



# LET'S TALK TRASH

Fall 2014

Number 26

## TIMES ARE CHANGING, FORCING US TO CHANGE WITH THEM

Mill Valley Refuse Service has always serviced our customers by collecting trash "the old-fashioned way," with drivers using carry cans to pack the trash out on their backs to the trucks. These carry cans are no longer being mass manufactured, causing us to modify the way we have always collected trash.

We researched and studied how similar trash services in surrounding areas of Marin and the Bay Area are performed. To be efficient and equitable to all of the customers we service, we decided to introduce new levels of service at varying rates. We proposed these new services and rates to the sanitation

boards/city councils earlier this year, and they were approved. As of January 1, 2015, MVRS will offer three levels of trash service: Curbside, On-Premise and On-Premise Plus service.

### AS OF JANUARY 1, YOUR CURRENT RATE IS FOR CURBSIDE SERVICE.

Your trash can(s) must be placed at the street alongside your recycling and compost carts. You need do nothing except place your can(s) at the street on your pickup day to continue service at the same rate. If you want our drivers to come onto your property to empty your trash can(s), you must call our office

before January 1 to subscribe to one of the new On-Premise services for an additional fee.




## NEW SERVICE OPTIONS

There are now three levels of services available to you.

**CURBSIDE** service is defined as cans 1 to 5 feet from the street (or in an MVRS designated location). We will also pick up trash cans from inside a trash enclosure, provided it is within 5 feet from the street. There is **NO EXTRA CHARGE** and you are automatically subscribed to this level of service.

**ON-PREMISE** service is defined as cans visible from the street, no more than 25 feet from the street, **AND** accessible to a wheeled cart (no steps allowed). The rate is \$5 per can per month. The can will be left empty at the street unless you request it be returned for an additional \$5 per can per month.

**ON-PREMISE PLUS** service is defined as cans not visible from the street, more than 25 feet from the street, up or down any number of stairs or in a location not accessible to our wheeled cart. The fee is \$15 per can per month. The can will be left empty at the street unless you request it be returned for an additional \$15 per can per month.

GARBAGE SERVICE OPTIONS		
		
<b>CURBSIDE</b>	<b>ON-PREMISE</b>	<b>ON-PREMISE PLUS</b>
<ul style="list-style-type: none"> <li>• Cans visible from street</li> <li>• Cans up to 5 feet from curb</li> <li>• No steps</li> <li>• No additional cost</li> </ul>	<ul style="list-style-type: none"> <li>• Cans visible from street</li> <li>• Cans 6 to 25 feet from curb</li> <li>• No steps</li> <li>• Additional \$5 per can/month</li> </ul>	<ul style="list-style-type: none"> <li>• Cans not visible from street</li> <li>• Cans 25 feet or more from curb</li> <li>• Steps okay</li> <li>• Additional \$15 per can/month</li> </ul>

**As of January 1, 2015 all customers will be automatically enrolled in Curbside service. If you would like to subscribe to On-Premise or On-Premise Plus service, please contact our office before January 1 at 457-9760.**

## EXEMPTIONS FOR THE ELDERLY & DISABLED

If you are unable to bring your trash can to the curb because you are elderly (defined as 70 years or older) or disabled, simply request an Exemption Form from our office (or download it from our website), sign and return it to us. MVRS will help you find a mutually agreeable location on your property where you can place your trash can for our drivers to collect at the regular curbside rate.

## CURBSIDE SERVICE STUDY

Our new on-premise services and rates were developed based on a study we conducted on how similar trash services were performed by other companies throughout Marin and the Bay Area. For the complete story about why MVRS has chosen to move to curbside trash service, read the **Curbside & On-Premise Service Proposal** (pdf) on the Garbage Service page of our website.

## ARE NEW TRASH CANS COMING?

Not at this time.

We have received requests to sell wheeled trash cans, but we have no plans at this time to purchase and distribute new trash carts as part of the new On-Premise services. Residents can continue to use the trash cans they already own. This will prevent the waste of perfectly good cans, and the need to increase rates to purchase thousands of new cans.

**NEW**

## ONLINE ACCOUNT SERVICES NOW AVAILABLE

We have added a new feature to our website that now allows our customers to connect directly to their account information. Through our new **Online Account Services** feature you will be able to:

- View your service schedule
- View service notes
- Print invoices
- Set up reoccurring payments
- Send a message to schedule your free curbside cleanup, a curbside household hazardous waste pickup, or request to have extra trash/yard waste picked up

## EASY WAYS TO PAY YOUR BILL

**PAYWITHMYBANK** Pay straight out of your bank account without ever leaving our website. There's no account to create. No credit or debit card to reach for. No bank account or routing number to type in. All you need is your online banking ID and password. It's that easy.

**AUTO-PAY** If your bank is not yet part of the growing PayWithMyBank network, you can still eliminate paper

bills and the need to write and send in a check by signing up for Auto-Pay. Your bill is automatically paid from your checking account, and you receive only an email invoice for your records. You save time, paper and postage.

Signing up for Auto-Pay is easy. Download the Auto-Pay Enrollment Form from our website or call our office to ask for a form.

**DETAILS ARE ON OUR WEBSITE**  
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