



## **Residential Garbage Collection Day Change Q&A**

### **What service change is Allied Waste making?**

Allied Waste has changed the day we provide garbage collection to our residential customers. Most residential customers will have a *different* garbage service day; however the recycling and yard trimmings will still be collected every other week on the same day as your *new* garbage service day. This day change begins the week of Monday, February 6, 2006. Even customers who reside in the same city will likely have different garbage service days. Also, your pick up times for all three routes – garbage, recycling and yard trimmings may change.

### **When does this new collection day change go into effect?**

This collection day change is effective the week of Monday, February 6, 2006.

### **Why is Allied Waste making this service change?**

Allied Waste is changing the way we provide collection service to our residential customers in order to provide them with better customer service. By organizing collection routes in this manner, we can provide a faster response time to our customers for extra, missed or special pick-ups, etc. because we will be providing collection service within most cities or in neighboring cities Monday through Friday.

### **Will the recycling and yard trimmings service change?**

No, residential recycling and yard trimmings service will still be collected every other week on the same day as your *new* garbage service day; however, your pick up times may change.

### **Will this service change affect my rates?**

No, this service change will not affect your rates. Rates are primarily adjusted each year due to increased operating costs, which are attributed to the increase in the costs of insurance, fuel costs, etc.

**What if I have extra garbage when the new day change goes into effect?**

Only during the week of Monday, February 6, 2006, you may set out up to double the normal level of garbage. Allied will pick up the extra garbage at no additional charge. No bulky items or electronics will be picked up during this transition period. Please schedule an on-call clean up for bulky items with us.

**Can I keep my old service day?**

No – due to efficiency and operating costs, all neighborhoods will be collected on the new schedule.

**Who will be affected by this service change?**

This service change affects only Allied Waste residential customers who live in Atherton, Belmont, Burlingame, East Palo Alto, Emerald Hills, Foster City, Hillsborough, Menlo Park, North Fair Oaks, Redwood City, San Carlos, San Mateo, and Unincorporated San Mateo County.

**Who won't be affected by this service change?**

This service change won't affect Allied Waste residential customers who live in Broadmoor, Colma, Daly City, Half Moon Bay, Ladera, La Honda, Pescadero and the Skyline area.

**How will Allied Waste Services notify customers of this service day change?**

Residential customers will be notified of the service day change in several ways:

1. Direct mail pieces will be distributed over the course of several weeks
2. Two automated voice messages will be sent to your service address
3. The new collection schedule will be listed by day, and alphabetical by city and street address on Allied's website at [www.alliedwastesanmateocounty.com](http://www.alliedwastesanmateocounty.com)
4. Information will be included in our automated phone system

We have also linked our website to all of the affected communities listed above under the section "Who will be affected by this service change?"