



TRANSITIONING TO THE NEW GARBAGE COLLECTION PROGRAM WITH LAKESHORE RECYCLING SYSTEMS

The Village has contracted with Lakeshore Recycling Systems (LRS) for the provision of garbage collection services, a change that will go into effect starting November 1, 2017.

As part of the transition, you have the opportunity to select service levels and a standardized garbage cart size during the selection period (before Monday, October 16). LRS will send you more information about making your selections in the near future, but in the meantime, here is a summary of options for you to consider:

STEP 1: SELECT SERVICE LEVEL

Curbside,
Once Weekly

\$68.80
quarterly

Curbside,
Twice-Weekly

\$113.47
quarterly

Top-of-drive,
Once-Weekly

\$98.97
quarterly

Top-of-drive,
Twice Weekly

\$161.47
quarterly

Service levels are for garbage collection only, as all recycling will continue to be collected curbside. Fees are inclusive of garbage and recycling collection, fall leaf collection and two semi-annual clean-up days. The yard waste collection program, which will now include an optional food scrap composting component, will continue to be an additional fee, paid for through stickers or an annual yard waste subscription beginning in spring 2018.

STEP 2: CHOOSE A CART SIZE

CURBSIDE CART OPTIONS



65-Gallon
(About 4 bags)



95-Gallon
(About 6 bags)

TOP-OF-DRIVE CART OPTIONS



65-Gallon
(About 4 bags)



Self-provided can/cart
(Under 44-gallons)

LRS will provide one cart to each household free of charge at the onset of the new program. Replacement and additional carts will be charged to the individual household.

STEP 3: CHOOSE HOW TO CONTACT LRS WITH YOUR SELECTIONS

Online survey



Via snail mail



Over the phone



You'll receive a brochure shortly from LRS detailing these selection methods. If you misplace your brochure, you can also get started at www.villageofglencoe.org/garbage anytime before Monday, October 16.

Learn more at www.villageofglencoe.org/garbage.

NEW GARBAGE COLLECTION PROGRAM FREQUENTLY ASKED QUESTIONS

1

When does the program begin and do I need to take any action to enroll in the new program?

The new program begins Wednesday, November 1, 2017. As part of the transition, each household has the opportunity to make a new service level selection and to choose a cart size. In the coming weeks, LRS will mail you a brochure with more information on the selection process and links to this information will also be available on the Village's website at www.villageofglencoe.org/garbage. Please respond with your selections before Monday, October 16. Learn more about the process on the front of this insert.

2

Can I keep my current service level?

Yes. LRS will continue to provide the same service levels offered by the Village today (i.e. once- or twice-weekly curbside/once- or twice-weekly top-of-drive), in addition to an optional food scrap composting service during yard waste season and a second clean-up day for bulk item collections. Please remember that service level options are for garbage collection only—all recycling will continue to be collected once-weekly curbside.

3

Will my quarterly fee increase?

The rate for the base-line level service (once-weekly, curbside) is remaining flat at \$68.80, and is inclusive of garbage and recycling collection, fall leaf collection and two semi-annual clean up days for bulk items. Those residents opting for premium service levels will see a modest increase in their quarterly fees. See the reverse for fees for all service levels.

4

Will LRS provide standardized garbage carts?

Yes. As part of the new program, LRS will provide one new, 65- or 95-gallon garbage cart for residents who select the curbside collection option. Residents who select top-of-drive service have the option of using their own 44-gallon (or less) can/cart or to receive a 65-gallon cart from LRS. Any additional carts will be charged to the individual household. Carts will be dropped off to each household during the week of October 23.

5

I already have a Village-issued 65- or 95-gallon garbage cart, can I keep that?

Yes. When making your service selections, indicate that you already have a cart. If you elect to keep your existing cart, you will have one opportunity to replace it. If you have questions on how to do this, residents can contact LRS directly.

6

My elderly parent is not able to bring their garbage cart to the curb. Do I have to select top-of-drive service?

No. The Village has partnered with LRS to provide a Hardship Program for elderly or disabled persons who are not able to bring their garbage curbside. More information is coming soon.

7

I currently have my garbage collected at the top of my driveway and use my own garbage cans. Do I have to use a cart provided by LRS if I want to retain this service level?

No. You may select a 65-gallon container from LRS, or you can continue to use your existing cans so long as they are smaller than 44-gallons.

8

Will garbage and recycling charges still appear on my Village utility bill?

After November 1, you will receive a combined garbage and recycling bill directly from LRS. Should you have billing questions, their customer service team can be reached 8 a.m.-6 p.m., Monday-Saturday, at (773) 685-8811 and bills can be paid online anytime at www.lrsrecycles.com. E-mails can be directed toward questions@lrsrecycles.com.

9

Will my garbage and recycling collection day change?

No. Collection days for garbage and recycling will remain the same. Additionally, yard waste collection, for both the subscription and sticker program, will still take place on Wednesdays. To look up your current collection day through the Glencoe Community Portal visit www.villageofglencoe.org/maps, type in your address and click Submit.

10

I spend several months away from Glencoe during the winter season. Can I place my service on hold?

Yes. Residents who are away from Glencoe for over three months may choose to suspend garbage service while away from home, so long as they provide 30-days written notice to LRS, and no garbage is generated on the property.

Should you have questions during this transition, please do not hesitate to reach out to LRS at (773) 685-8811 or Public Works at (847) 835-4111. More information can also be found online at www.villageofglencoe.org/garbage.