



# Commercial Waste & Recycling Services

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## 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, businesses will not notice any changes in their current service, but will notice lower prices in nearly every service scenario 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 does not own a landfill, focusing instead on 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?**

In almost every service option, businesses will notice price decreases. The City will be saving its businesses considerable price increases that they would have seen if the current hauler was retained. A pricing grid is available on the City's website: [www.cityhpil.com](http://www.cityhpil.com), and LRS' website: [www.lrsrecycles.com](http://www.lrsrecycles.com). If you have specific questions, please feel free to reach out to an LRS service representative at (773) 685-8811.

**5. Why did the City decide to change commercial haulers?**

Highland Park's current commercial agreement is set to expire on December 31, 2015. Of the four waste and recycle haulers that responded to the City's RFP, LRS was not only the most competitively priced, but has significant experience in serving neighboring towns/cities similar to Highland Park.

**6. What responsibilities do I have as a business owner regarding implementation of the new service?**

Business owners bear no responsibility when it comes to the implementation of the new hauler. Starting in mid-October, LRS will be dispatching a team of representatives to visit each business to confirm current services (of which the incumbent hauler has already provided to LRS), and offer a general review of the new program.

**7. Will I receive new containers and carts?**

Yes. LRS will be providing businesses new containers to replace their current containers.

**8. Will the new commercial contract include waste services, and recycling?**

Yes. LRS will be providing recycling hauling services as well. The program will remain single-streamed based, which allows businesses (and residents) to co-mingle papers, plastics, metals and glass.

**9. Are there any other services that LRS will be offering?**

Yes, LRS will be providing an organics services that will be provided on an opt-in basis, and charged “per pull”. The program will allow businesses to use 65-gallon and 95-gallon carts, and 1yd and 1.5yd containers. Businesses will also be allowed to purchase stickers (refuse stickers), should they opt to use kraft bags.

**10. When will the container switch-outs begin?**

LRS will be working with the City, as well as the incumbent hauler to make the transition as seamless as possible. Businesses will begin to see new containers as early as this November. If a business gets its containers exchanged before the official outset of the agreement (January 1, 2016), the incumbent hauler will empty these cans, and continue to bill as normal. Likewise, if there is a scenario that a business does not have its LRS container by January 1, 2016, LRS will service the incumbent haulers container(s) until the new container is placed.

**11. 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*

*Labor Day*

*Memorial Day*

*Independence Day*

*Thanksgiving*

**12. 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](mailto:info@lrsrecycles.com) to schedule service.

**13. 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 an LRS Service Representative at (773) 685-8811 or email: [info@lrsrecycles.com](mailto:info@lrsrecycles.com) to schedule service.