



## Frequently Asked Questions Regarding the New Automated Trash Service for the City of Lorain



Q: Is the initial can provided free of charge or will it be added on to the bill?

A: Both the garbage container and the recycle container are provided for free as part of your current bill.

Q: Does this eliminate jobs?

A: The new program does not eliminate jobs. Instead, jobs are added in order to pick up the yard waste.

Q: How much is a replacement can?

A: A replacement can will cost \$60.00 plus a \$40.00 delivery fee.

Q: What if you have more trash than the can will hold from a party or holiday?

A: Many of the materials from a party or holiday are recyclable. Any material not recyclable should easily fit in the garbage container.

Q: Why does Amherst get to put extra bags out but Lorain doesn't and how can we get the same type of service?

A: When the City of Amherst started the program several years ago, not as many items were recyclable compared to today.

Q: Why can't we pay by weight? I have less garbage than my neighbors, why should I pay the same as them?

A: The equipment needed to weigh each container is not reliable and weights can be affected by weather

Q: Are we going to do the recyclable credit, similar to the City of Amherst with the catalog?

A: Unfortunately, the recyclable credit program is being eliminated due to the inability to accurately weigh each cart.

Q: How much will the garbage bill be increased for the new service?

A: For each residential service, the garbage bill was increased \$1.30 per month

Q: If I want a smaller container, how do I get it?

A: While a smaller container is not recommended, you can call Republic customer service at 800-433-1309.

Q: How much will a second garbage or recyclable container cost? Is there a delivery fee for a new one, or am I able to pick it up myself?

A: The cost for an additional garbage container is \$10.25 per month and the cost for an additional recyclable container is \$8.25. Any additional cans cannot be picked up and will be delivered. The delivery fee is \$42.00 per container. If you wish to purchase an additional container, you will have to call Republic Services (800-433-1309) and they will bill you separately for the additional container.

Q: Does a discounted rate exist for seniors or those with a disability?

A: For anyone already receiving the "Golden Age and Disability" discount through the City of Lorain for their Utilities bill, a discounted rate will apply to their trash bill. If you would like to learn more about this discount, please call the City of Lorain Utilities Department at 440-204-2500.

Q: What happens if the garbage truck throws the container into the street and it damages a car?

A: The truck is not capable of throwing a container.

Q: What happens if someone steals your container(s)?

A: You will need to call Republic Services (800-433-1309) for a replacement.

Q: What happens if the truck damages your container(s)?

A: Republic Services will repair or replace the container(s) at no charge.

Q: What about special circumstances, like if the area floods and you have to dispose of household items due to that?

A: Republic Services and the City of Lorain will handle the special circumstance as it occurs and will do their best to communicate any service changes for those circumstances.

Q: Regarding bad weather and snow drifts, will the trucks be able to reach the containers?

A: As long as the garbage and recyclable container are within 4 feet of the street, the garbage truck will be able to reach them.

Q: If I want to exchange my garbage container for either a smaller or larger size, who do I contact?

A: You will need to call Republic Services (800-433-1309) and they will assist you with an exchange.

Q: For those individuals who are disabled and cannot take the containers to the street, what should they do?

A: For special accommodations, please call Republic Services at 800-433-1309.

For any additional questions regarding **SERVICE**, please call Republic Services at 800-433-1309. Please note with the transition to the new service, wait times may be longer than anticipated. We appreciate your patience as we try to help all our customers during this transition.

For any additional questions regarding **BILLING**, please call the City of Lorain Utilities Department at 440-204-2500. Please note with the transition to the new service, wait times may be longer than anticipated. We appreciate your patience as we try to help all our customers during this transition.