

WELCOME VEOLIA ENVIRONMENTAL SERVICES OAK LAWN'S NEW WASTE HAULER

Our Public Works Committee undertook the process of competitively bidding our waste-hauling contract, which had not been done in more than 10 years. In addition to looking for basic services, the committee also wanted the hauler to provide a Senior Discount, to split the proceeds of recycling 50/50 with the Village, and to provide Village residents with "Toters" (wheeled and covered cans) for both their garbage and their recyclables.

We received bids from 5 qualified waste haulers and **Veolia Environmental Services** was the low bidder, with the next lowest bidder nearly \$3.00 more per household per month. When we added Veolia's per

household charge for the two toters - a 96-gallon garbage container and a 64-gallon recyclable container - the Veolia price with toters was still less than the next lowest bidder without toters. So effectively we felt that each resident was going to get two brand-new toters for free.

It's also important to note that during this process we discovered that our previous waste hauler, Waste Management, was not paying the Village our fair share of recyclable proceeds. Our Mayor and Village Treasurer met with Waste Management officials to correct this problem and to date we have received almost \$60,000 in reparations.

Frequently Asked Questions (FAQs) About Garbage Pick-Up

1) Will my garbage pick-up day remain the same?

Yes, the pick-up days will remain the same, and containers should be placed out by 5:30 am on the day of collection, but not before 5:30 pm the night before. And as before, your garbage pick-up will be delayed one day during the week of the following holidays: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving & Christmas.

2) When will the toters be delivered to my home?

The two toters - a 96-gallon blue garbage container and a 64-gallon green recyclable container - will be delivered to homes beginning May 14th, and it will take 3-4 weeks for Veolia to complete deliveries to all of our residents.

3) Why toters?

Toters are bigger, easier to handle (on wheels), and have proven to greatly reduce rodent, insect, and litter problems. Almost all of our neighboring communities - Chicago, Evergreen Park, Chicago Ridge, Bridgeview, and Merrionette Park - use toters and have seen very positive results. Our new toters will help us keep our Village clean and likely lead to an increase in recycling.

4) Are there any changes in the types of garbage that will be collected?

No. All containerized garbage will be collected each week. In addition, one large bulk item (e.g. chair, sofa, mattress, etc.) will be collected each week, and old carpeting will be picked up if it's tied-up in 4' rolls.

5) What about "problem" items like appliances, car tires, etc.

They will also be collected free of charge, but you will need to call Veolia to schedule a pick-up for these items. You will find their contact info at the end of this section.

6) Are there any items that won't be picked-up?

Yes. Auto parts, construction waste, pools, decks, sheds, chemicals, paints, etc.

7) What about yard waste?

Yard waste will continue to be picked-up from April 1st to November 30th of each year. Yard waste includes grass clippings, leaves, garden waste, flowers, twigs, and tree limbs that are less than 4" in diameter and no longer than 4' in length. You can use Kraft paper bags or containers marked with "Yard Waste" stickers which are available at Village Hall. Yard waste will not be accepted in plastic bags, although you can continue to use the Oak Lawn Leaf Program bags for leaf disposal.

Frequently Asked Questions (FAQs) About Garbage Pick-Up (cont.)

8) Why should I recycle?

In addition to improving our environment, the Village receives 50% of all proceeds from the sale of our recyclables, which could add up to more than \$200,000 per year. That's money that can be used to keep your taxes down.

9) What types of materials can I recycle?

Amazingly, almost everything you can't put into a garbage disposal can be recycled, including:

- **MIXED PAPERS:** Newspapers, cereal and dry food boxes, magazines & catalogues, telephone books, direct mail, corrugated gift boxes, paper grocery bags, etc.
- **CARDBOARD**
- **METAL:** Aluminum, tin, steel, etc.
- **GLASS:** Clear, amber, and green glass
- **PLASTIC:** Plastic is a near-universal material used in household goods, like milk and water jugs, beverage bottles, packaging, broken toys and games, etc.

10) Do I need to separate recyclables or prepare them in any way?

There is no need to separate types of recyclables from other recyclable material, but recyclables, garbage and yard waste must be kept separate from each other. In other words, all recyclables can be mixed together in the recyclable toters and/or other recyclable containers. There is also no limit to the amount of recyclables that may be placed out for collection. However, it is always a good idea to rinse any recyclables of food or other matter that might attract insects and rodents.

11) Are we required to use the toters?

We strongly encourage all residents to use their toters to help keep our neighborhoods free of rodents and debris. However, you can continue to use your current containers as well. And remember, the Village receives 50% of all recyclable proceeds, giving everyone the power to help keep our taxes low, so PLEASE RECYCLE!!

12) Who owns the toters?

Technically Veolia "owns" the toters during the life of the 4 1/2 year contract, and they will replace stolen toters and repair damaged ones during this time. At the end of the contract the toters become the property and responsibility of our residents.

13) What is the cost per-household of the new program?

The cost of the program, including the 2 toters, is \$19.95 per month per household, \$18.26 per month for homeowners of record who are 65 and older (Senior Discount).

14) I am a Senior. How do I apply for the Senior Discount?

By mailing or faxing to Veolia (contact info at bottom of this page) a copy of a valid ID and an Oak Lawn utility bill. Seniors who apply before June 30th will have their discounts pro-rated to May 1st. Applications received after June 30th will have the discount applied to the following quarter.

15) I am a Senior and I would like to get the Senior Discount ASAP, but I don't have a fax or a copy machine. Can you help?

Yes. Bring your ID and a copy of your utility bill to Village Clerk Jane Quinlan's office at Village Hall (94th & Raymond, 2nd FL) and you can take care of the process there. Her phone number is 708-499-7738.

For answers to other questions, or if you have problems with your garbage pick-up, representatives at Veolia Environmental Service are ready to assist you. Please contact them directly at:



Veolia Environmental Service
1525 Kautz Road, Suite 1000
West Chicago, IL 60185
PH: 708-409-9700
FAX: 708-450-9179

