



3747 White Church Rd.
Chambersburg, PA 17202

NAME
ADDRESS
CITY, ST ZIP



Welcome Customers!

We are happy to announce that Waste Connections was the lowest bidder for your trash and recycling contract in Arendtsville, Biglerville and Bendersville Boroughs and Butler, Franklin and Menallen Townships effective April 1, 2022

CURRENT CUSTOMERS - ALL ROUTE DAYS AND SERVICES WILL REMAIN THE SAME.

If you are not a current customer and wish to sign up, you can do so online at www.wasteconnections.com or call us at 717-709-1700-Option 5, Monday – Friday, 8am – 4pm.

Option 1: Quick and easy sign up on our new local website: www.wasteconnections.com

The website will be the quickest and most efficient way to sign up for service. If you have any questions when you are on the website, please give us a call at 717-709-1700.

Option 2: Call our office at 717-709-1700 or 877-709-1700. Because of the high number of calls we anticipate, you may incur a longer wait on the phone.

RATES AND LIMITS

Your options and NEW rates are listed below. Please be sure to put your preferences on the signup form when submitting. Always put your trash out the night before your pickup day.

Trash Service -	Weekly pickup of your own can or bags	\$73.47 per quarter
	Weekly pickup with supplied 96 gallon cart	\$88.47 per quarter

Please specify when signing up if you want a trash cart.

Limit of five (5) 30gallon bags per week

Any additional bags can be tagged for pickup \$ 6.50 per Bag

Recycling Service -	Every other week pickup	Included w/ Service
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Can use own recycling containers or 65 Gallon Recycling cart on wheels	Included w/ Service
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Please specify when signing up if you want a recycling cart.

Per Bag Service -	On-Call pickup of Tagged Bags	\$ 20 per initial 12 tags \$ 6.50/tag after first 12
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Please call our office to order tags – 717-709-1700

Bulk Item Pickup -	1 bulky item per week	Included w/Service
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A bulky item is described as something too large for regular pickup, such as a **mattress, couch, a chair, etc.

Please call our office in advance to schedule a bulk item for pickup.

Covered Devices* -	Semi-annual	Included w/Service
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The dates and times for the pickups will be posted on your Township/Borough website closer to the event time.

*See covered device list attached.

Welcome!

BILLING AND PAYMENTS

Invoices are generated 3 days before the end of the quarter for the next quarter.

Examples - Billing for 2022:

Apr, May, Jun will be generated on Mar 29th and will be sent out that week.

Jul, Aug, Sep will be generated on Jun 28th and will be sent out that week.

Oct, Nov, Dec will be generated on Sep 28th and will be sent out that week.

Jan, Feb, Mar will be generated on Dec 28th and will be sent out that week.

You should receive your invoice for the current quarter no later than the 10th of the first month of the quarter.

You can pay your bill online at: www.wcicustomer.com and you can also sign up for auto-pay on this site. If you select the auto-pay option, your payment will be taken out of your account (the account that you specify when you sign up for auto-pay) on the 5th day of the first month of the quarter. Using the examples above it would be Jan 5th, Apr 5th, Jul 5th, Oct 5th.

For new customers: You can sign up for auto-pay AFTER you receive your initial invoice.

We accept VISA, MasterCard, American Express and ACH (direct withdrawal from your bank account). You can use any of these methods on the above site.

You can also use our automated phone payment option. Just call 717-709-1700 and select Option 2 to pay your bill. There is no charge for this service.

Service Days / Operations

Please put your trash and recycling out the night before your scheduled pickup day. For all current customers: your pickup days will remain the same.

For anyone setting up service: The person helping you set your account up will also give you the information for your pickup day. **Service Delays** – If we have inclement weather which causes a delay in your service, we will contact your Township/Borough and advertise on 95.1 and 96.3 FM radio stations. It will also be posted on our website, www.wasteconnections.pa.com and on your municipality's website.

Service related issues – Although we strive to have 100% pickup each and every day, there may be issues beyond our control that prevent us from picking your trash up on your scheduled day. For example, if a road is under construction and we cannot get to your street, or if there is an accident, etc., we may not be able to get to your house on the scheduled day. Regardless of the issue, if we cannot service you we will notify you by email or phone of the issue. We will also post these issues on our website if the issue is for an entire street, block.

Contact Numbers

Customer Service – 717-709-1700 or 877-709-1700

HOLIDAY PICKUPS

When your collection day is on or after the following holidays, your trash will be collected the day after the regular collection day. If your pick up day is before the holiday for that week, there will be no change in the service day. If you have any questions, please visit our website at www.wasteconnections.pa.com or call us at 717-709-1700.

2022 Holidays

Memorial Day - Mon, May 30th

ALL days will be a day behind schedule.

Independence Day - Mon, July 4

ALL days will be a day behind schedule.

Labor Day - Mon, Sept 5

ALL days will be a day behind schedule.

Thanksgiving - Thu, Nov 24

ONLY Thu, Fri will be a day behind.

Christmas Day - Sun, Dec 25

No delay in schedule.

New Year's Day - Sun, Jan 1 (2023)

No delay in schedule.

COVERED DEVICE RECYCLING ACT

Covered Device Recycling Act (CDRA), Act 108 of 2010 - An Act establishing a recycling program for certain covered devices; imposing duties on manufacturers and retailers of certain covered devices; providing for the powers and duties of the Department of Environmental Protection and for enforcement; establishing the Electronic Materials Recycling Account in the General Fund; and prescribing penalties.

"Covered device." A covered computer device and covered television device marketed and intended for use by a consumer.

- Covered computer device - A desktop or notebook computer or computer monitor or peripheral, marketed and intended for use by a consumer.
- Covered television device - An electronic device that contains a tuner that locks on to a selected carrier frequency and is capable of receiving and displaying television or video programming via broadcast, cable or satellite, including, without limitation, any direct view or projection television with a viewable screen of four inches or larger whose display technology is based on cathode ray tube, plasma, liquid crystal, digital light processing, liquid crystal on silicon, silicon crystal reflective display, light emitting diode or similar technology marketed and intended for use by a consumer primarily for personal purposes.
- Peripheral - A keyboard, printer or any other device sold exclusively for external use with a computer that provides input into or output from the computer.

Unacceptable Waste for Regular Weekly Pickup

ANY TYPE OF HAZARDOUS WASTES
ANY TYPE OF INFECTIOUS WASTES
TIRES
YARD WASTE
BATTERIES
UN-BAGGED SAWDUST
ELECTRONICS, COMPUTERS, TVS
LIQUID WASTE-PAINT, LACQUER, ETC
DEHUMIDIFIERS
ELECTRONICS
AMMUNITION, FIREWORKS
BATTERIES, VEHICLE

HOUSEHOLD HAZARDOUS WASTE
MEDICAL WASTE
MOTOR OIL
PROPANE TANKS
UN-BAGGED PACKING PELLETS
DEAD ANIMALS
ITEMS CONTAINING FREON
MICROWAVES/COMPUTERS
ITEMS CONTAINING MERCURY
ITEMS CONTAINING LEAD
ASHES, HOT OR COLD
CONCRETE, DIRT OR ROCKS

NOTE: SHARPS CAN BE TAKEN, BUT ONLY IF PROPERLY PREPARED – NEED TO BE INSIDE A METAL CONTAINER SO THAT THE SHARP CANNOT PENETRATE THE BAG.

YARD WASTE-CAN ONLY BE TAKEN IF IT IS LESS THAN 50% OF TRASH. EX: 3 BAGS TRASH, 2 YARD WASTE – PERMITTED.

****MATTRESSES MUST BE WRAPPED IN PLASTIC IN ORDER FOR OUR DRIVERS TO PICK THEM UP.**