



Arvada's Recycling & Waste Program Begins July 5, 2021



WINTER 2021 NEWSLETTER

It's Almost Time to Choose Your Service Level

Starting July 2021, the City of Arvada's new waste and recycling program will begin. Arvada residents care about efficient services and good value. The organized waste hauling program delivers by providing waste and recycling collection services at a competitive price for most residents.

Benefits of the program include:

- Fewer trucks on our roads, reducing air and noise pollution and decreasing wear and tear on our streets.
- Better customer service for residents. The City's contract requires a dedicated customer service center and a 99.9% service guarantee. The City will hold Republic Services accountable for its service level to customers.
- Lower costs for most residents.

- Recycling included so more residents have access to affordable recycling.

What you need to do now

We understand that this transition is a significant change and you will have questions along the way. Please call the Customer Service Line for Arvada with any questions at 720.898.7575.

Prepare now for the new service:

1. Review the available service levels in this newsletter to determine which one is right for you.
2. Review the terms and conditions of your current waste hauling contract for cancellation fees and other requirements.
3. Look for a self-addressed postcard beginning in March and use it to select your service level or

make your selection online. The postcard will include Instructions how to make your service level selection.

4. For all service levels, except for Minimum Service (see below graphic), you will need to end your current waste hauling contract.

Remember, you can determine your own timing to enter the City's program. If you want to wait until the end of your current contract to receive service through the City's program, choose Minimum Service now and then contact us when you are ready to request a higher service level that includes a cart.

It's important that you make a selection when you receive the City's selection postcard. If you do not make a selection, you will automatically receive the largest cart size in June.

Service Levels

Beginning in March, Arvada residents will receive a postcard to select Service Level for the July 2021 launch. Please be sure to look for this postcard. It's important that you make a selection when you receive the City's postcard. If you do not make a selection, you will automatically receive Level 3 service in July.

There are four service levels to fit your waste generation habits. Here's what you need to know about service levels:

- You must choose a service level when you receive your postcard. If we do not hear from you, your household will receive a 95-gallon waste cart and a 95-gallon recycle cart in June (Level 3 service.)
- If you wish to choose your own hauler, you need to select Minimum Service. You can enter the City's program at a higher level at any time after the program begins by calling 720.898.7575 and selecting a new service level.
- You can make one cart size change for free per year.
- If you are a current Republic Services customer, please select a service level with the City's program and then contact Republic Services to end your current subscription to coincide with Arvada's service starting in July to ensure your current contract ends when Arvada's service begins.
- All prices listed are monthly charges. Waste hauling fees will be charged on Arvada utility bills which are on bimonthly cycles.

Minimum Service	Level 1	Level 2	Level 3
<p>No Cart \$5.13/month</p> <p>Choose your own hauler Leaf recycling events Bulk drop off events</p>	<p>Small Cart \$11.50/month</p> <p>35-gallon trash cart 95-gallon recycling cart Weekly trash pickup Bi-weekly recycling pickup On-demand bulk pickup (\$15/per item) Leaf recycling events Bulk drop off events Add additional recycling carts (additional fee)</p>  <p>35-Gallon H: 37 1/2" W: 18 1/2" D: 24" Holds three 13-gallon waste bags</p>	<p>Medium Cart \$15.63/month</p> <p>65-gallon trash cart 95-gallon recycling cart Weekly trash pickup Bi-weekly recycling pickup On-demand bulk pickup (\$15/per item) Leaf recycling events Bulk drop off events Add additional recycling carts (additional fee)</p>  <p>65-Gallon H: 41" W: 27" D: 28" Holds six 13-gallon waste bags</p>	<p>Large Cart \$19.76/month</p> <p>95-gallon trash cart 95-gallon recycling cart Weekly trash pickup Bi-weekly recycling pickup On-demand bulk pickup (\$15/per item) Leaf recycling events Bulk drop off events Add additional recycling & waste carts (additional fee)</p>  <p>95-Gallon H: 43 1/2" W: 29" D: 33" Holds ten 13-gallon waste bags</p>

Add Capacity

You can order additional trash and recycling carts, but you must first select a 95-gallon cart (Level 3 service) as your main cart. Any service level above Minimum Service can add an additional recycling cart.

- Additional trash cart – \$4.15/mo
- Additional recycling cart – \$3.00/mo

Trash Tags

If you have extra waste periodically but not enough to increase your cart size, extra trash tags are available for purchase from the City. A trash tag costs \$3.50 and must be placed on each 35-gallon size trash bag out for collection. Bags with tags will be collected on your normal service day. Bags outside of your cart without a trash tag will not be collected.

Additional Services

City-wide drop off events

No matter what service level you choose, you will have access to annual City-wide drop off events. Republic Services will provide leaf and branch drop off events four (4) times per year for residents in all four Service Levels.

Republic Services will provide bulky item drop off events two (2) times per year for residents in all four Service Levels.

For more information, please visit waste.arvada.org.

On Demand Bulky Item Pickup

If you choose to participate in the City collection program at Service Levels 1, 2 or 3, you have access to on-demand bulky item pickup. This service is \$15.00 per item. Residents can find a list of acceptable items at waste.arvada.org.

Carry Out Service

Republic Services will provide front door pickup for residents with the physical inability to bring out their containers. Please note all containers must be accessible to our drivers without going behind fences, inside garages, etc. For more details, please contact the Customer Service Line for Arvada at 720.898.7575.



We'll handle it from here.®



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5075 E 74th Ave
Commerce City, CO 80022

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Commitment to Customer Service!

Republic Services and the City of Arvada are committed to providing Arvada residents with superior customer service. Residents can access local customer service Monday through Friday from 8 a.m. to 5 p.m. A customer service form is also available online.

We have online resources just for the City of Arvada to help you learn about your new service including recycling information, service days, household hazardous waste resources and more. If you have a question about what can go in your cart, we have answers at waste.arvada.org.

A separate calendar will be mailed by June containing your 2021 trash and recycle collection days.

Contact Your Local Service Agent for More Information

Republic Services will have a local customer service agent who will work out of the Commerce City Hauling Division. This agent will be dedicated to the City of Arvada waste and recycling program and will be the main point of contact for any issue, concern or service request.

The Customer Service Line for Arvada can be reached at 720.898.7575.