



Q: What services will Aiken Refuse be offering?

A: The City of Hermitage kept your service offerings the same as current. Please refer to the materials mailed to residents and available on the City of Hermitage's website and Facebook page.

<https://www.hermitage.net/224/Recycling-Solid-Waste>

Aiken Refuse has begun mailing invoices and service guidelines. An electronic version is available.

Q: What carts will I be receiving from Aiken Refuse?

A: Residents should receive the same type, size and quantity carts that you are already using for service based on the information we've been given by your prior hauler. If you had an account with the prior hauler, your cart sizes were shared with Aiken Refuse.

Q: I would like to make changes to my services, can I request different cart sizes, quantity or type with Aiken Refuse?

A: Yes, you can modify your services after August 1st. Arrangements have been made to coordinate delivery of the same type, size and quality of service that you already have for service to fulfill our contract terms. We are not able to adjust to the preliminary cart delivery schedule. Once the initial carts have been delivered to all Hermitage and Wheatland residents, we can then make changes to your service. **Please hold all requests for service changes until August.**

Q: I have not received my cart(s) yet, am I on the delivery list?

A: Delivery of carts will take place through July 26th to 6,300 residential homes. Not all your carts will arrive on the same truck or even the same day. There are several trucks making deliveries, each truck transports a different type of cart based on the color lid and size. If you do not receive all your cart(s) by July 26th please report to our office by calling 724-758-9400 or email contact@aikenrefuse.com. Include your name, address, phone number and details of service carts (Carts received / Carts missing - include sizes, colors and quantity).

Q: I received the wrong size cart or wrong quantity of the same color cart(s).

A: Notify Aiken Refuse by calling 724-758-9400 immediately. We will verify the cart list provided by the prior hauler and make arrangements to meet your service needs as soon as possible.

Q: I received an extra cart.

A: Notify Aiken Refuse by calling 724-758-9400 immediately. We will make arrangements to pick up the extra cart. Please keep the extra cart in a safe place until we return for pick up.

Q: How can I lower the cost of my quarterly bill?

A: The City of Hermitage offers a low-income assistance program. Certain terms and conditions apply. Please visit their website for more information <https://www.hermitage.net/227/Low-Income-Assistance-Program>.

A mandatory Base Collection Rate of \$59.70 is applied to all residents within the Collection Area. Residents may choose between 95-gal, 35-gal or sticker service (bag tag) options for trash collection, called a variable rate. Review the variable rate options for trash collection to determine which level is suitable for your needs – this affects your overall quarterly price.

Q: I had low-income assistance applied to my last bill. Will that transfer to Aiken Refuse?

A: Yes, a hardship customer list has been shared with Aiken Refuse and applied to those accounts for your first quarter invoices. All hardship applications are processed through the City of Hermitage. Terms and conditions apply.

Q: I had autopay set up with my prior hauler. Does Aiken Refuse offer Auto Pay or can I pay my bills online?

A: Yes! Aiken Refuse offers automatic payments using ACH, debit or credit card payments.

To request access to our live customer portal, send an email to contact@aikenrefuse.com with your name, address and phone number. You'll be sent a link with an email invitation from Aiken Refuse. Here you can view all your account details, service levels and collections days. You can enroll in automatic payments or make one-time payments each quarter if you prefer.

Not Tech Savy? No Problem. Residents may also contact our office and a customer service representative will enroll you for Autopay using ACH, debit or credit card methods.

Q: I recently moved to Hermitage, how can I learn more about the waste collection program and enrollment?

A: Please refer to the materials mailed to residents and available on the City of Hermitage's website and Facebook page. <https://www.hermitage.net/224/Recycling-Solid-Waste>

Contact Aiken Refuse at 724-758-9400 option 5 (Hermitage Residents) to discuss your service needs and set up an account to start collection.

Office hours are Mon – Friday 8am to 4pm.

Our email address is contact@aikenrefuse.com

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