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All of us at Rizzo Services are looking forward to a long and valued relationship with the City of Sterling Heights and a smooth, seamless transition starting Monday, May 2, 2016.

We hope that you find this information to be helpful in establishing a safe and efficient solid waste program. Should you have any questions or need additional information, please contact our Customer Care Center at 866.772.8900 Monday through Friday between 7:00am and 6:00pm or visit us on our website at [www.RizzoServices.com](http://www.RizzoServices.com).

Thank you,  
**Rizzo Services**  
 Have a safe and enjoyable Summer.

# City of Sterling Heights

## Solid Waste Program Enhancements – Summer 2016



Dear City of Sterling Heights Resident;

Welcome to Rizzo Services, Southeast Michigan's largest privately owned and operated full service solid waste provider for over 50 years, building customer satisfaction on family values, trust, and a commitment to exceeding expectations.

As you are now aware, Sterling Heights has selected Rizzo Services as your new solid waste provider for residential collection and disposal, yard waste collection and processing, and large bulky waste/white goods service. We will assume the solid waste program starting Monday, May 2, 2016. To assist you during this transition period, we have made available pertinent information that outlines all of the services you presently have and new features that may interest and benefit residents.

Please keep this information in a convenient location. If you should have any questions or need additional information please contact our Customer Care Center at **866.772.8900** Monday through Friday from 7:00am to 6:00pm.

### Service Days:

Please be aware that your current collection day has not changed. Rizzo Services will continue to collect your household solid waste, yard waste, and large bulky waste on the same day you are presently receiving service.

**All items for pickup (including trash, yard waste, & bulky waste) must be out by 7:00am.**

### HOUSEHOLD SOLID WASTE

Please place household solid waste out in plastic bags and/or up to 32 gallon plastic or metal containers, 3-4 feet from mailboxes, trees, shrubs, vehicles or other obstructions by 7:00am.

To provide a safe environment in every neighborhood, please remove containers from the collection point as soon as possible following collection. To eliminate spillage and possible injury, please do not overload containers. Should you place out for collection 32 gallon metal or plastic containers the weight limit should not exceed 60 pounds, container and contents.

### YARD WASTE

Yard waste collection will continue to be part of your solid waste program. We will be collecting yard waste on your regular scheduled service day. Yard waste will also be collected in a separate truck starting the first week of April of each year and ending on the last week of November. Please have your yard waste set out for collection by 7:00am.

Yard waste includes: Garden waste, leaves, lawn cuttings, shrubs & tree trimmings/pruning waste. Yard waste will be collected in up to 32-gallon plastics or metal containers marked "yard waste". Biodegradable (Kraft bags) yard waste paper bags can also be set out for collection during the compost season. Please keep in the mind the weight restrictions on 32-gallon containers is 60 pounds.

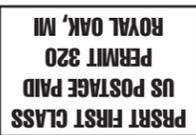
*FYI: Brush and tree limbs larger than 2 inches in diameter and bundled will be collected with the trash. Bundles should not exceed 4 feet in length, 18 inches in diameter and 60 pounds in weight. Please tie with heavy twine or rope.*

Not considered yard waste:

- |      |              |              |              |
|------|--------------|--------------|--------------|
| Dirt | Large Stumps | Gravel       | Dead Animals |
| Sod  | Sand         | Animal Feces |              |

**You can also contact Rizzo Services at 866.772.8900 for additional information.**

Sterling Heights, MI 48313



### Annual Holidays

Rizzo Services observes the following holidays:

<u>NEW YEARS DAY</u> January 1st	<u>MEMORIAL DAY</u> Last Monday in May	<u>INDEPENDENCE DAY</u> July 4th
<u>LABOR DAY</u> First Monday of September	<u>THANKSGIVING DAY</u> Fourth Thursday of November	<u>CHRISTMAS DAY</u> December 25th

Please remember that if a holiday falls on a weekday, your scheduled service day will be delayed by one day. Regular collection will resume the following week.

## NEW SERVICE:

**Voluntary Enhanced Trash Cart Program:** In an effort to enhance the existing solid waste program, Rizzo Environment Services has partnered with the City of Sterling Heights to make 64 or 96-gallon wheeled trash carts available to interested residents. This is a voluntary program and will not increase the current collection rate.

Residents that want to participate in the Enhanced Trash Cart Program can order their cart(s) by either calling Rizzo Environmental Services at 866.772.8900, or fax us at 586.795.3270 or go online to order through our website at [www.rizzoservices.com](http://www.rizzoservices.com).

Residents can choose to purchase either a 64-gallon cart for \$75.00 each or a 96-gallon cart for \$85.00 each. Once your order has been placed, and the cart paid for, your large wheeled cart will be assembled and delivered within seven to ten business days.

Residents that choose not to receive a large wheeled

cart can continue to use plastic or metal containers not exceeding 32-gallons in size, 60 pounds in weight or 33-gallon plastic bags.

Large wheeled carts may also be used for yard waste collection if properly labeled. Yard waste stickers can be picked up at the Sterling Heights DPW or City Hall.

**Note:** Once a resident takes possession of a 64 or 96-gallon trash cart, it is their responsibility to keep it in a clean, safe and serviceable condition. Residents that misplace or remove carts from their property or damage carts, other than through the negligence of Rizzo Services, will be required to pay to have a second trash cart delivered. Should a resident have their trash cart stolen, a replacement cart will be delivered at no charge to the resident provided a copy of a police report is presented upon requesting a replacement.



## **STERLING HEIGHTS** CITY OF STERLING HEIGHTS CONTINUES TO PROVIDE THE FOLLOWING PROGRAMS:

• **Neighborhood Cleanup Event:** The City of Sterling Heights will continue to offer residents the Spring Neighborhood Cleanup Event in the month of May.

- When—Saturday May 7, 14, 21, and 28.
- Time—Each Saturday from 8am - 2pm
- Where—Sterling Heights Department of Public Works located at 7200 18 Mile Road between Van Dyke Ave & Mound Road.
- Acceptable Guidelines—A full list of items is available at [www.sterling-heights.net/sterlingpride](http://www.sterling-heights.net/sterlingpride)

Should you have any further questions regarding proper disposal, please direct your calls to the Sterling Heights Department of Public Works at **586-446-2440**.

**Subscription Based Recycling Program:** Waste Management will continue to provide bi-weekly subscription based recycling services to all participating units. Residents should continue to place recycling carts out on their regularly scheduled collection day. The list of acceptable items to be recycled has not changed, so please continue to place out what you have been in the past.

If in the event there is a change in the recycling program, residents will receive information outlining the new program, what will be accepted, type of containers available and when the program starts.

**Recycling Centers:** The City of Sterling Heights will continue to operate all 3 recycling centers. The hours of operation will remain the same and residents can continue to drop off recyclables that are currently accepted.

## **BULKY WASTE—APPLIANCES & FURNITURE**

The collection of large bulky waste, such as appliances and furniture, will continue to be part of your solid waste program. You may set out large bulky items on your regular scheduled service day for collection.

Please place large bulky items out separate from other products for collection and have out by 7:00am. Large items may include: washers, dryers, freezers, refrigerators, air conditioners, hot water tanks, stoves, microwaves, couches, chairs, tables, dressers and other large items.

*FYI: Please remove the doors and racks from refrigerators and freezers prior to setting out for collection. Also, it is the contractor's responsibility to make sure Freon is extracted according to current environmental standards.*

## **MEDICAL SHARPS**

Self-administering of doctor prescribed medication at home sometimes leaves the homeowner with a disposal issue if the treatment requires the use of syringes with disposable needles or lancets (commonly referred to as medical sharps). Please check with your doctor prior to using any medical sharps for their safe disposal.

If you dispose of medical sharps with your household trash, please place them in a puncture proof container (such as a coffee can or heavy duty detergent container), secure the lid or cap and label "Medical Sharps." Medical sharps can also be dropped off at one of the Macomb County drop-off centers. For more information please contact the Macomb County Health Department at 586.466.7923.

## **UNACCEPTABLE ITEMS & HOUSEHOLD HAZARDOUS WASTE**

We cannot accept any hazardous chemicals that the USEPA considers dangerous and that can catch fire, react or explode when mixed with other substances or if it is corrosive or toxic during the normal weekly collection schedule. This may include: Ammunition, antifreeze, fire extinguishers, gasoline, lacquers, oils, or any other product labeled dangerous, flammable, combustible, poisonous or corrosive.

Disposal of hazardous chemicals with your regular household trash is strictly prohibited. Liquid, powder and/or granular substances, when placed in a plastic bag or carts, could catch fire, cause an explosion, burn or spray when it is compacted into our vehicles or mix with other products and cause serious injury and even fatalities. Please read all directions and precautions prior to use.

Whenever you need to discard containers and/or products leftover, please read all warnings and dispose of according to the manufactures recommendations.

Please contact the Macomb County Health Department at 586.466.7923, option #5, for proper disposal of household hazard waste material.

## **SAFETY**

**PORCELAIN PRODUCTS:** Porcelain products can cause serious injury when broken and placed out for collection. If you do have a porcelain product, such as a toilet, sink or tub, and it is broken, please beware and take adequate precautions. Whenever possible, please tape cardboard over the sharp edges and mark accordingly.

**BROKEN GLASS:** If you need to dispose of broken glass, please wrap in several layers of newspaper and mark "Broken Glass Enclosed." *\*Please never place broken glass or other sharp objects in plastic bags.*

**TRAVEL TIPS:** We all share the roadways we travel. Please be extremely careful when approaching one of our trucks, slow down and expect the unexpected. The safety of our employees, customers and the general public is of the utmost importance. We have a zero tolerance for unsafe acts by our employees. If you experience any difficulties, please contact our Customer Care Center at 866.772.8900.

**LATEX PAINT:** Latex paint can be disposed of with your regular household trash if dried or solidified as follows before you set it out at the point of collection. If you only have a small amount of paint left, you can allow it to dry out. Find an area protected from children, pets and the weather but with adequate ventilation. Remove the lid and allow the paint to dry. This works well for small quantities, such as an inch or two. When the paint is thoroughly dry, the remaining hardened material can be placed in your solid waste container. Please leave the lid off so we can see the paint has hardened. For large quantities or partially full cans, mix in equal amounts of absorbent material such as sand, oil dry or cat litter to solidify the paint prior to collection and disposal.

Please remember: Do not dump paint or any other type of hazardous chemicals on the ground, down a storm drain, or sanitary sewer where it can travel directly to surface and/or ground water or any waterway.