



March 11, 2011

Resident  
4060 Columbia Woods Drive  
Norton, Ohio 44203

**RE: IMPORTANT NOTICE ON  
TRASH  
AND RECYCLING**

Dear City of Norton Resident:

After a competitive bid, the City of Norton Council has selected J&J Refuse, Inc. as the exclusive city wide residential trash and recycling service provider. J&J Refuse, Inc. was selected as the lowest and best bidder. Our selection will save the residents of Norton money and reduce truck traffic on City streets. Beginning, April 4, 2011, J&J Refuse Inc. will become the sole residential trash and recycling service provider for the City of Norton.

J&J Refuse is a family owned business with more than 55 years of experience in the landfill and refuse collection industry. It is J&J's commitment to provide dependable, efficient, and safe service at a competitive price. (*Learn more about J&J Refuse and their available services at [www.jandjrefuse.com](http://www.jandjrefuse.com).*)

**Included in the new contract there are three (3) service options that are available for you to choose from. Please review the descriptions of the different service options that are available. To make it easier on you as a resident, you will only need to contact J&J Refuse if you wish to select a service other than the "Unlimited Service".** If you would rather choose the "Limited Service" or "Bag Service" please call 1-800-201-0005, e-mail [customerservice@jandjrefuse.com](mailto:customerservice@jandjrefuse.com) or send in the enclosed "Service Selection Form" to J&J Refuse Customer Service by **March 21, 2011**. Remember, if you have not contacted J&J Refuse by this date you will remain an "Unlimited Service" customer.

**Description of trash and recycling services offered to the residents of Norton:**

1. **Unlimited Service:** Each subscriber will be supplied with a 95-gallon refuse cart with wheels and lid. Subscribers may also set out extra bags/cans for pickup, including bulky items at no additional charge. Subscribers will also be supplied with an 18-gallon recycle bin for every other week collection of recyclables on same day as trash collection.
2. **Limited Service:** Each subscriber will be supplied with a 95-gallon refuse cart with wheels and lid. Subscribers may only set out trash which fits in the 95-gallon cart. Limited Service customers with excess trash may purchase 30 gallon J&J bags to set out beside the cart (instructions on how to purchase J&J bags are reviewed under the "Bag Service" option). These customers may also contact J&J Refuse to make arrangements

for bulky items or extra trash in their own bags/containers. Any extra trash that is not in the cart or J&J purchased bag will have additional charges. Subscribers will also be supplied with an 18-gallon recycle bin for every other week collection of recyclables on same day as trash collection.

3. **Bag Service:** Subscribers purchase 30-gallon bags in advance from J&J Refuse in rolls of 10. Bags are specially marked with the J&J logo, and only refuse contained in these bags will be collected. Bags can be purchased from J&J Refuse by calling 1-800-201-0005 or emailing your request to [customerservice@jandjrefuse.com](mailto:customerservice@jandjrefuse.com). Bags are also available at Norton City Hall and Hoffman's ACE Hardware located in Norton. All purchased bags will cost \$2.00 per bag. These customers may also contact J&J Refuse to make arrangements for bulky items including extra charges. Subscribers will also be supplied with an 18-gallon recycle bin for every other week collection of recyclables on same day as trash collection.

Effective April 4, 2011, all single family residences in the City of Norton will be billed a quarterly service fee for weekly pickup of trash and every other week collection of recyclable materials.

### **Trash and Recycling Service Guidelines:**

1. Beginning the week of March 21<sup>st</sup>, 2011 J&J Refuse will begin delivering 95 gallon waste carts and 18 gallon recycling bins to residences that have chosen the limited or unlimited service option. Reminder if no selection of service has been received by J&J by March 21<sup>st</sup>, 2011 you will be automatically enrolled in the unlimited service option and receive a 95 gallon waste cart and 18 gallon recycling bin. Bag customer will just receive the 18 gallon recycling bin.
2. Effective April 4, 2011 residential trash and recycling services will be provided in the City of Norton on Monday and Tuesday. **Please see enclosed collection day schedule by street for your service day and have your trash to the curb by 6:00 AM on your scheduled collection day.**
3. Please place your 18 gallon recycling bin out by the curb separate from your waste containers and bags by 6:00 AM on your scheduled collection day, remember recycling is every other week. Your first recycling collection will be the week of April 4<sup>th</sup> and continue every other week thereafter.

Recyclables will be collected curbside every other week in a separate truck and taken to the Kimble Recycling Center on Bolivar Road in Canton. The recyclables are prepared for market by Kimble's full time employees provided through the Stark County MRDD Program. The recycling will occur on the same day as your regular trash collection.

Comingled recyclables (*aluminum, steel and bi-metal cans, glass bottles and jars, plastic containers #1 and #2*) should be placed in your 18-gallon bin, and your fiber (*newspaper, magazines, telephone books, and cardboard*) must be broken down into 3 ft x 3 ft sections and tied, bundled, or placed in a brown paper bag, and set on top of or next to your recycling bin.

4. If any of the following Holidays fall on Monday all residents will have their collection service delayed one day and if the holiday is on Tuesday residents receiving service on Tuesday will be delayed one day.

New Year's Day	Memorial Day	Independence Day
Labor Day	Thanksgiving Day	Christmas Day

5. Consistent with the new refuse service Contract, our residential collection service **DOES NOT** include tires, appliances containing Freon, construction and demolition debris, batteries, automotive/truck parts, hazardous/infectious waste, flammable liquids, and any waste prohibited from disposal in a municipal solid waste landfill. (Call the Summit County Solid Waste District for information on disposal of these items – 330-374-0383).
6. Containers and/or bagged items shall not weigh more than 50 pounds. Brush, tree or shrub trimmings, boards, fencing, carpet, etc., must be bundled and tied not exceeding 4 feet in length and 50 pounds per bundle. Reminder if you do not have unlimited service there is an extra charge for collecting these items.
7. Additional charges for bulky, large and extra items set out for collection will apply if you are a limited service or bag service customer. If you are an unlimited service customer there are no extra charges for bulky, large or extra items set out for collection. Enclosed is a price sheet for these additional charges by item.
8. J&J Refuse will provide free pick up of appliances and scrap metal for one Saturday in the month of May and one Saturday in October as an annual appliance recycling round up.
9. If you are interested in receiving your invoice via e-mail through Paper-Less Billing or paying for service through our Auto-Pay Credit Card option please see enclosed information on these options.

J&J Refuse is pleased that the City of Norton has given us the opportunity to provide you residential trash and recycling collection services. Please contact us at 1-800- 201-0005 Monday through Friday 7:00 a.m. – 5:30 p.m. or on Saturday 7:00 a.m. – 12:00 noon, or email us at [customerservice@jandjrefuse.com](mailto:customerservice@jandjrefuse.com) with any questions.

Sincerely,

J&J Refuse



## HAVE YOU SIGNED UP FOR PAPERLESS BILLING?



In an effort to minimize wasted paper, J&J Refuse is proud to introduce “Paperless Billing” to our customers . Enjoy the convenience of Paperless Billing by filling out the request form below and returning with your payment! Or call our Customer Service Department at 1-800-201-0005. You will receive your invoice via e-mail, please make sure to add [billing@jandjrefuse.com](mailto:billing@jandjrefuse.com) to your address book to avoid invoices being re-routed to your ‘junk mail’.



### FREE ONLINE BILL PAY COMING SOON!

We are currently in the process of setting up Online Bill Pay for your convenience. Keep an eye out for more details!

Detach Here

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**SERVICE SELECTION FORM**  
**J&J Refuse Welcomes You as Our Valued Patron!**  
**Customer Service Number 1-800-201-0005**

Beginning in April 4, 2011, J&J Refuse will be the exclusive residential trash and recycling service provider for the City of Norton. As mentioned in the enclosed letter, residents choosing the "Limited Service" or "Bag Service" option below must contact J&J Refuse by March 21, 2011. Those wanting the "Unlimited Service" DO NOT need to respond. Those not responding will automatically be signed up for the "Unlimited Service".

**Please Check One for service level:**

- Unlimited Service with 95 gallon tote - \$14.08 per month / \$42.24 per quarter  
 (Unlimited weekly collection of residential trash and every other week collection of recyclable materials. NOT EXTRA COST for excess trash and bulk items.)
  
- Limited Service with 95 gallon tote - \$11.13 per month / \$33.39 per quarter.  
 (Limited weekly collection of residential trash contained in the 95-gallon tote and every other week collection of recyclable materials. EXTRA COSTS will be accessed for excess trash and bulk items.)
  
- Prepaid bag service for low volume users – \$2.00 per month /\$6.00 per quarter (plus \$2.00 per bag)  
 (Bag customers purchase 30 gallon J&J bags sold in packages of 10. Service includes every other week recycling. EXTRA COSTS will be accessed for bulk items.)

Customer Name \_\_\_\_\_

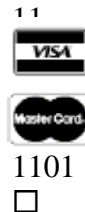
Address \_\_\_\_\_

Phone \_\_\_\_\_ Signature \_\_\_\_\_

**Please Check One:**

- Bill me later
- I've enclosed a quarterly payment of \$ \_\_\_\_\_

CARD NUMBER		
SECURITY CODE	EXP. DATE	AMOUNT
CARDHOLDER NAME (PLEASE PRINT)		
CREDIT CARD BILLING ADDRESS		
SIGNATURE		



*Return Service Selection Form and Payment to J&J Refuse, Inc., PO Box 448, Dover, Ohio 44622.*

**J&J**  
**REFUSE** A KIMBLE  
COMPANY  
PO Box 448 • Dover, Ohio 44622  
1-800-201-0005 • (330) 343-5665

Dear Resident,

We would like to inform you of our easy to use Auto-Pay Credit Card option. This option allows us to automatically run your credit card quarterly during our billing process for the total amount of your invoice. If you choose this option, the following information will need to be completed, signed, and returned to us via e-mail to [customerservice@jandjrefuse.com](mailto:customerservice@jandjrefuse.com), fax to 330-343-0411, or mail to address above.

We do want to inform you that if you select this option, your payment will be processed one day before we print your invoice. Therefore, no invoices will be sent to you for your account.

If you select this option and at any time, you choose NOT to use our Auto-Pay system, we request that you send us written confirmation at least 7 days before your next billing cycle.

Thank You,  
Accounts Receivable Dept.

Visa\_\_\_\_\_ Mastercard\_\_\_\_\_ Discover\_\_\_\_\_

Name on Card \_\_\_\_\_

Billing Address: \_\_\_\_\_

Credit Card# \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Last 3 digits on back of card \_\_\_\_\_

Signature (Required) \_\_\_\_\_

# New J&J Refuse & Recycling Collection Day Schedule

## Effective Monday April 4th, 2011

<b>Monday's Scheduled Street Refuse/Recycle Pickup</b>					
<b>All homes located West of Route 21 - All homes East of Route 21 but South of Greenwich</b>					
21st SW	Dal	Hartzell	Knollbrook	Park	Tallwood
23rd SW	Dale	Hawaii	Krancz	Parks	Tapper
28th SW	Debbie	Hawthorne	Laurie	Parkway	Taylor
29th SW	Deerspring	Haynes	Leeann	Parkwood	Tope
31st NW	Dorothy	Helmick	Long	Perry	Trotter
31st SW	Dutt	Hemphill	Lowell	Pershing	Union
Alaska	Eastern	Hillcrest	Mamie	Pikeview	Vincent
Albert	Erma	Hillier	Maple	Ray	Virn
Alcorn	Fairland	Hillsdale	March	Reimer	Wadsworth
Beech Row	Flesher	Hoctor	Martin	Rest	Watkins
Belton	Foch	Holiday	Meadowway	Richland	Wayne
Bevington	Frontage	Holly	Medina Line	Ries	Weber
Bliss	Gardner	Home	Melrose	Rock Cut	Wilbur
Brookhaven	Garrett	Homer	Milford	Romestant	Woodbine
Brookside	Grant	Hopocan	Neitz	Roop	Woodlawn
Burg	Greenbrier	Howell	Norton	Rush	Wooster
Bushey	Greenwich	Jane	Oakland	Scott	
Clara	Grove	Jean	Ora	Sheridan	
Cletus	Haig	Johnson	Orchard	Sherman	
Cleveland Massillon	Hametown	Julian	Overlook	Suttle	
Columbia Woods	Harper	Kingston	Pamdon	Swain	

<b>Tuesday's Scheduled Street Refuse/Recycle Pickup</b>					
<b>All homes East of Route 21 but North of Greenwich</b>					
Albert	Cleveland Massillon	Frashure	Kensington	Newton	Shelva
Aldon	Clubside	Givens	Lakeland	Norton	Silver Springs
Anton	Clubview	Glenbrook	Landis	Oak	Silverdale
Barber	Collier	Golf Course	Little	Oak Point	Snyder
Berry	Columbia	Greenridge	Littleton	Oakcrest	Sue
Birchbark	Connect	Greenwich	Long	Orchard	Summit
Brent	Cranwood	Grenfall	Longwood	Orchard Hill	Valley
Brogie	Creekside	Harris	Loyal Oak	Oser	Wadsworth
Brookfield	Croydon	Hazelwood	Luray	Pinegate	Waldern
Brooklawn	Cynwood	Hemphill	Maco	Pinwood	Warren
Brookside	Delno	Higgins	Manila	Pleasant	Wesleyan
Butternut	Driftwood	Hillcrest	Mark	Rangeley	Weyrick
Candlestick	Durham	Houston	McCoy	Reimer	Whipple
Carillon	Easton	Hunter	McGowan	Rich	White Oak
Carl	Everett	Huntsberger	Middlehurst	Rosebay	Wilbanks
Caroline	Fair Oaks	Inas	Monteray	Rudy	Wooddale
Cherrywood	Fairway	Jackson	Mount Vernon	Ruth	Woodglen
Cincinnati	Firethorn	Jefferson	Moyer	Sandy	
Clark Mill	Floraway	Kay	Nash	Shellhart	

**Price Sheet for  
Bulky, Large and Extra Items**

4/4/2011

<b>ITEM</b>	<b>COST</b>
Air Conditioner (Freon must be removed by a certified company)	\$ 10.00
Bags (extra)	\$ 2.00
Bathtub	\$ 10.00
Box Spring	\$ 10.00
Bundle of tree, brush	\$ 2.00
Carpet	\$ 5.00
Chair (wood)	\$ 5.00
Chair (upholstered)	\$ 5.00
Couch/sofa	\$ 10.00
Dishwasher	\$ 5.00
Dryer	\$ 5.00
Hot Water Tank	\$ 10.00
Mattress	\$ 10.00
Refrigerator (Freon must be removed by a certified company)	\$ 10.00
Sink (small)	\$ 5.00
Stove/Oven	\$ 5.00
Television	\$ 5.00
Toilet and Tank	\$ 5.00
Utility tubs (large sinks)	\$ 5.00
Washer	\$ 5.00