



December 2009

## Important Trash & Recycling Information

Dear Susquehanna Township Resident:

Effective 1/1/10, Penn Waste will offer Susquehanna Township residents a new service level called **Tag-a-Bag**. **The program calls for any participating resident to purchase a minimum 34 bags per year (1/1/10-12/31/10) at a price of \$3.00/bag or \$102.00 per year.** The program is ideal for residents that generate **1 bag or less every week**. Participants in this plan have weekly recycling, bulk item and monthly yard waste collection provided at no additional charge. All bags can be purchased from Penn Waste by calling 717-767-4456 or toll free at 1-866-575-8720 or at the Susquehanna Township municipal office. If interested in this program, please contact us upon receipt of your 1<sup>st</sup> Quarter 2010 invoice. Please note that bags shipped from Penn Waste will have a nominal shipping charge of \$5.00 applied to the bill or you may obtain the bags at the township building to avoid the shipping charge.

Your weekly collection will consist of the following refuse choices: Option #1 Four- 32-gallon bags or cans; Option #2 "Tag-a-Bag". Each option includes curbside recycling and yard waste. The rates and service levels for each option are as follows

### Service Options:

Option	Trash	Recycling	Bulk Item	Yard Waste	Rate
1	Four (4)- 32-gal bags or cans	Unlimited	1 item per week	Unlimited-3 <sup>rd</sup> Saturday/month	\$63.16 per quarter
2*	Tag-a-Bag	Unlimited	1 item per week	Unlimited-3 <sup>rd</sup> Saturday/month	\$3.00 per bag

\* Option 2 customers to be billed 34 bags minimum **annually**. Orange 32-gallon bags will be available for purchase from Penn Waste or at the Susquehanna Township Municipal Office in lots of 34.

### **HOLIDAY COLLECTION SCHEDULE:**

Penn Waste honors the six major holidays (New Year's Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving, and Christmas) each year. If your collection day falls on or after one of these holidays, your collection day will be delayed one day that week.

If you should have any questions, please call our office at (717) 767-4456 or (866) 575-8720 (toll free). You may also visit our website at [www.pennwaste.com](http://www.pennwaste.com) for additional details. Thank you for this opportunity to serve you.

Sincerely,

Penn Waste

***Please see Below for Frequently Asked Questions!***

## ***Tag-a-Bag Program Frequently Asked Questions:***

1. How do I sign up? *Upon receipt of your 1<sup>st</sup> Quarter 2010 invoice, contact Penn Waste at 717-767-4456 and indicate you want to switch. You may then pay and collect bags through Penn Waste via mail or pick them up at the Susquehanna Township Municipal Office. Please note bags shipped from Penn Waste will have a nominal shipping charge applied.*
2. What do I do when all my bags are used up prior to year end? *You may purchase additional bags through Penn Waste or at the Susquehanna Township Municipal office. Each January 1<sup>st</sup>, the minimum bag requirement of 34 bags will apply for each calendar year.*
3. What if I do not use all the bags in one year? *The program is designed so that a resident must purchase a minimum of 34 bags each year. Bags not used in the year do not expire and may be used the following year.*
4. Can I switch back to regular service if this program does not provide me enough service? *Yes, you can change service levels one (1) time per year.*
5. What size are the bags? *The bags are 32 gallons and hold a maximum weight of 50 pounds.*