



Residential Waste & Recycling Services

Frequently Asked Questions

As of January 1, 2016, Lakeshore Recycling Systems will become the City of Highland Park's exclusive waste and recycling company. For the most part, residents will not notice any changes in your current service, but will notice lower prices and more options for disposing of organic and electronic materials.

1. Who is the new waste hauler?

Lakeshore Recycling Systems (LRS), based out of Morton Grove, IL, is the City's new waste hauler. LRS is a 14-year-old company that has seen impressive, but controlled growth by providing the highest levels of waste and recycling service. Their efforts in sustainability have set them apart from other haulers; specifically, LRS is one of few haulers that do not own a landfill and focus instead of increasing recycling participation rates.

2. When will the new services start?

The new franchise agreement with Lakeshore Recycling Systems (LRS) begins on January 1, 2016.

3. Will the service options remain the same?

Yes, all current service options will remain in place.

4. Will my rates increase?

No, all rates will decrease.

5. What will my garbage pickup day be?

There will be no change in your service day(s). You will continue to place your refuse out on the same day.

6. What responsibilities do I have in order to return my Advanced Disposal containers and receive Lakeshore Recycling Systems containers?

During this transition, you will place your containers at curbside (or backdoor if you have that service) on your regularly scheduled pickup day. On the same day, your Advanced Disposal refuse & recycling containers will be picked up, and your new Lakeshore Recycling Systems containers will be dropped off.

7. What size carts will be offered?

Depending on the service, LRS will offer a choice of 35, 65 and 95-gallon carts. Volume-based and backdoor customers will be provided a 35-gallon refuse cart. Subscription curbside customers have the option of choosing a 35, 65 or 95-gallon cart for both refuse and recycling. Volume-based curbside

customers may choose a 35, 65, or 95-gallon cart for recycling. All backdoor customers will receive a 35-gallon recycling cart.

8. Will I be able to change the type of service I have (ex: volume-based vs. subscription)?

Yes. LRS will offer the same options you are accustomed to. If you would like to change services, simply call an LRS Service Representative at: (773) 685 8811 or email info@lrsrecycles.com

9. Can I use stickers that I already purchased for Advanced Disposal?

Yes, LRS will accept stickers purchased for Advanced Disposal collection. However, it is recommended and strongly encouraged that volume-based customers purchase Advanced Disposal stickers that will only last through December 31, 2015 and then purchase new stickers for LRS moving forward, as they will cost less.

10. Will I still have an annual clean-up service?

Yes, the annual clean-up service will remain the same as previous years. LRS is also offering a once-per-week bulk item collection for no additional charge.

11. What is the organic seasonal collection program?

This new service option will allow customers to comingle their food scraps with their yardwaste in conjunction with the landscape season between April 1st and December 15th. There will be two options for this type of collection, volume-based curbside collection and subscription curbside collection. For both services, LRS will provide a 35-gallon cart for no additional charge. Volume-based customers will place a sticker (same as waste sticker) on their container when it is full and bring it to the curb on the same day as their waste and recycling collection. Subscription customers will do the same, except there is no need to purchase stickers.

If customers only want to dispose of yardwaste and not food scraps, they may use biodegradable bags and bring them to the curb for collection. Volume-based customers must affix a sticker to the bag in order for them to be collected. Volume-based landscape customers are limited to 33gallons per sticker.

Please do not dispose of food scraps in biodegradable bags as this may result in a pest control issue.

12. What are the details of the E-waste collection option?

LRS will collect one large electronic waste item (televisions, monitors, computers, speakers, etc.) or three small electronic waste items (phones, mice, radios, adding machines, etc.) on the first customer collection day of the month. Please contact LRS for information regarding large or small sized electronic waste options, or specific questions at (773)-685-8811 or info@lrsrecycles.com.

13. Why is the City changing waste and recycle haulers?

After a thorough and extensive evaluation process, the City issued a *Request for Pricing* (RFP) for waste and recycling services. The City received four proposals. LRS responded with the most competitive bid – pricewise, but also committed to additional services for residents and was therefore, recommended by the City's Evaluation Committee to be awarded the franchise agreement.

14. Will we see new carts from LRS?

Yes. LRS will be providing brand new carts for waste and recycling services. All carts will be stamped with LRS's information, and implanted with a Radio Frequency Identification chip (RFID) to ensure

accurate and timely service, and to eventually offset the need for residents to purchase refuse stickers for containers. Bags and bundles for yardwaste and extra refuse will still need stickers.

15. Will Advanced Disposal take their carts back?

Yes. Starting in late December, LRS will be coordinating a pickup-and-deliver process that will provide a seamless transition. Your service will not be affected.

16. How will my service be affected on holidays?

Service days that fall on one of the six holidays listed below will be collected on the following day. If the holiday falls on a Friday, your service day will be Saturday.

Christmas

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving

17. What if I have a larger item that will not fit into my refuse cart?

LRS will take one 'Bulk' item that can be safely removed, per week at no charge (tables, chairs, mattresses etc.). If more than one bulk item is left out for pickup, a refuse sticker will need to be attached to the item.

18. How should I dispose of appliances and 'white' goods?

White goods and appliances are no longer allowed in landfills. If you have an appliance or white good that needs removal, please call a LRS Service Representative at (773) 685-8811 or email:

info@lrsrecycles.com to schedule service. **A charge of \$40.00 per item will be charged.** Items include:

Washers and Dryers

Refrigerators (no Freon)

Ovens

Dishwashers

Stoves

AC Units

Hot Water Heaters

Freezers

19. How can I dispose of Household Chemical Waste (HCW)?

Household Chemical Waste is not allowed in conventional waste streams. Please consult the Solid Waste Agency of Lake County (SWALCO) at (847) 336-9340, or www.swalco.org to schedule an appointment to properly dispose of HCW's. Items include, but are not limited to:

Paint

Cleaning Products

Pesticides

Solvents

Oil

Antifreeze

Insecticides

Lawn Chemicals

20. How do I dispose of construction and demolition (C&D) debris?

Please call a LRS Service Representative at (773) 685-8811 or email: info@lrsrecycles.com to schedule service.

21. If my garbage or recycling was not picked up, what do I do?

If your garbage or recycling was not picked up on its scheduled service day, between 7:00 a.m. and 4:00 p.m., please call a LRS Service Representative at (773) 685-8811 or email: info@lrsrecycles.com to schedule service.