



At Your Door Special CollectionSM

a service of Waste Management

Township of Elizabeth

Proposal Document

Date: May 2, 2016

Introduction

Waste Management is pleased to submit this proposal for At Your Door Special CollectionSM service of hard-to-recycle household items directly from the homes of residents within the Township of Elizabeth. This service makes it easy for the residents of Elizabeth Township to recycle home-generated special materials – including household chemicals, automotive products, paints and electronics – safely, easily, and responsibly. This unique service has been helping municipalities, government agencies, and the public since 1995¹.

The At Your Door Special Collection program is a Waste Management service. Waste Management is the leading provider of comprehensive waste and environmental services in North America, as well as one of North America's largest residential municipal waste recyclers. The concept and responsible implementation of door-to-door collection of difficult-to-recycle household items is unique. **At Your Door Special Collection service is a leader in providing collection of home generated special materials.**

Statement of Work

The program begins when the public is informed about how to participate. Following are the elements of the At Your Door Special Collection service and how it works.

Resident Initiates Collection

To participate, residents call our toll free number 1-800-449-7857, e-mail ATYOURDOOR@WM.COM or go to www.WMATYOURDOOR.COM and request a collection at their home. A customer service representative from our, trained, U.S. based call center answers the call or online request. The participant is asked for basic information: name, address, phone number, how they learned of the program, single or multi-family home and a short inventory of the material. The representative discusses the program with the participant, including the placement of the material on collection day. The call center is available from 5 AM through 5 PM Pacific Time, Monday through Friday. Both English and Spanish speaking representatives are available. The website is also available 24/7 to request a collection; messages are responded to Monday through Friday.

There is an automated call system available after hours and on holidays.

Collection Is Scheduled

The participant is provided with a date when they must place their material at the entrance door or in front of their garage or if multi-family, in a safe location. That predetermined location is noted by the customer service representative for use by the customer service technician.

The frequency of collection routes will vary depending upon demand. When programs first start and during seasonal peaks such as spring and fall cleaning times, there is usually a higher demand resulting in longer periods between the call and the collection.

Packaging

A collection kit will be sent via U.S. mail to the participant, who will package the material and place it out on the designated collection date. The kit consists of heavy bag, bag tie, survey card, labels (for material that is not labeled) and an instruction sheet. The instruction sheet reiterates the collection date and items

¹ Includes when the company was under different ownership.

Eligible Items

In general, most ordinary household chemicals purchased at retail stores are eligible for collection. Only items originating from households are eligible, no business material is allowed. Most consumer electronic items can be collected, including microwave ovens (appliances such as washer, drier, refrigerator or other large appliance are not acceptable). Console TV's and similar consumer electronic items in limited amounts are eligible unless they originate from a business. Universal material is collected and typically includes fluorescent lamps, compact fluorescent bulbs and mercury devices. List is not all-inclusive and may vary depending on state and local regulations.

Garden Chemicals

- Insect sprays
- Weed killers
- Other poisons, rat poison
- Roach poison
- Fertilizer
- Herbicides

Swimming Pool Chemicals

- Pool acid
- Chlorine: tablets, liquid
- Stabilizer

Automotive Material

- Motor oil
- Antifreeze
- Waxes/Polishes
- Cleaners
- Brake fluid
- Used oil filters
- Transmission fluid
- Windshield washer fluid
- Hydraulic fluid
- Automotive batteries

Flammable & Combustible Materials

- Gasoline and diesel fuel
- Solvent

Mercury Containing Devices

- Thermostats
- Thermometers
- Switches

Paint Products

- Oil based paint
- Latex paint
- Stripper and thinner
- Stains
- Caulking
- Wood preservative
- Glue

Household Cleaners

- Bleach
- Ammonia
- Floor stripper
- Drain cleaner
- Tile remover
- Floor and tile cleaners
- Rust remover
- Naval jelly
- Driveway Cleaner (up to 5 gallons)

Misc. Household

- Household batteries
- Florescent tubes/ Compact fluorescent bulbs
- High intensity lamps

Electronics and Peripheral Items with Circuit Boards

- Televisions, computer monitors
- Keyboard and mouse
- Desktop printer
- CD ROM's, DVD's and VCR's
- CD Players, cell phones with related cords

Ineligible Materials

Commercial material, material from businesses, and unusually large quantities of the same material are not eligible for this program. List is not all-inclusive and will vary depending on state and local regulations.

Biological waste

Gas cylinders/pressurized cylinders

Participant Surveys

A postage-paid card addressed to the sponsoring agency program manager will be included in every kit sent to participants. The card lists multiple choice and fill-in-the-blanks questions. In the past, on average 15-35% of these cards have been completed and mailed to government agencies sponsoring the At Your Door Special Collection program.

The survey card is a "report card" mailed directly to you. Residents in the comfort of their homes fill in the cards because they care about the program. In an effort to continually improve our service, we request copies of survey cards or consolidated reports.

Reports

Every item collected from every home is logged on the inventory form used by our customer service technicians on site. This data is entered into the At Your Door Special Collection proprietary database and reports can be generated. You may request a report that provides a summary of the material collected.

Pricing

The pricing offer stated below in this proposal will remain for a period of 90 days from May 2, 2016 date; provided however, that WM Curbside, LLC and the Township must enter into a written contract.

The program costs are as follows:

Single and Multi- family homes = \$1.05 per home, per month

Please Note: The collection of televisions, computer systems, peripheral items with circuit boards, and other electronic items is included at no additional cost, subject to daily maximum limits set forth in the service guidelines.

At Your Door Special CollectionSM service provided by WM Curbside, LLC, a Waste Management company. Where required, all collection services will be provided by a licensed subsidiary of Waste Management, or a licensed subcontractor.