

Customer Service FAQ

City of Athens
December 2023

Overview

- City of Athens and surrounding areas in Athens, OH.
- There are approximately 4775 customers.
 - 1087 compost customers (7-gallon containers)
- The first Rumpke service day will be 1/2/24
- We will start this program a day behind due to New Years Day

Services

- Residential service is weekly curbside pickup
- Franchise MSW & recycling is 7 days per week
- Residential service will be 4 days per week (Mon-Thu)
- Composting service will be 4 days per week (Mon-Thu)

Billing/Invoicing

- There will be no change to your billing process. You will continue to receive your bill from the City of Athens. To view rates and pay your bill, visit the **City of Athens** website under “Departments” and “Utilities Billing”.

Customer Notification

- Mailers will be sent to customers prior to the start of service.

Phone/Website/Social Media/Email

- Information regarding the service changes can be found on the **City of Athens** website and on Rumpke.com.
- Rumpke will provide additional information via social media when practical.

Day/Service Changes

- Rumpke will continue to service customers on their current service day.
- Place trash and recycling at the curb by 7 a.m. the day of your service day or the evening before. Please check to ensure your containers are set out on the proper day by visiting the City of Athens website.
- Service times may vary from what they are used to, so customers need to set trash out the night before.
- If a service change is needed, Rumpke will notify customers in advance.

Price Increases

Residential	Current	Increase	Total
1 can	\$15.53	\$7.00	\$22.53
2 can	\$22.35	\$8.80	\$31.15
3 can	\$25.50	\$8.80	\$34.30
4 can	\$27.06	\$8.80	\$35.88
5 can	\$28.65	\$8.80	\$37.45
Composting	\$6.33	\$2.09	\$8.42

Holiday Schedule

- The holiday schedule will be the standard 6-day holiday schedule. Rumpke:
 - New Year’s Day

- Memorial Day
- Independence Day
- Labor Day,
- Thanksgiving Day
- Christmas Day.

If your service day falls on or after these holidays, collection will be delayed by one day that week. See Rumpke.com for holiday schedule information.

Email Inquiry Template

Thank you for contacting Rumpke Waste & Recycling. We appreciate the opportunity to provide you with friendly, reliable service. On January 1, the **City of Athens** transitioned your service to Rumpke. Rumpke began servicing your home the week of January 1. Due to the New Year's Day holiday, Rumpke will operate on a one-day delay the week of January 2.

Rumpke has been working closely with the **City of Athens** to ensure a seamless transition with uninterrupted service.

Rumpke will follow the same collection schedule as before. If adjustments to collection schedules are needed, we will contact you in advance. Your service rate will continue to be part of your bill from the **City of Athens**.

If you have additional questions, please email service.day@rumpke.com or call 1-800-828-8171. We also encourage you to visit our website, at www.rumpke.com. We look forward to doing business with you!

Additional Questions:

Q. What is happening?

A. Following a competitive bid process, the City of Athens selected family-owned and Ohio based Rumpke Waste & Recycling to provide trash, recycling and compost collection to City of Athens residents and businesses.

Q. When is this happening?

A. The new service starts on January 1st. There will be no change in your regular service or collection day. However, due to the holiday, Rumpke will operate on a one-day delay the week of January 2. Please place trash and recycling at the curb by 7 a.m. the day of your service day or the evening before. Please check to ensure your containers are set out on the proper day by visiting the City of Athens website.

Any customer who wants to alter their service level should contact the City of Athens.

Any residential customers with service concerns, please contact Rumpke at 1-800-828-8171. All others please contact the City of Athens.

Q. What about my containers? What should I use?

A. Residents should continue to use their blue recycling carts for recycling. If the cart is in disrepair, please contact Rumpke at 1-800-828-8171 to schedule delivery of a new cart. Broken carts will be collected, stored, prepared, and shipped out to be recycled.

In the coming months, you will no longer need your personal trash cans. Starting in March 2024, Rumpke will begin delivering trash carts to each residence based on the typical trash volumes placed at the curb. Be on the lookout for communication detailing when you can expect your new cart. After new carts are delivered, you may choose to place your old cans curbside for disposal. Rumpke and City of Athens will provide more details before cart deliveries begin.

Q. The new compost containers seem difficult to open. Is there a special way to do it?

A. Part of the reason they are a little more difficult to open is that they are animal resistant. The mechanism for opening is to push down on the lid near the clasp. It should also become easier with use.

Q. Where will my waste, recycling and composting go?

A. Rumpke will dispose of trash at the Athens Hocking Landfill and transport recycling to the Athens Hocking Recycling Center (AHRC) for processing. Rumpke will service Athens from its hauling operation in Nelsonville, Ohio and is hiring additional local employees to help service Athens and the surrounding area. Interested applicants may apply at Rumpke.com.

Q. How does Rumpke plan to work with AHRC starting next year? Does it intend on composting?

A. Rumpke has met with the AHRC and discussed how recycling and composting will be handled. Rumpke will dispose of trash at the Athens Hocking Landfill and transport recycling and composting to the Athens Hocking Recycling Center (AHRC) for processing.

Q. Does Rumpke have sustainability goals as far as climate change, etc. goes?

A. Rumpke exists to protect the health and well-being of the public and the environment. Since its inception, Rumpke has been committed to keeping neighborhoods clean and green by properly disposing of discarded material. At Rumpke, environmental compliance is one of our chief priorities. Rumpke will operate its facilities in a way that protects the environment as well as our employees' and neighbors' health. We will work closely with local, state and federal regulators to ensure our sites remain compliant. In addition to helping our customers reach their sustainability goals, Rumpke is committed to the implementation and continual improvement of its own sustainability initiatives, including:

- The adoption of greener fueling technology for our fleet
- Promotion of waste reduction, specifically recycling
- Environmental awareness, training and education for employees
- Ensuring environmental compliance at all facilities

Q. Who is Rumpke?

A. With over 90 years of experience in the waste and recycling industry, Rumpke Waste and Recycling is very excited to serve the residents and businesses of Athens and surrounding areas. Rumpke has been servicing Athens County since 1990 and has over 50 employees operating out of its hauling and sanitary landfill location. Rumpke is working diligently with the City of Athens to ensure a smooth service transition.

Headquartered in Colerain Township, Ohio, just outside of Cincinnati, Rumpke Waste & Recycling was founded in 1932. Today, the family-owned company ranks among the largest waste and recycling firms in the country operating 14 landfills, 14 recycling facilities and 25 transfer stations spanning Ohio, Kentucky, Indiana and West Virginia.

Q. What happens to my composting?

A. If you subscribe to compost collection services, Rumpke will provide you with a new 7-gallon compost bin and only service those bins. Continue to place your compost curbside on your scheduled collection day. Composting will go to the Athens Hocking Recycling Center (AHRC) for processing.

Q. What if I have large/bulk items?

A. Residents can place bulk items out for collection on their regularly scheduled collection day. Please wrap all fabric and upholstered items furniture, mattresses and box springs in plastic before taking them to the curb. Freon-bearing appliances must have Freon (i.e., refrigerators, A/C units and dehumidifiers) removed by a licensed HVAC technician and tagged before removal.

Q. What happens to my recycling?

A. Rumpke will be following the Athens-Hocking Recycling Center acceptable items list. All recycling will be taken to the Athens-Hocking Recycling Center. Residents should continue to use their blue recycling carts for recycling. If the cart is in disrepair, please contact Rumpke at 1-800-828-8171 to schedule delivery of a new cart. Broken carts will be collected, stored, prepared, and shipped out to be recycled.