



Oelwein Single Hauler Program Question and Answers March 2018

Q- What is the Single Hauler Program?

A- The city is working on contracting one trash hauler for all residential properties in Oelwein. This includes anything up to a three plex that is not attached to a commercial business.

Q- When will this program take effect?

A- Black Hawk Waste Disposal Inc. will begin distributing cans in March of 2018 with pickup beginning April of 2018.

Q- When will I receive my first bill for trash pickup?

A- All charges for the single hauler program will be on your April Utility Bill.

Q- How will I pay my garbage bill?

A- All trash hauling bills will be ran through the city's utility bill just like water, sewer, county landfill, and county recycling.

Q- What is the monthly cost?

A-

	April 2018-2019	April 2019-2020	April 2020-2021	April 2021-2022	April 2022-2023
SH	\$11.30	11.30	11.30	11.46	11.63
Admin	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25
Total	\$12.55	\$12.55	\$12.55	\$12.73	\$12.92

Q- What does the monthly cost cover?

A- The monthly cost covers trash pickup every week and recycling every other week.

Q- What size containers are offered?

A- Residents can choose from a 33 gallon to a 96 gallon tote for both recycling and trash.

Q- How do I let the city know what size container I want?

A- Orders for containers are over as of February 2018. If customers want a different size, they must contact Black Hawk Waste Disposal Inc. Anyone who did not make a request will receive a 96 gallon for their trash and recycling.

Q- Why is the cost the same for the containers?

A- Each container is the same price. Residents are paying for the stop, not the amount of garbage collected. The county sets the trash rates at the transfer station. Residents pay for their disposal of trash through the landfill charge that is calculated by the county's tipping fees.

Q- Will I get to own my trash container after the five year program?

A- No, after the five-year contract, the city will evaluate the program and determine if they want to continue to work with Black Hawk Waste Disposal Inc. If the contract ends, Black Hawk Waste Disposal Inc. will retain ownership of the cans as similar to industry standard for waste haulers.

Q- Do I have to have a recycling container?

A- Every customer will receive a recycling container.

Q- How often is recycling picked up?

A- Every other week.

- North East- Monday (Recycle March 12 and every other week proceeding forward)
- South West- Tuesday (Recycle March 13 and every other week proceeding forward)
- South East- Wednesday (Recycle March 21 and every other week proceeding forward)
- North West- Thursday (Recycle March 22 and every other week proceeding forward)

Q- Will the county remove the blue recycling bins located across Oelwein?

A- As of now, the county has no plans to remove the recycling containers.

Q- Do I need to sort my recycling?

A- No, the recycle container accepts the following

- Plastic jugs/bottles
- Newspapers
- Magazines
- Cardboard
- Tin/Aluminum
- Office Paper

Q- Can I recycle glass?

A- Black Hawk Waste Disposal will not accept glass. The market for recycle glass is too low right now and not worth the rate of recycling.

Q- What happens if Black Hawk Waste Disposal Inc. breaks my container?

A- If Black Hawk Waste Disposal Inc. breaks your container, they will replace the container. If a resident breaks a container, they will be charged a \$60 fee to replace the container. All container disputes will be handled by Black Hawk Waste Disposal Inc.

Q- I have heard that they will not accept overflowing containers, what is an overflowing container?

A- Any container where the lid is not properly closed is overflowing. Containers that are overflowing are at a greater risk for trash spill out when they are picked up by an automated truck.

Q- Sometimes I have an extra bag of trash that does not fit in my container, how much does that cost?

A- An extra bag fee sticker can be picked up at city hall for \$2.00.

Q- How do I get Black Hawk Waste Disposal Inc. to pick up a bulk item for my residence?

A- Bulk item stickers are available at city hall for \$15.00 each. The price is based off of the landfills bulk item charges.

Q- I have never had trash service at my house, how can I not participate in this program.

A- This program is not optional for residential properties.

Q- How will I know my pickup day?

A- The new days go as follow:

- North East- Monday
- South West- Tuesday
- South East- Wednesday
- North West- Thursday

Q- I get picked up in an alley, will that change?

A- Yes, the city is no longer allowing alley pickup, because alleys are not designed to withstand garbage truck traffic. Black Hawk Waste Disposal Inc. will tell you where to place your container.

Q- I am on a one-way street, where do I place my container?

A- Black Hawk Waste Disposal Inc. will instruct residents on a one-way street. The City cannot allow truck traffic to go the wrong way on a one-way street for the safety of the community.

Q- What happens if I have a problem with my trash pickup?

A- All trash issues will be reported to Black Hawk Waste Disposal Inc. first. Their contact number will be on each container and available on their website. Any dispute not addressed in a timely manner as stated in the single hauler contract will be addressed by the city. If Black Hawk Waste Disposal Inc. fails to address issue with residents, fines can be assessed to the hauler.

Q- I winter out of state, will I get charged for the single hauler program?

A- Yes, anyone receiving a utility bill will get charged for the single hauler program. Anyone who winters away from Oelwein is encouraged to have their city utilities shutoff. Shutting off utilities for two months or more cost less than leaving utilities on.

Q- Will the City include a senior citizen discount?

A- No, the city cannot set rates based on age.

Q- Will they provide elderly, disabled, or handicapped pickup?

A- Yes. Residents will need to contact Black Hawk Waste Inc directly. (319)- 232-4150