



**RecycleBank®**  
REWARDS/FOR PEOPLE & PLANET

## WASTE CONNECTIONS OF TEXAS



- Beginning **April 1, 2012** your garbage and recycling collection will change to the Automated Service with Carts.
- Your garbage collection service day will be once a week, on **Monday**, beginning **April 2, 2012**.
- Your heavy/bulky waste service day will be once a week on **Monday**.
- Your recycling collection service day will be every other week on **Thursday**.

### Dear Valued Customer,

Waste Connections of Texas (WCN) will soon begin the transition from manual collection of household garbage and recycling to an automated system. We are pleased to introduce this progressive and efficient change in the City of Sweeny.

Automated collection of municipal solid waste and recycling will require a special truck and containers. Each residence serviced by WCN will be provided 95-gallon wheeled carts for garbage and recycling. Trash will need to be placed in bags to minimize loose debris and odor. Note that 'overage' will not be collected. The carts are to be rolled out by the resident to the curbside by 7:00 AM on the appropriate service days.



Residents of the City of Sweeny will be receiving their 95-gallon carts from WCN the week of March 26, 2012. Residents will not need to be present for the delivery of their carts.

Please note that the Automated Side-Load Truck will not service personal trashcans. Personal trashcans set out on your regular service day will not be emptied.

Furthermore, heavy trash or bulky waste items will be collected on Monday. These items should be placed at the curb by 7:00 AM on Monday. Residents wishing to dispose of their personal trash cans may set them out on Monday and our crews will collect them. The cans should be labeled "PLEASE DISPOSE" to avoid any confusion.



In addition to trash collection, Waste Connections of Texas (WCN) will provide single-stream recycling collection, making it easy for you to go green. Single-stream recycling means you recycle **without separating any of your recycling items**. Just put all of your recyclables into the green 95-gallon cart.

WCN has partnered with RecycleBank and now you'll be rewarded for recycling. Households earn RecycleBank Reward Points that can be used to shop at over 1,500 local and national businesses, or donated to non-profit organizations and schools. The more you recycle, the more RecycleBank Reward Points you earn. Simply place all of your recyclables (plastics 1-5 and 7, plastic milk and detergent jugs, steel and aluminum cans, newspaper, cardboard boxes and paper products) into your new cart, and roll it out to the curbside by 7:00 AM on your recycle service day. We are not able to recycle any type of glass at this time.

WCN's automated collection trucks are equipped with a technology that will automatically record and transmit the weight of the collected recyclables to RecycleBank and those points are converted to RecycleBank Points you can redeem. Look for a mailer from RecycleBank in April. It will have instructions on how to activate your account and information on how the rewards program works.

We trust that this information will answer most of your questions. If you have further questions or need additional information, please do not hesitate to contact us at 979-864-4600.

Sincerely,

Johnny Smith  
Residential Sales Manager

# Frequently Asked Questions Regarding Automated Garbage Collection

## 1. What is Automated Collection?

Automated Collection is a system of garbage collection that requires a special vehicle and garbage container. This state of the art waste collection system has been very successful when implemented across the United States. Each home is furnished with a special container that the resident rolls out to the end of the driveway by 7:00am on collection day. The garbage truck is equipped with a lifting mechanism (an arm) that reaches out to the container at the curbside, lifts and empties the contents into the truck, and returns the container to its original position. The operator never leaves the cab of the truck, but controls the entire loading operation from the driver's seat. The entire process takes about 10–12 seconds. After collection, the resident rolls the durable, weather resistant container back to either its indoor or outdoor storage area.

## 2. Why is Automated Collection better than traditional methods of garbage collection?

The most important feature of an automated system is that it allows for the collection of garbage to be done more efficiently. The automated collection vehicle requires a crew of only one driver as compared to a crew of three persons under the present manual collection system.

Manual collection poses many health risks – back injuries, lacerations, and even needle-stick punctures. Automated collection greatly reduces the potential for such events to occur.

Waste Connections of Texas (WCN) will provide each resident with a durable container with a close fitting lid. This eliminates the need for the resident to purchase personal cans; therefore reducing the overall costs to the client.

The container provided will reduce windblown litter and improves the appearance of the neighborhood. Not to mention, impeding critters from getting into your garbage.

The containers are well-balanced and easily maneuverable, making them simple to roll to and from the curb. No more dragging heavy trash cans to the street or bags bursting on the way to the curb. Now you can take your trash out before leaving for work without fear of staining your clothes or getting dirty.

Finally, with the rise of fuel, medical, and other operating expenses, the efficiencies gained with automation help to control rising costs that eventually are paid by you – the consumer.

## 3. When do I place my container at curbside for service?

The trash container must be set out for service no later than 7:00am on your regularly scheduled service day. After service, simply roll your container back to whatever location you choose to store it.

## 4. May I continue to use my old container?

The specially equipped truck that will be used can only service the container provided to you by WCN. Any container not issued by WCN will not be serviced.

Residents wishing to dispose of their personal trash cans may set them out on their heavy trash collection day and our crews will collect them. The cans should be labeled, PLEASE DISPOSE, to avoid any confusion.

**5. What kind of debris may I place in the container?**

You may place typical household garbage in the container. In an effort to maintain container cleanliness, we encourage you to use plastic bags for your garbage and to occasionally rinse it out with a hose and some Clorox. This helps retard bacterial growth and minimize odors.

Please do not place grass, leaves, or brush in the container unless properly and securely bagged – as you would your household garbage. **Absolutely no building debris, rocks/dirt, or hazardous material may be placed in the container.**

**6. What size container is available and what if it is not sufficient to hold all of my garbage?**

The WCN issued container is a 95-gallon cart. This is slightly larger than three of your typical 30-gallon trash cans from your local hardware store. This is typically more than adequate for the average household. However, should a resident have the need of an additional cart, they will need to call WCN at 979-864-4600 to arrange the delivery of the cart. The additional cart will be \$4.00 per month, billed yearly (\$48 total) to the individual.

**7. How will I get my container?**

Residents will receive their 95-gallon cart within two weeks prior to the beginning of automated service. Residents will not need to be present for the delivery of their cart.

**8. Where do I place the container on collection day?**

Place the container in the street gutter with the wheels against the curb for added stability. If a curb is not present, place the cart within three (3) feet of the edge of the roadway. Carts should be at least four (4) feet away from any mailbox, obstacle, vehicle or additional issued WCN 95-gallon cart.

Always place the container at the curb or roadway with wheels and handle toward your home. Please do not park at the curb on collection day. A parked vehicle preventing service of the container will result in a missed service and will be made up on your next regularly scheduled service day.

**9. Who replaces damaged or stolen containers?**

We expect residents to take good care of the container provided to them by WCN. Damaged containers as a result of normal wear and tear will be replaced or repaired by WCN. However, any damaged containers resulting from misuse, mutilation, abuse, or vandalism will be replaced at the expense of the resident.

If the container is stolen, you will be required to file a report with your local police department. If you do not, then you will be required to pay for a replacement cart.

**10. Can I take my container with me if I move?**

The container is issued to an address and must not be removed from the premises. The container is to be left for the use of the next resident at that address or picked up by WCN.

# EARN REWARDS FOR RECYCLING

Participate today in the RecycleBank reward program in your area, offered exclusively by Waste Connections

## WASTE CONNECTIONS

is pleased to bring you RecycleBank—an exciting and valuable program that rewards you for recycling. Participate, and you can earn hundreds of dollars in reward value each year.

## HERE'S HOW IT WORKS

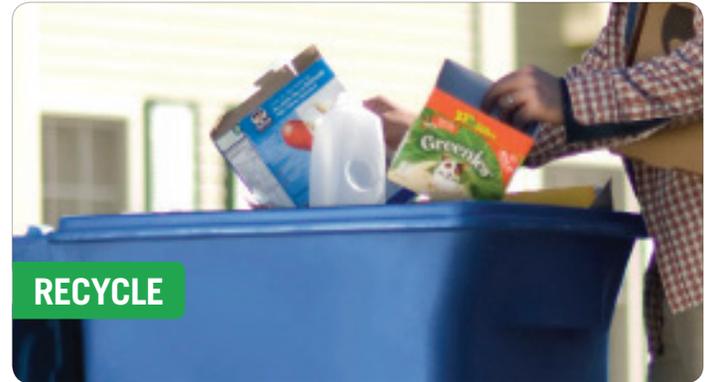
When you participate in the program, you'll earn RecycleBank Points—the amount recycled is automatically converted into Points. These Points can be redeemed for gift cards and discounts from your favorite local businesses and restaurants as well as national retailers, both online and in-store.

**Get started today and get rewarded for recycling.**

To set up and activate your RecycleBank account, please call **888.727.2978**.

For information or questions regarding collection, please call Waste Connections at **979.864.4600**.

# GET REWARDS IN 3 EASY STEPS:



Recycle all that you can in your recycling cart for curbside pick-up.



Activate your RecycleBank account and redeem Points anytime.



Shop for reward items at hundreds of local and national retailers.

To set up and activate your RecycleBank account, please call **888.727.2978**.

For information or questions regarding collection, please call Waste Connections at **979.864.4600**.





## Frequently Asked Questions

### RECYCLEBANK GENERAL

#### What is Recyclebank?

Recyclebank is a rewards program that helps create a more sustainable future by rewarding people for taking everyday green actions like recycling. Recyclebank members are rewarded with points they can use for deals and discounts from more than 3,000 local and national businesses.

#### How does Recyclebank work?

Recyclebank either uses technology to identify which households recycle or it awards Points based upon registration. Recyclebank Points are provided to those households that participated and are based on the recycling weights. The points can be redeemed for rewards like discounts, products and gifts cards, at national and local retailers and partners.

#### How do residents sign up to become Recyclebank members?

Residents just need to register their free Recyclebank account in order to start earning. Simply visit [Recyclebank.com](http://Recyclebank.com) and click 'Sign Up' to get started. Or call 1-888-727-2978 and choose option #1 to register (registration support is available in English and Spanish).

### POINTS AND REWARDS

#### How do I convert my points to rewards?

Recyclebank Points can be redeemed for rewards from participating local and national reward partners. Redeeming points is just like shopping online—simply visit [Recyclebank.com](http://Recyclebank.com) and click 'Get Rewards'. Members without a computer can also redeem points by calling the toll-free Recyclebank Customer Care number at 1-888-727-2978 and choose option #2.

#### What kinds of rewards are available?

There are 10 categories to choose from, including Food and Grocery, Sports and Recreation, Entertainment, Restaurants, Health and Beauty, and more.

#### How do I receive my rewards?

Rewards can be mailed to your home, ordered online, or you can even print them at home on your own printer for immediate use.

#### What can I earn Recyclebank Points for?

Anyone can register for Recyclebank and become a Recyclebank member and earn points. There's lots of ways to earn points, from learning about green living tips, to referring friends, to pledging to take certain green actions. Additionally, points for recycling are available to eligible residents in participating service collection areas.

#### How much can I earn?

On average, members can earn up to a hundred dollars in reward value through their annual recycling efforts

### RECYCLING SERVICE AND HOW RECYCLEBANK WORKS WITH CITIES

#### Do households need to sort recyclables?

This is location dependant and Recyclebank will work with the hauler be it single-stream recycling, which means that all recyclables (paper, plastic, cardboard, glass, aluminum, and tin) can be placed in one container without sorting or Dual-stream where the recyclables are placed into different containers. Members should check with their hauler or municipality for an exact list of recyclables

#### How do municipalities and waste haulers benefit from partnering with Recyclebank?

In many ways, including:

- Providing a green rewards program that gives meaningful savings directly to residents
- Gratifying citizens with rewards that in turn stimulate local economic development
- Saving money through diverting recyclables away from the costly waste stream and into a recycling stream
- Showcasing environmental leadership and community stewardship



## RECYCLEBANK CUSTOMER CARE

**How do I reach Recyclebank Customer Care if I have a question about my account?**

Call 1-888-727-2978, option #3

**What the hours of operation for the Customer Care Department?**

- **Daily 8:00am – 10:00pm**
- **HOURS FOR REWARD REDEMPTIONS AND ACTIVATION Daily 8:00am – 10:00pm.**

## TYPICAL CUSTOMER SERVICE RESPONSE

- 90% of all calls are answered in 60 seconds or less.
- Emails are responded within 24 to 48 hours.
- First Call Resolutions are currently @ 92%.

For more information, visit [www.Recyclebank.com](http://www.Recyclebank.com), fan us at [www.Facebook.com/Recyclebank](https://www.Facebook.com/Recyclebank) and follow us at [www.Twitter.com/Recyclebank](https://www.Twitter.com/Recyclebank)

# SINGLE-STREAM RECYCLING

## RECICLAJE DE UN SOLO FLUJO



**Magazines**  
Revistas



**Office Paper**  
Papel de oficina



**Brown Paper Bags**  
Bolsas de papel



**Newspapers**  
Periódicos



**Paperboard**  
Cartón



**Paper Cardboard, Dairy  
and Juice Containers**  
Envases de cartón de  
lácteos y de jugos



**Junk Mail**  
Correo no  
deseado



**Phone Books**  
Directorios



(Must be cut down into  
2-ft. x 2-ft. squares.)  
[Debe cortarse en cuadrados de  
2 pies por 2 pies (2x2).]

**Cardboard**  
Cajas de cartón



**Plastic Bottles and  
Containers #1-7**  
Botellas de plástico y  
recipientes #1-7



**Aluminum Cans**  
Latas de aluminio



**Tin or Steel Cans**  
Latas de hojalata y acero

**DO NOT INCLUDE** food waste,  
glass, films, plastic bags, plastic  
wrap, or foam cups and containers.

**Please call 979-864-4600**  
with any questions.

Please save this for reference.

**NO INCLUYA** residuos de alimentos,  
vidrio, películas, bolsas o envolturas  
de plástico, vasos o recipientes  
de poliestireno.

**Favor de llamar al 979-864-4600**  
con cualquier pregunta.

Por favor, guarde este inserto  
como referencia.



WASTE CONNECTIONS OF TEXAS

10310 FM 523, Angleton, TX 77515 • 979.864.4600 • Fax 979.848.5122