



Dear Belleair Bluffs resident:

Waste Management is pleased to offer our valued customers in Belleair Bluffs an opportunity to request a larger, 64-gallon recycling cart (with wheels and a lid) for Single Container curbside recycling collection.

Waste Management will deliver a new 64-gallon cart to you for a one-time fee of \$25 payable on your next quarterly bill. You will also be billed an additional \$1 per month on your quarterly bill for the enhanced recycling collection. Waste Management will provide ongoing maintenance of the cart, and the City requires that all new carts be issued only by Waste Management.

To request a new wheeled, lidded cart with more recycling capacity, please call the City of Belleair Bluffs at (727) 584-2151.

If you have already purchased a new cart prior to this notification, Waste Management will provide a sticker for your cart, and begin charging \$1 more per month for collection on your quarterly bill.

Please note, you may continue to use your blue bins for your recyclables at no extra charge.

Single Container, or non-sort recycling, in Belleair Bluffs has increased the City's recycling results with many benefits for our environment. We are pleased to offer this opportunity to provide you with a new, larger cart to participate in improved recycling.

Note: As a reminder, Waste Management does not operate on Thanksgiving, Christmas and New Year's Day, and will provide service to you on your next scheduled service day.

Helpful Information Regarding Household Waste Collection and Recycling

The City of Belleair Bluffs contracts with Waste Management, Inc. of Florida for the collection and disposal of household waste and recycling. Collection fees are paid directly by residents to Waste Management, 11051 43rd Street North, Clearwater, FL 33762. You can reach the Customer Service Team by calling 727-572-8779.

Customer Service

Our Customer Service Team is ready to assist you with your account, thereby providing you the best customer service possible. Please don't hesitate to call us with any questions or concerns. Our first concern is the welfare and safety of our customers and personnel. With your cooperation, we can provide you with safe and proper service. You can reach our Customer Service Team at 727-572-8779 Monday thru Friday, between 8:00 a.m. and 5:00 p.m. Saturday between 8:00 a.m. and 12:00 p.m.

Service Times

Service times will sometimes vary on collection days due to the fluctuation in growing population, seasonal traffic conditions, or other variables. To ensure the best service, please make sure your house number is plainly visible. **Garbage should be placed at the curbside by 7:00 a.m.**



Containers

Containers should not exceed 40 pounds in weight. Containers should be placed 3-6 feet of curb. The weight restriction is in place to prevent employee injury. Many times employees lift cans up in order to empty them. Be sure the container is animal proof. Waste Management cannot be responsible for broken bags so do not load them too heavily! Crush all empty boxes and do not put trash in empty boxes. Large steel drums are not approved containers because of their heavy weight, and many may have contained special hazardous waste at one time. Special and hazardous waste is prohibited at disposal sites.

Yard Trash

Bundles of yard waste, small tree limbs, palm fronds, and branches should be tied together in bundles less than **12 inches diameter** and no more than **4 feet in length**; they can be included on regular scheduled service days. We ask that the brush be tied in a bundle to avoid injury from handling. **Grass clippings, bundles and/or bags should not weigh more than 40 pounds.**

Recycling

Waste Management provides residential curbside recycling for City residents. Materials such as glass bottles and jars (clear, brown & green), aluminum steel cans, plastic milk jugs and/or detergent containers with logo number 1 & 2, and newspaper may be recycled. Collection containers are available by calling WM's Customer Service Team at 572-8779. Start Recycling Today!

White Goods & Bulk Items

Old stoves, washers, dryers, microwave ovens, etc. will be picked up as a special collection – at no additional cost limit 1 item per service day. Call WM's Customer Service Team at 572-8779 to schedule a pick up. Items such as refrigerators, air conditioners, and freezers contain Freon gas and must be handled in accordance with Federal, State, and Local laws. There is an additional charge of \$25 for these items due to special handling requirements. Call Customer Service Team to schedule a pick up.

Household Repair Bulk Pick Up

Small household improvement projects that generate a small amount of debris and do not require a contractor, such as changing a toilet/sink or minor carpentry will be picked up at no charge. **Keep in mind the 40 pounds weight limitation.** Call WM's Customer Service Team at 572-8779 before you begin a project to determine your collection needs.

Hazardous Waste

State and County rules prohibit putting these items with your garbage: used tires, used oil, lead batteries, paints, and solvents, etc. You may dispose of these items at the Pinellas County Landfill Household Hazardous Waste Center. For directions or more information, please call 727-464-7565.

Non-Service Holidays

Thanksgiving, Christmas and New Years Day service will not be provided.

Vacation

To temporarily suspend service at your residence, you must be gone at least 4 consecutive weeks and must notify us one week before your absence. A credit will only be issued for anything over a consecutive 30-day period. Please allow two business days to resume your service. Waste Management provides this service at no additional cost.

Billing

All residential customers are billed three months in advance, commercial customers are billed monthly. Payment for service is due within 10 days of receiving your bill. Delinquent accounts are subject to service interruption with no further notice. If service is interrupted, a \$25.00 reactivation fee will be applied. Returned checks are subject to a \$25.00 bank fee. Please notify us with any billing problems/corrective actions that should be documented on your next quarterly bill. When submitting payment record the name and date of the person spoken with, then pay adjusted amount.

Payments

For your convenience, Waste Management accepts VISA, MasterCard, and American Express to process your payments. You will need to have your card in hand for all of the correct account information. We can even process your checks electronically. Want to pay your bill online? Go to www.wm.com to learn more about WM EZPAY and make a convenient, secure payment.

