not provide an updated card, you will receive a paper invoice and will need to submit payment thereafter.

PLEASE NOTE: Your card will be processed as part of the billing procedure, usually around the first of the month prior to your billing period. NO Invoices for your account will be sent to you unless you check the box below and provide an email address.

Name on Card: _____

Billing Address: _____

Phone #: _____

Signature (required): _____ Date: _____

Printed Name: _____

Visa _____ MasterCard _____ Discover _____ Am Ex _____

Expiration Date: _____

☐ Send me electronic invoices paid with Auto Pay to the following email:

***Kimble Staff – Destroy Information Below Line**

Credit Card #: _____

CVV # (3 digits on the back of the card): _____

Return this form by mail to Kimble Recycling & Disposal, PO Box 448, Dover, OH 44622 or by fax at 330-343-0411

If you have any questions, please contact Kimble Accounts Receivable Department at 1-800-201-0005 ext. 9400.

By completing the above form, you authorize Kimble: to maintain on file your supplied credit card information; to charge your credit card for all sums owed to Kimble for services rendered to you, from time to time, including without limitation all recurring charges, non-recurring charges, late fees, and damages; you represent that you have the authority to authorize the charges set forth above; and you agree to Kimble's Terms and Conditions, which can be found on the back of the invoice.

PAPERLESS BILLING SELECTION FORM

YES!! I would like Kimble to start e-mailing my invoices to me!

ACCOUNT NAME _____ Account # _____

Contact Person _____

E-Mail Address _____
(where invoice will be sent)

Contact Phone Number _____