



1613 Wampum Road

Ellwood City, PA 16117

Office: (724) 758-9400

Email: contact@aikenrefuse.com

Dear Residents of Hermitage,

We are pleased to inform you that effective August 1, 2024, Aiken Refuse has been awarded an exclusive five-year contract as the lowest bidder for your municipality's residential solid waste disposal program. As a family-owned company, we've been in business for over 40 years. Innovation and excellence remain the foundation of our business, as we continuously search for new and improved ways to provide our customers with the best possible experience. We thank you for this opportunity and look forward to providing you with our quality services.

Enclosed are the service instructions and guidelines for your reference. Please take the time to review these documents. During this transition you may have many questions. We appreciate your patience and cooperation.

COLLECTION DAY: Your collection day will remain the same. We remind you that **pick-up times may vary** and we kindly request that you place **your waste containers to the curb the night before** your scheduled collection day. **If you have not received an AIKEN cart by July 31st to replace your existing brown cart please contact our office.**

CUSTOMER INFORMATION: Your address and service/cart size has been provided to us from your prior waste hauler, but we do ask that you **please review your account information on your invoice for accuracy.** If you have any questions or changes to your services or account information, please contact us immediately.

CONTACT AIKEN: We have set up a temporary dedicated phonenumber for Hermitage residents. Please call **724-758-9400 and select option 5** or you may email contact@aikenrefuse.com. Our office is open Monday - Friday 8am to 4pm. Visit our website at www.aikenrefuse.com and follow us on Facebook for news and updates.

BILLING & PAYMENTS: Quarterly billing includes a mandatory base collection rate for all structures within the Collection Area. Residents may then choose a variable level of service for trash using a 35 gal cart, 95 gal cart or Bag Tag option. Yard Waste and Recycling is included in the base collection rate. Bulky, White good, Electronic disposal and Sticker Tag Waste options are still available for additional costs.

Enclosed is the **invoice for the August - October 2024 collection period based on your existing level of service.** Our policy requires payment prior to the start of the collection period to avoid disruption of service. You may **mail** a check or money order payment to **1613 Wampum Rd. Ellwood City, PA 16117.** We accept Bill Pay checks through your bank institution, Debit and Credit Card payments **using our online customer portal** or **over the phone** by calling **(724) 758-9400.** Please have your account number available which is located on the top right of your invoice.

REQUEST ONLINE ACCESS OR PAPERLESS BILLING: To request online access to our customer portal or change your Invoice preference to E-invoice please send an email with your customer information, phone number & account number to contact@aikenrefuse.com. You'll be sent a unique link for online access to our portal; you'll have access to your account details and the option to **add secure AutoPay billing from your account.**

EXEMPTIONS & HARDSHIPS: If you have previously filed for exemption of services or a hardship application, please contact the city of Hermitage at 724-981-0800, ext. 1265 to **update your information for this new contract period.**

OTHER SERVICES: We offer several different types of services in addition to your current curbside waste collection.

- Roll-off boxes of 7 different sizes for cleaning out, remodeling, construction, etc.
- Commercial dumpsters 2yd through 8yd for your business or facility.

Best Regards,
Aiken Refuse