

# Flood Brothers Disposal Contract Starts April 1: Transition Timeline and FAQ

A change in waste hauling vendors is coming for all Village of Roselle residents and businesses. With Flood Brothers Disposal as the new vendor starting April 1, 2020, customers will see across-the-board reductions in refuse, recycling, and yard waste collection rates. For a full breakdown of rates throughout the 5-year contract, visit the Village's website at [www.roselle.il.us/FloodBrothers](http://www.roselle.il.us/FloodBrothers).

## New Cart Delivery Starts Mid-March

The transition of switching over to Flood Brothers from the Village's current vendor, Republic Services, has already begun. Village of Roselle customer accounts have already been generated, and Flood Brothers will begin delivering 65-gallon garbage and recycling carts to residential customers starting March 15. The new carts will be green with a black lid for trash, and green with a yellow lid for recycling. Flood Brothers will also begin swapping out carts and dumpsters for business, industrial, and multi-unit residential customers at this time. All of the new carts are expected to be delivered by April 1.

Flood Brothers will begin accepting requests from those who wish to exchange the initial carts for different sizes starting April 8.

## Old Garbage and Recycling Cart Removal

Republic Services will pick up their carts from residential customers in late-March, following regular garbage days. For those with Wednesday service, this will begin on March 25; for those with Tuesday service, this will begin on March 31. Residential customers are asked to **LEAVE THEIR CARTS OUT** near the curb on these days, after their garbage and recycling have been picked up - another truck will come to pick up the carts. Please **DO NOT** place carts out on the street - street sweeping services are also scheduled to begin in late-March.

For a short period of time, residential customers will have carts for both Flood Brothers and for Republic Services. The Village will lift its ban on unscreened garbage carts visible from the street from March 15 through April 20. No tickets will be issued for visibly stored garbage carts or carts left out at the curb during this time period.

## Transition Timeline



Village of Roselle customer accounts automatically generated in Flood Brothers system

2/3/2020



Flood Brothers begins delivering new garbage & recycling carts to residential customers

3/15/2020



Flood Brothers begins delivering new carts and dumpsters to commercial and industrial customers

3/16/2020



Last day of residential service with Republic Services for Wednesday pickups - **LEAVE REPUBLIC CARTS OUT FOR REMOVAL**

3/25/2020



Last day of residential service with Republic Services for Tuesday pickups - **LEAVE REPUBLIC CARTS OUT FOR REMOVAL**

3/31/2020



First day of residential service with Flood Brothers for Wednesday pickups - **use the new Flood Brothers carts**

4/1/2020



Deadline for old cart removal by Republic Services

4/6/2020



First day of residential service with Flood Brothers for Tuesday pickups - **use the new Flood Brothers carts**; first yard waste pickup for Tuesday pickups\*

4/7/2020

\*Stickers not required for first yard waste pickup, up to 7 bags or bundles



First day to request new cart sizes from Flood Brothers; first yard waste pickup for Wednesday pickups\*

4/8/2020

## Garbage Vendor Transition: Frequently Asked Questions

**Q** How do I set up a new account with Flood Brothers?

**A** There is no need to contact Flood Brothers to set up a new account. All residential and commercial waste removal accounts are being automatically uploaded into the Flood Brothers system in February.

**Q** Does Flood Brothers offer automatic payment options?

**A** Yes, and you will need to contact them to start automatic payments. If you had an automatic payment plan with Republic Services, please remember to cancel it after your final payment has been made.

**Q** I'm a senior citizen, how do I apply for the senior rate with Flood Brothers?

**A** You will receive a welcome packet in the mail from Flood Brothers Disposal which will include a form to apply for the senior rate. You may need to show them a copy of your last statement from Republic Services showing them that you already qualify for the senior rate.

**Q** Is my garbage pickup day going to change when Flood Brothers takes over?

**A** No, the garbage and recycling pickup schedule will remain the same.

**Q** The carts that Flood Brothers delivered to me are too big. Can I get a smaller cart?

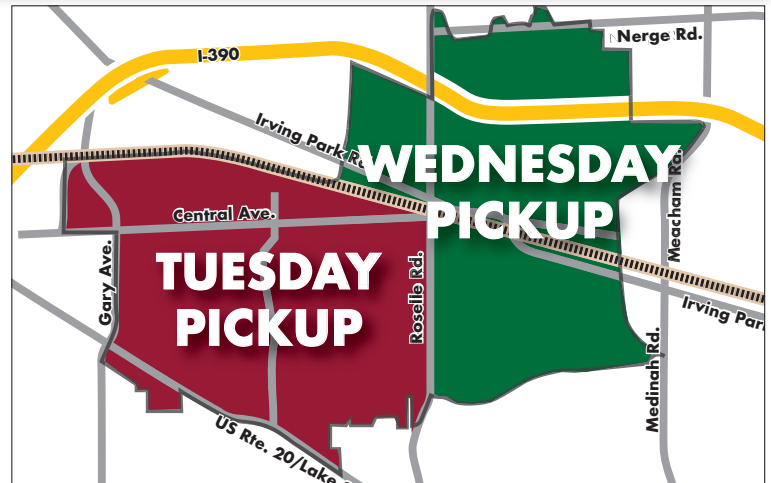
**A** Yes, Flood Brothers will begin taking requests to exchange carts for different sizes (95-gallon, 65-gallon, or 35-gallon) starting April 8 at no additional cost.

**Q** My carts are from ARC, not Republic Services. How do I get rid of them?

**A** Republic Services will pickup all carts from the curb that are currently in service, including those labeled with ARC, BFI, Allied, and Republic Services.

**Q** How long will it take Republic Services to pick up my old garbage carts?

**A** Republic Services will begin picking up their carts shortly after the last day of service, which is on March 25 for Wednesday pickups



and on March 31 for Tuesday pickups. It may take a couple of days after your last day of service for them to remove the carts left out at the curb. They are scheduled to have all of their carts removed by April 6. If your old carts have not been removed by then, call Republic Services at (847) 981-0091.

**Q** How does the new yard waste program work with Flood Brothers?

**A** Residents will receive free yard waste pickup two times per year - during the first full week in April and the last week in November - for up to seven (7) bundles, bags or approved containers per each pickup. All other weeks, yard waste stickers are required on each bag, bin, or bundle for disposal. Residents also have the option to rent a 95-gallon yard waste cart for the year.

**Q** Can I still use yard waste stickers that I have left over from last year?

**A** You may use the Republic Services yard waste stickers purchased last year through April 30.

**Q** I heard that Flood Brothers offers curbside electronic and hazardous waste removal, how do those programs work?

**A** New curbside electronic and hazardous waste collection is offered on a per-charge basis, \$25 for up to six items. Customers will need to contact Flood Brothers 24 hours in advance to arrange for these services.

**Q** How do I contact Flood Brothers?

**A** You can call Flood Brothers Disposal at (630) 261-0400, you can email [roselle@floodbrothersdisposal.com](mailto:roselle@floodbrothersdisposal.com), and you can visit them online at [www.floodbrothersdisposal.com](http://www.floodbrothersdisposal.com).