



One of Ohio's Best Hometowns

December 7, 2009

RESIDENT
ADDRESS

GRANVILLE OH 43023

RE: Single Refuse Hauler

Dear RESIDENT:

We are writing to advise you that the Village Council recently awarded a contract to Big O Refuse for residential collection of refuse, recyclables, and yard waste. The purpose of this letter is to advise you of that change and to outline any actions that you may need to take for your residential refuse collection.

Under the provisions of the contract, Big O will be the exclusive residential refuse hauler operating in the Village effective January 1, 2010. If you currently are a Big O customer, you do not need to do anything further. You will be billed for refuse collection beginning January 1, 2010 on the Village water and sewer bill and your refuse service through Big O will continue.

If you receive residential refuse collection from one of the other haulers operating in the Village, please notify that hauler that you want to cancel your residential collection effective at the close of business on December 31, 2009. Your current service provider has been notified by the Village that they will not be allowed to offer services within the Village after that date, so you should not have any problems when you call to cancel. You should also call Big O at 1-888-924-BIGO (2446) to advise Big O of your address so a Toter and recycling bin can be delivered to your residence (at no cost).

Please note that the new program only relates to residential trash collection. If you have a commercial trash account, that account will not be affected by the contract awarded to Big O. DO NOT CANCEL YOUR COMMERCIAL ACCOUNT. If you are uncertain whether your refuse account is residential or commercial, please call Mollie Prasher at the Village Office (587-0707) for assistance.

As basic policy, each residence is required to participate in the residential refuse program operated by Big O. However, a waiver may be obtained if a resident provides adequate proof to the Village that the resident has another legitimate option to dispose of the waste. For example, a resident who is also a business owner and has a contract for waste collection at the business could use that option for disposing of the trash generated at his or her residence and could opt out of the residential service. If you believe that you qualify for an exemption from the residential refuse collection program, please call Mollie Prasher at the Village Office.

The charge for residential refuse collection will be \$14.65 per month, per household, which includes the pick-up of refuse, recyclables, and yard waste, a Toter and a bin for recyclables. Senior households (a residential household where at least one member is age



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65 or older) qualify for a lower rate of \$13.18 per month, per household, and that also

includes a Toter and a bin for recyclables. The refuse collection service will be billed monthly by the Village and added to your current water and sewer bill. If you qualify for the senior rate, please call Mollie Prasher at the Village Office to confirm that you are registered for the senior program.

If you are an existing Big O customer and need a Toter or recycling bin, please call Big O to place that order. If you will be a new Big O customer, please call Big O to register for the refuse collection service and to receive your Toter and recycling bin. Contact Big O at 1-888-924-BIGO (2446).

If a residential premises will be vacant for at least thirty (30) days, the refuse collection services may be suspended in monthly increments for the time that the residence will be vacant. No refuse collection charges will be assessed to the residence for the period of the suspended services. To register for a suspension of service, please call Mollie Prasher at the Village Office.

Big O will collect refuse, recyclables, and yard waste on Thursday of each week, with the first day of collection to be Thursday, January 7. Please have your items out to your normal pickup location prior to 7:00 a.m. that morning. (Pick-up will be on Friday following these holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.)

We have enclosed a summary sheet that outlines the items that Big O collects as part of their service. For more information, please visit the Big O website at www.bigorefuse.com, the Village website at www.granville.oh.us, or call the Village Office at 587-0707.

We would also like to advise Village residents that an emergency communication notification system will also be initiated beginning in January 2010. The emergency notification system would be activated to notify Village and Township residents of serious weather and safety alerts or critical Village information. The recent electrical outage is an example of when such a system would have been activated. All Village and Township residents will have the opportunity to include up to six points of contact including land lines, cell phones, and email and text messages. Additional information regarding the implementation of this program will be available on the Village website later this month.

We thank you, in advance, for your patience and cooperation during this changeover to a new residential refuse collection and billing program and the addition of the emergency notification system.

Sincerely,

Don E. Holycross
Village Manager

Mollie Ann Prasher
Clerk of Council

Enclosure



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