



---

# Important Letter from The Village of Wilmette OPEN IMMEDIATELY DO NOT DISCARD

---

New Residential Refuse and Recycling Program  
- Spring 2010 -

Dear Resident:  
Effective March 29, 2010, the Village in partnership with Veolia Environmental Services will be implementing an automated solid waste collection program. As such, there will be several changes to the Village's solid waste collection program.

The changes include:

- Curbside refuse, recycling and yard waste pick-up for those customers that currently receive back door service
- A wheeled refuse toter provided to all customers at no cost
- A wheeled recycling toter provided to all customers at no cost

Please note: There will be no change in pick-up location for alley customers, except that toters must be placed in the alley for pick-up and not on the side of a garage—this is necessary as most alley collections will be automated.



THE VILLAGE OF

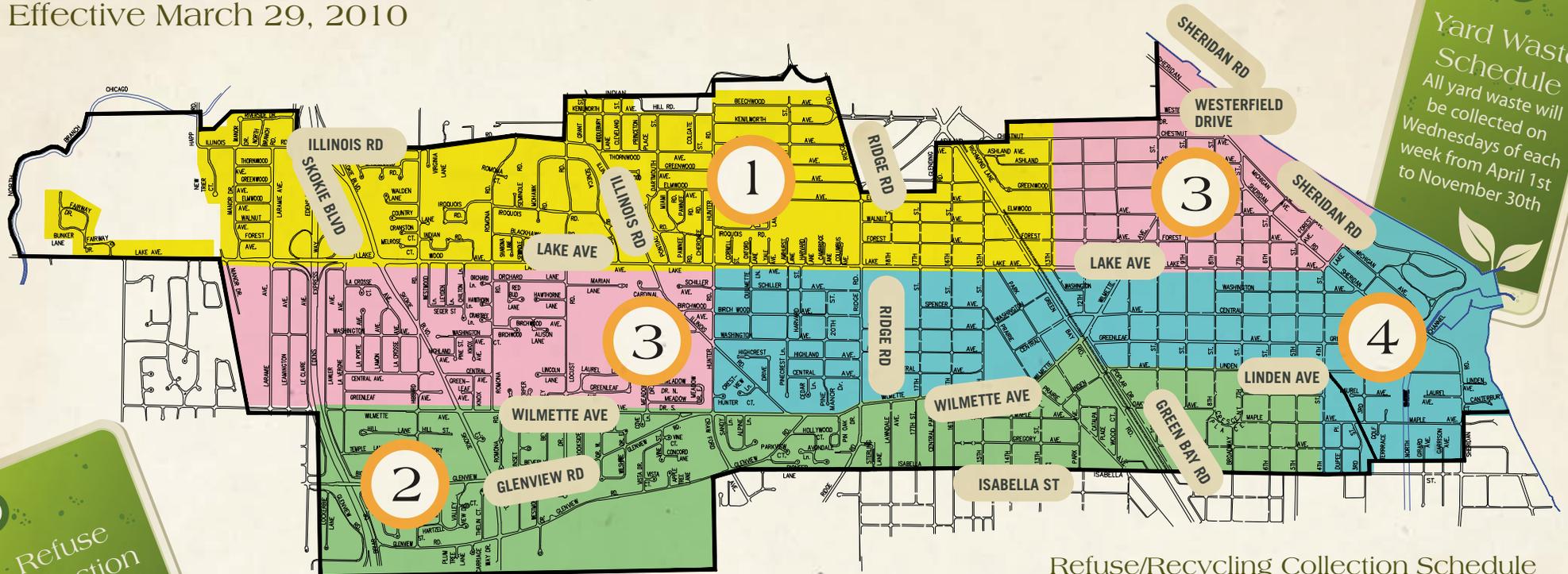
Wilmette



EST. 1872

# Village of Wilmette Refuse and Recycling Schedule

## Effective March 29, 2010

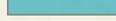


**Yard Waste Schedule**  
 All yard waste will be collected on Wednesdays of each week from April 1st to November 30th

Refuse Collection continues to be unlimited

**Holiday Schedule**  
 Collection will be delayed by one day on the following Holidays:  
 New Years Day      Memorial Day  
 Independence Day      Labor Day  
 Thanksgiving Day      Christmas Day  
*Veolia will work on Saturdays to accomodate Friday holiday routes.*

### Refuse/Recycling Collection Schedule

| Area  | Day      | Includes                      |
|---|----------|-------------------------------|
|  1   | Monday   | Lake ave. and 13th St.        |
|  2   | Tuesday  | Wilmette Ave. and Linden Ave. |
|  3   | Thursday | Hunter Rd. and Lake Ave.      |
|  4 | Friday   | 4th St.                       |



# New Collection Schedule

To accommodate the new collection system, most residents will see a change in their collection day. A collection map is attached. **The new collection schedule will begin on Monday, March 29th.** On your new collection day, refuse and recycling will be picked up on the same day. Yard waste will be collected Village-wide on Wednesdays only.

## Toter Sizes

All residents will receive the following:

- 96-gallon wheeled refuse toter  
(Height: 46", Width: 26", Depth: 34.5")
- 64-gallon wheeled recycling toter  
(Height: 41.5", Width: 24", Depth: 27")

If the provided toter is too large or too small, you may request to receive an alternate sized toter. **Toter size requests must be made to Veolia no later than February 22, 2010.**

Requests must be made in writing to Veolia and can be sent via email to [wilmette@veoliaes.com](mailto:wilmette@veoliaes.com) or mailed to:

**Veolia ES Solid Waste Midwest  
Attn: Wilmette Toter Selection  
2800 Shermer Rd.  
Northbrook, IL 60062**

You only need to contact Veolia about toters if you want to request a specific toter size. **All households will receive a 96-gallon refuse toter and 64-gallon recycling toter unless you indicate otherwise by February 22, 2010.**

## Smaller Toters (35-Gallons)

Residents that are physically unable to maneuver a 96- or 64-gallon toter may elect to receive a 35-gallon toter. Note: 35-gallon toters are very small and can only accommodate three bags of garbage. Residents that elect to receive the 35-gallon toter and subsequently determine that a larger toter is required will be charged \$50 by Veolia for the cost of switching the toter. **To request a 35-gallon toter, contact Veolia by February 22nd at the e-mail or mailing address listed above.**

Standard Refuse Toter



**96-gallons  
10 - 12 kitchen sized bags**  
(Height: 46", Width: 26", Depth: 34.5")

Standard Recycling Toter



**64-gallons  
6 - 7 kitchen sized bags**  
(Height: 41.5", Width: 24", Depth: 27")

Alternate Toter



**35-gallons  
3 kitchen sized bags**  
(Height: 37.5", Width: 19", Depth: 23.75")



## Toter Delivery

Toters will be delivered by Veolia and placed at your curb or alley during the week of March 22nd. **If you will be out of town for an extended period of time, please contact the Village at 847-853-7500 and your toter will be placed on the side of your house or in your backyard.** Upon receiving your toter and prior to April 30th, you may elect to change toter size (96- or 64-gallons) at no cost. After April 30, 2010, Veolia will charge residents \$40 to switch between a 96- and 64-gallon toter. As noted above, there is a \$50 charge to upgrade from a 35-gallon toter at anytime.

## Replacement of Damaged Toters

Toters that are no longer water tight, are broken or are capable of infestation by rodents or other animals will be replaced by Veolia at no cost as long as the new toter requested is the same size as the damaged toter. **To have a damaged toter replaced, contact Veolia at 847-272-4145.**

## Placement of Toters

Per the Village Code, toters cannot be stored in a front yard or side yard adjacent to a street except for collection. Refuse or recycling toters may not be placed in the front yard earlier than 4:00 p.m. preceding the day of collection. For curbside collection assure that toters are placed within four feet of the curb. After collection, refuse and recycling toters must be removed from the front yard not later than the evening of your collection day.

## Disposal of Current Refuse & Recycling Containers

Residents may dispose of their current refuse and recycling containers by placing them at the curb beginning March 29th. Each container must have a note affixed identifying the item for disposal. Containers without a note will not be picked up.

## Refuse Program

Refuse collection will continue to be unlimited. If you have more refuse than can fit in your toter, simply place the extra material next to the toter for collection. If you need an additional toter, you can lease one from Veolia for \$24 per year. Refuse toters will have a green lid.



## Recycling Program

All recyclables must be placed in the recycling toter. As of March 29, 2010 recyclable material not placed in the wheeled toter (including that which is placed in the 18-gallon bins that are currently in use) will not be accepted. The Village's recycling program is co-mingled, meaning that all recyclable material can be placed in the toter. Please note that material should not be placed in individual bags within the toter. There will be no change in materials that can be recycled except that motor oil and car batteries will no longer be accepted. Recycling toters will have a gray lid.

## White Goods, Bulk Items & Demolition/Construction Debris

White goods (appliances) and bulk items will continue to be picked-up at no cost. White goods will be collected on Wednesdays. **To schedule a pick-up for white goods or bulk items, contact Veolia at 847-272-4145. Demolition/ Construction debris up to one (1) cubic yard may be disposed of at no cost on your normal refuse collection day.** There will be a cost associated with debris in excess of one (1) cubic yard, to schedule such a pick-up contact Veolia at 847-272-4145.

## Yard Waste

All yard waste will be collected on Wednesday of each week from April 1st – November 30th. All yard waste bags or bundles require a sticker. Stickers can be purchased at Village Hall, Jewel Food stores at 411 Green Bay Road and 1517 Sheridan Road, Linden Hardware at 411 Linden Avenue, Millen Hardware at 1219 Wilmette Avenue, and Chalet Garden Shop at 3132 Lake Avenue at a cost of \$2.25 per sticker. **Residents can lease a 96-gallon toter for yard waste from Veolia at a cost of \$2 per month by calling 847-272-4145.**

Toters must be affixed with three (3) yard waste stickers.

## 2nd Weekly Pick-Ups

Residents have the option of paying an additional \$14.25 per month directly to Veolia for a second weekly curbside or alley refuse pick-up.

**Contact Veolia at [wilmette@veoliaes.com](mailto:wilmette@veoliaes.com) or 847-272-4145 to schedule a second weekly pick-up.**

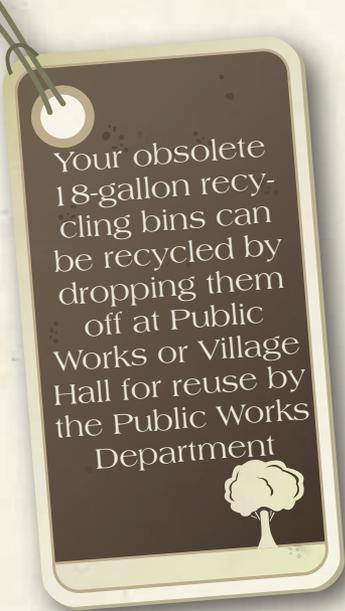
## Optional Back Door Service

All customers currently receiving back door service will be required to bring their refuse to the curb beginning March 29th. Residents that wish to continue to receive back door service may do so by paying an additional \$14.25 per month paid directly to Veolia. Residents selecting this option will not receive a wheeled refuse toter and must provide their own 32 gallon refuse containers. The maximum container size allowed is 32 gallons in size; this will be enforced by Veolia for those who choose to maintain back door service.

**To sign-up for the optional back door service, contact Veolia at [wilmette@veoliaes.com](mailto:wilmette@veoliaes.com) or mail request to:**

Veolia ES Solid Waste Midwest  
Attn: Wilmette Back Door Pick-Up  
2800 Shermer Rd.  
Northbrook, IL 60062

These changes do not pertain to multi-family dwellings with a common collection center. If you are unsure if these changes affect you, please contact your association.



THE VILLAGE OF

Wilmette

EST. 1872



THE VILLAGE OF

Wilmette



EST. 1872

## Summary of Implementation Timeline

|                   |   |
|-------------------|---|
| February 1:       | First day to contact Veolia to request toter size other than the standard 96-gallon for refuse and 64-gallon for recycling. First day to sign-up for back door service or second weekly pick-ups. |
| February 22:      | Last day to request toter sizes from Veolia   |
| Week of March 22: | Refuse and recycling toters delivered   |
| March 29:         | First day of new solid waste collection program   |
| April 30:         | Last day to request change in toter size without incurring \$40 change out fee  |

### Wilmette Public Works Contact:

Phone: 847-853-7640  
E-Mail: [pubworks@wilmette.com](mailto:pubworks@wilmette.com)

### Veolia Contact Information

Phone: 847-272-4145  
E-Mail: [wilmette@veoliaes.com](mailto:wilmette@veoliaes.com)  
Mailing Address: Veolia ES Solid Waste Midwest  
Attn: Wilmette Toter Selection  
2800 Shermer Rd.  
Northbrook, IL 60062

