

## Frequently Asked Questions

### Trash, Recycle, and Yard Waste Hauling

On April 1<sup>st</sup>, 2010 the Village of Bourbonnais will have a new waste hauler taking care of the residents trash, recycling and yard waste. Here are the answers to a few of the questions you may get.

1. Who is the new trash hauler?  
Allied Waste Services is the name of the company.
2. Will my rates change?  
Yes, beginning April 1<sup>st</sup> the new effective rate will be \$16.25 per month.
3. Will my pick up days change?  
No, Allied and the Village are trying to coordinate the days of pick-up to be the same as they are now.
4. When will they bill me?  
The Village will now be billing you for the service, we will be adding it to your monthly sewer bill  
And it can be paid at the Village Hall in person, or by mail.
5. What services am I getting for the fee?  
Allied will be picking up all of your Household Waste each and every week, your recyclables every other week on your normal trash day, and they will also be picking up your yard waste every week. They will also pick up bulk items each week but request you call so they can send the appropriate truck to do so.
6. Do I still pay ABC?  
NO! As of April first you no longer have to pay ABC. If you still owe them for past bills you must pay them directly for those amounts, and if they owe you money you must get them to refund it to you but otherwise you are no longer obligated to pay them you will now pay directly to the Village.
7. I purchased overage bags and yard waste bags that I have left over, I also have recycling bags what do I do with those?  
You can continue to use the overage bags and yard waste bags until they are used up. You can also use the recycling bags but please only use those for recycling.

8. After I use up the bags then what?

In about 6 weeks Allied will be delivering waste and recycling totes to each home in the Village. These will be free of charge to you. All Household waste will need to be put into the toter marked for garbage, and all recycling materials can be put in the other toter marked for recycling. If you need additional totes for garbage they will be provided to you at no charge...all we ask is that ALL garbage be placed in them no bags or other cans can be used.

**\*IMPORTANT** Allied will pick up any container until all totes are delivered to you!

9. What about yard waste.

Allied will pick up yard waste free of charge each week between April 15<sup>th</sup> and November 30<sup>th</sup> each year. Yard waste can be placed in the paper Kraft bags that can be purchased at any of the local hardware stores or you can use your own 33 gallon containers. Should you choose to use the containers you will have to have a sticker on them that says YARD WASTE ONLY which you can get for free from Village Hall or Allied will mail you some also free of charge. You can put out as many bags or containers you need.

10. Questions or Complaints or Compliments, who do I call?

You can call either Allied's customer service line @ 815-472-3332 or you may call Village Hall @ 815-937-3570 both places will be ready to answer your questions or handle complaints.