



Welcome to the City of Carmel Trash & Recycling Program

Starting March 1, 2018 the greater Home Place area of Clay Township became a part of the City of Carmel. One of the benefits of being part of Carmel is that you will be able to take advantage of the low-cost trash and recycling service provided to Carmel residents through the City contract with Republic Services.

Cost Per Month, Per Residential Unit

<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
<u>\$11.51</u>	<u>\$11.85</u>	<u>\$12.20</u>	<u>\$12.56</u>	<u>\$12.93</u>	<u>\$13.31</u>

If your current contractor is Republic Services:

Starting April 1, 2018, all greater Home Place homes and townhomes who currently have their trash service provided by Republic Services will have their accounts transferred to the City of Carmel trash and recycling program. This will enable you to have weekly recycling and other benefits of the city program. **There is nothing you need to do.** Your account will automatically transfer over. A monthly charge of \$11.51 will appear on your May Carmel Utilities bill (trash is billed in arrears). If you do not currently receive a bill from Carmel Utilities, you will start receiving one for trash & recycling. If you or your HOA have prepaid with Republic, you or your HOA will get a refund from them. Please allow 4-6 weeks for the refund check to arrive.

If your current contractor is someone other than Republic Services:

If your current trash contractor is someone other than Republic Services you will also be included in the City program effective April 1, 2018. Your service will be provided by Republic Services through the City of Carmel trash and recycling program. **This is an updated timeline from the information included in the Mayor’s letter sent February 27, 2018.** The monthly fee for the service will be \$11.51 in 2018 and \$11.85 in 2019. The fee will be added to your monthly Carmel Utilities bill starting the month after service starts (May as trash is billed in arrears). If you do not currently receive a bill from Carmel Utilities, you will start receiving one for trash and recycling service. Both trash and recycling service will be weekly.

Existing Trash Service:

If you contract independently for trash and recycling service and it is *a contractor other than Republic Services*, unless you terminate your existing trash contract, you may end up with two trash contractors on April 1, 2018. Ray’s Trash is aware of this situation and is prepared to make refunds/collect carts as needed. Please contact your trash contractor with any questions about refunds and cart pick-up.

Non-Republic Trash and Recycling Containers:

If your trash and recycling containers are owned by your current contractor, please give them a call to arrange for pick up at the time you convert over to the City program. If you own your own trash container and would like for them to be recycled, please put them inside your recycling (if recyclable) or inside trash bin to dispose of them at your convenience. If it is too big to fit in your container, please call Carmel Utilities at 317-571-2442 to arrange for special pick-up by Republic Services.

For all customers:

New Trash & Recycling Carts:

If you do not have a Republic trash or recycling cart, within a week before April 1st, one 96-gallon trash cart and one 96-gallon recycling cart will be delivered to you. Existing Republic customers who do not have a recycling cart will receive one. After the initial delivery, residents can request a third cart for trash or recycling at no additional charge. You are allowed 3 carts, 2 of any one type under the city program. Additional carts over 3 (or 2 of one type) are \$5 each per month.

Alternate Sized Carts:

We ask that you take 30 days to see if the two 96-gallon containers would work for you before ordering a different sized container. If you determine that a different sized container will better fit your needs call Republic Services at 317-917-7300 and inform the representative that you would like a smaller (65-gallon) container. Please note the footprint size of both containers is similar so you are encouraged to go with the larger size for times when extra capacity is needed.

Landscape Waste:

During the months of April, May, and October 15th through December 15th, each household is allowed 20 extra bags or bundles per week of Landscape waste. Outside of these months, each household is allowed one 4-foot bundle of twigs/limbs that are tied and bundled in addition to one trash container.

Bulky Landscape Waste:

In addition to the free 20 bags/bundles of landscape waste pick up in April, May, and October 15th to December 15th, residents can also schedule a pick-up for special bulky landscape waste at \$10.00 per pick-up. This pickup is limited to 8 cubic yards of material (A standard size pick-up truck bed is 2.5 cubic yards). Shrub & tree limbs and branches must be cut into lengths of less than 8 feet.

Bulky Item Pickup:

Bulky items include household furniture, some appliances, bicycles, etc. Special pickup for these items includes an additional fee of \$10.00 per item to be paid by the resident. Please contact Republic Services at least 48 hours prior to your normal pickup day if you have a heavy or bulky item. Prior arrangements are required. Appliances containing Freon and televisions are excluded.

Service Day:

The Home Place area's day of service will be either Monday or Wednesday. Please see the service area map at the end of this letter for details.

Holiday Schedule:

Trash collection will not run on the following holidays:

New Year's Day

Memorial Day

Labor Day

July 4th

Thanksgiving Day

Christmas Day

Service will be delayed one day for the remainder of the week following the holiday.

Special Overage Tags:

In the event of large amounts of extra waste, overage tags are available for purchase. No cash needed, the amount will be added to your utility bill:

Utilities Billing Office
30 W. Main St. Suite 220
Mon. – Fri. 8 am. to 5 pm.

Water Operations Office
3450 W. 131st Street
Mon. – Fri. 8 am. to 5 pm.

Household Hazardous Waste Disposal Site
901 N. Range Line Road
Tues. – Fri. 8 a.m. to 5 p.m.
Sat. 9 a.m. to Noon.

Weather Delays:

In the event of significant inclement weather, trash and recycling services will run a day behind (i.e. if Monday service is cancelled, Monday customers are serviced Tuesday. Friday customers are serviced on Saturday). For updated information on weather related delayed schedules, refer to the Utilities Facebook site @CarmelUtilities or City website at www.carmel.in.gov or the Republic Services at 317-917-7300.

Extended Absences:

If you are going to be away from your home for a month or longer and would like to suspend trash service and related charges call the Carmel Utilities Customer Service Office at 317-571-2442. This feature is not available for periods less than one month. Water service must be suspended at the same time as well.

Special Needs Service:

For those individuals with special needs who are physically unable to wheel their trash carts to the curb, Republic has a special free service where they will wheel your cart down for you. To get additional information contact Republic Services at 317-917-7300.

Questions and Who to Contact:

Service & Container Related Items:

For large item pick-up, bulky landscape waste pick-up, broken containers, ordering extra containers, container switch out, missed trash pick-up, special needs service, recycling questions etc. contact:

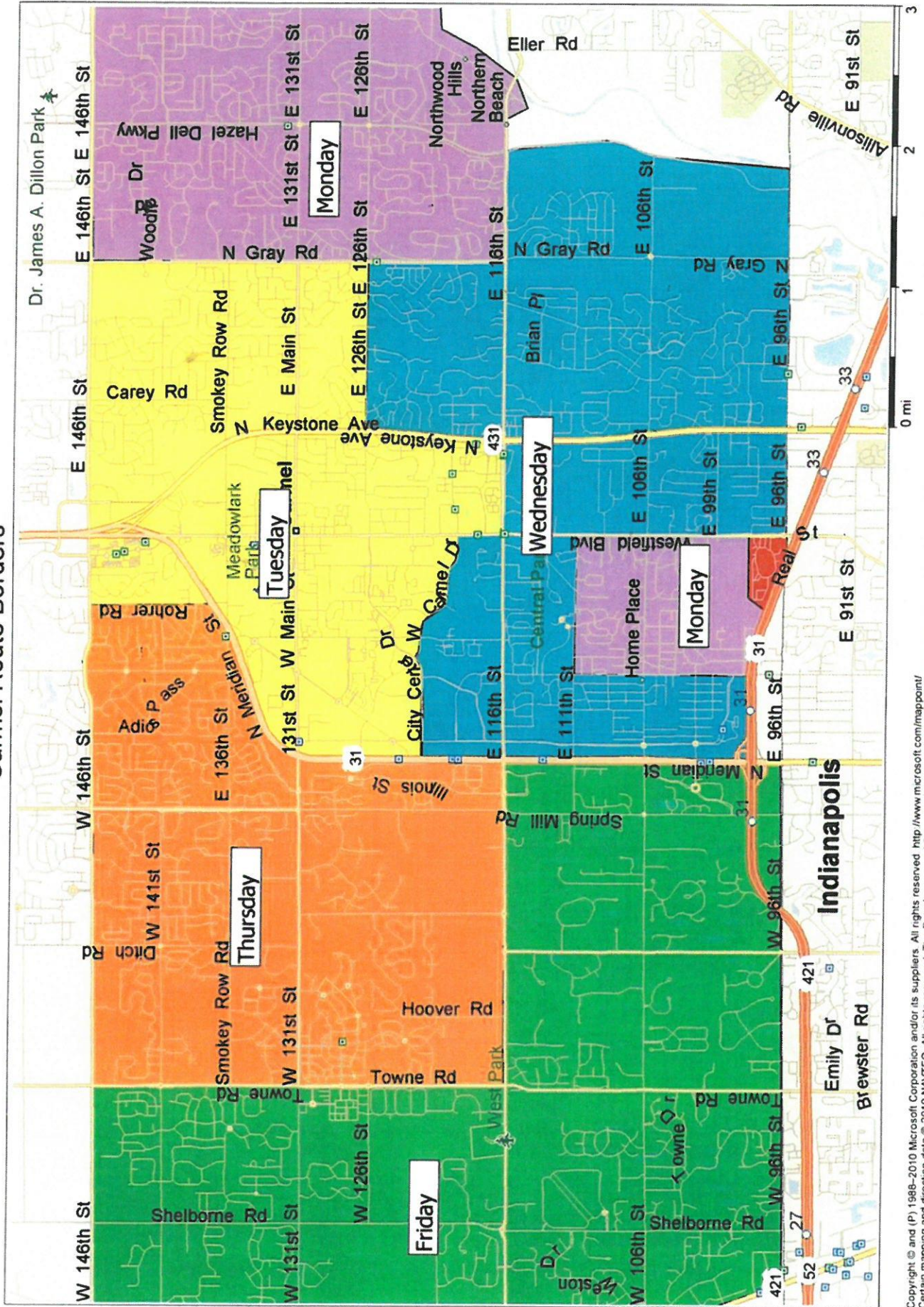
Republic Services
317-917-7300
Mon - Fri between 7 a.m. – 8 p.m.

Billing Questions:

For questions about your bill, extended absence notification or unresolved complaints with Republic Services contact:

Carmel Utilities
317-571-2442
Mon - Fri between 8 a.m. - 5 p.m.

Carmel Route Borders



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