



FREQUENTLY ASKED QUESTIONS FAQs LOWER PAXTON TOWNSHIP'S NEW WASTE AND RECYCLING CONTRACT WITH PENN WASTE

Q: Why did Lower Paxton enter into a new waste/recycling contract with Penn Waste?

A: The long-running contract with Waste Management expired this year and Waste Management did not want to extend the agreement. Following a competitive bidding process, Penn Waste was the lowest responsible bidder, which by law the Township is required to accept.

Q: Can I opt out of the service?

A: No, residents cannot opt out. By law, the Township is required to handle waste and recycling collection. Pursuant to this requirement, the Township passed its Solid Waste Collection & Disposal, Ordinance 21-08.

Q: When does the new contract begin?

A: The Penn Waste contract **starts July 1** and in mid-June the company began delivering the 96-gallon carts for waste and recycling that residents are required to use. Residents cannot use their own carts.

Q: Will my waste/recycling collection day remain the same?

A: Yes, the collection day you had with Waste Management will be the same under the new Penn Waste contract. Please look below for additional information relative to a potential change in your yard waste collection.

Q: Why is the Township handling waste/recycling billing?

A: To save money for residents, the Township is managing the billing. Penn Waste had bid \$30 per household each quarter to handle billing; by bringing it in-house, the administration fee is only \$5 per household each quarter (to cover the addition of two part-time employees). This saves residents a collective \$1.7 million annually and \$8.4 million over the five-year contract.

Q: When will billing start for the new service?

A: Waste/recycling charges will be included in the Third Quarter bill from the Township that also includes sewer and storm water; it will cover the same service period (July, August, and September). The waste/recycling portion will be \$108.52, which includes the administration fee discussed above.

Q: I have my sewer/storm water bills automatically deducted through ACH. Can I still do that with the new service?

A: Yes, residents can sign up for automatic ACH deductions and existing arrangements will continue.

Note: If you are signed up for automatic payment, your third quarter billing will increase by \$108.52 to include the waste/recycling services.

Q: Can I get a smaller cart?

A: Yes. In September, you will have the option of changing to a smaller cart for solid waste, recycling, or both – if interested in reducing, please contact us at 717-657-5617 or utilities@lowerpaxton-pa.gov. There will be no change in the cost of services for reducing cart size. But after the switch, the cart cannot be switched back without a change in ownership or other significant change.

Q: I am unable physically to manage the new carts. Is assistance available?

A: The Township is working on a policy with Penn Waste to qualify residents under Americans with Disabilities Act for a "back-door service" where Penn waste would bring the cart to the road and return it after it's emptied. If you require this service, please contact us.

Q: How will yard waste get collected?

A: Yard Waste will be picked up EVERY OTHER week the same day as your regular waste. Penn Waste has sent out a flyer with a calendar and instructions on how to prepare your yard waste for pick up; it is also available on our website (LowerPaxton-pa.gov) and on Penn Waste's Township website (pennwaste.com/municipalities/lower-paxton-township/). Our website also has an interactive map for you to verify your address regarding your service day. Brown yard bags are still acceptable, and you can use your existing bins/cans provided yard waste is prepared as noted on the instructional materials.

Q: How will bulk item pickup be handled with the new contract?

A: Weekly bulk item pick up will continue but must be scheduled in advance by contacting the Township.

Q: What can I do with my existing waste bins/cans that I no longer need?

A: In Penn Waste's information mailer, they noted the week of July 10th for the collection of any unwanted cans. If you miss this collection, please contact the Township to schedule as your weekly free bulk item pickup request.

Q: Is single bag service available?

A: Unfortunately, no. None of the hauling companies that submitted waste collection bids offered per-bag and manual collection; all only provided "automated" collection, where waste is placed in the provided carts compatible with a lifting arm on the truck.

Q: Are unused bag tags refundable?

A: Yes, unused bag tags can be returned to the Township Municipal Center, **through July** for a full refund.

Q: Suppose I live in a HOA with strict rules about waste carts and I don't have a place for the larger carts?

A: The Township has a representative working with HOA groups regarding the carts and how residents can store them. We ask for your patience as we start implementing the new service.

Q: My community has dumpsters for trash and a large collection area for recyclables. Will that change?

A: For virtually all residents, no; the way you dispose of waste and recyclables will not change, but you will start receiving an individual bill from the Township under the new service contract if you own your property. There may be some changes within HOA communities, but those will be communicated with those representatives and ask for your patience as we start implementing the new service.

- **If you have any questions or issues, as well as scheduling bulk item pickup or request for future reduction in container size, please contact us at 717-657-5617 or utilities@lowerpaxton-pa.gov**
- **For more information about the new Penn Waste contract, please visit the Lower Paxton website: LowerPaxton-pa.gov**
- **Also, please visit Penn Waste's Township-specific website for related materials and to sign up for their notifications: pennwaste.com/municipalities/lower-paxton-township/**