

# Frequently Asked Questions

## **How many bags can I put out each week for traditional curbside service?**

ARCollection Services will pick up 5 bags each week for a single residence. A bag will be a 30 gallon or equivalent sized bag weighing less than 50 pounds.

## **Where do I take my televisions and computer monitors?**

These are recycled at a 30 cents per pound recycling fee. They are accepted only at our 3875 west Main Street site.

## **How do I use the West Main Street Facility and the 15 cents per pound option?**

Just pack up your trash and recyclables and bring them to us during business hours. We will weigh your NON-recyclables in bags and you will be charged 15 cents per pound (effective 11/7/16). There is NO charge for recyclables. This is open to all residents in Genesee County and surrounding communities.

## **Where do I buy the Low Volume Bags?**

The ARCollection low volume bags, sold in bundles of 10, will be available at 3 Genesee ARC sites; 64 Walnut Street and 3785 West Main Street and 38 Woodrow Road. We can also mail them to you, a postage fee will apply. These bags will also be accepted at our West Main Street facility without further charges.

## **What if my recycling bin is full?**

You can use other containers for recycling as long as our handlers can clearly tell they are recyclables and they don't weigh more than 50lbs.

## **Can I put all recyclables together?**

Yes, all clean recyclables can be put together. No food waste or contamination. No sorting necessary.

## **What do I do with electronics?**

ARCollection Services will accept electronic waste at 64 Walnut Street or 3785 West Main Street during business hours. There is a 30 cents per pound recycling fee for televisions and computer monitors. Televisions are not accepted at Walnut Street.

Large electronics will be picked up by appointment, call 343-4203 for an appointment.

## **What about refrigerators, stoves, or large appliances?**

Many large appliances can be recycled. Call for an appointment for free pick up. All appliances with Freon are subject to a Freon recovery fee.

## **What happens on holidays?**

ARCollection Services observe the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Trash/Recycling pickup will move forward one day (i.e.: For a Monday Holiday all routes will move to the next business day, Friday routes will be picked up on Saturday).

## **Are you offering a senior discount?**

The Low Volume Plan should help seniors and other people who don't produce much garbage. You only use a bag when you're ready. There is a monthly \$5.00 service fee, which will be billed quarterly. If you use only 2 bags per month (2x\$2.99=\$5.98) plus the 5.00 fee, costs are limited to \$10.98 (excluding taxes).

## **Do you provide service to multiple unit dwellings (double homes, apartments)?**

We do offer special rates for property owners who rent multiple units at one location. Contact us for details.

## **Seasonal arrangements**

Please call the office prior to your planned vacation to temporarily stop your curbside service. A credit will be given if the vacation is 2 weeks or more, credit will be given up to 2 times annually.

**Payment Options** All subscribers to ARCollection Services will be billed either quarterly or annually. You will be billed in advance with payment expected prior to the first date of service. A 3% discount with no service fee is available for annual subscriptions paid in full prior to the beginning service.