

CITY OF DES PLAINES

NEW REFUSE, RECYCLING AND YARD-WASTE COLLECTION PROGRAM

Lakeshore Recycling Systems (LRS) is excited to become the City of Des Plaines' new waste and recycling hauler, starting on March 1, 2021. We know that the Des Plaines residents have high standards when it comes to service, quality and value; we look forward to exceeding those standards.

Under the City's new contract with LRS, most residents should see a modest decrease in service costs, as well as improved waste, recycling and yard waste service options.

This mailer will include essential information, which will help answer basic questions, and explain your new services in greater detail. We hope you will keep this mailer handy and use it as a reference point as needed.

SERVICE TRANSITION

New service with LRS will start on March 1, 2021. However, we will start delivering carts during the week of February 15th. Carts will be placed at your curbside (your waste and recycling carts may be delivered at different times). A note that directs you not to use your new carts until the first week of March will be attached to the carts as a reminder. The current carts you are using will be removed during the last week of February. Please remember to leave those carts on your parkway after your last service with Republic.



SERVICE DAYS

Your service day will remain the same. On your regular collection day, we ask that you have your carts out for service by 7AM. Carts should be placed at least 3' from mailboxes, and 1' to 2' off the curb.

MAIN SERVICES

WASTE (GARBAGE) COLLECTION

You will be provided one garbage cart by LRS, which will be serviced on a weekly basis. Cart size options: 35-gallon, 65-gallon and 95-gallon (95-gallon will be the default size). One 'bulk' item a week may be placed out for collection at no additional charge. Additional bulk items may be placed out for collection but may result in a service charge.

Additional waste carts may be rented at a cost of \$3.00 per month.



RECYCLING COLLECTION

You will be provided one recycling cart by LRS, which will be serviced on a weekly basis. Cart size options: 35-gallon, 65-gallon and 95-gallon (65-gallon will be the default size). Your recycling service will continue to be defined as single-stream, which means most clean and non-contaminated household items will be considered recyclable. A list of acceptable and unacceptable items is included in this mailer. (Please note: pizza boxes, plastic bags of any kind and textiles / clothing are not acceptable recycling items.)

Residents may place out as much accepted recycling items as they wish each week for collection.

Additional recycling carts may be rented at a cost of \$3.00 per month.

YARD WASTE COLLECTION

Similar to your waste and recycling service, LRS will provide collection of properly placed yard waste material on a weekly basis. This service is seasonal, and will run from April 1, through the end of November.

All yard waste must be placed in a proper receptacle, not to exceed 50lbs in weight. Paper kraft bags may also be used. User-owned cans should not exceed 35-gallons and should be clearly marked as 'Yard Waste.' Cans and kraft bags that contain excessive amounts of soil, dirt or earth may go uncollected. LRS will also take bundles of sticks, twigs and branches that are no more than 4' in length, and 18" in diameter.

Your yard waste collection day will be the same as your waste and recycling collection day. All items and material should be placed out for collection by 7AM.

PRSR: STD.
U.S. POSTAGE
PAID
Skokie, IL
Permit No. 245



LRS
LAKESHORE
Recycling Systems
6132 Oakton Street
Morton Grove, IL 60053

LEARN ABOUT YOUR NEW WASTE PARTNER

LRS is Chicagoland's leading waste and recycling hauler. Our growth and success in cities like Des Plaines can be attributed to our gold-standard service, innovative approach to recycling, and value to our customers - both in terms of performance and savings. LRS' reach extends beyond residential waste, recycling and yard waste collection. We are also Chicagoland's largest provider of temporary services, including: roll-off containers, portable restrooms and sinks and on-site storage among other services.

LRS is dedicated to educating not only our employees on the importance of a strong safety culture but also instilling this message into families, communities serviced and the general public.

Our approach to safe operations will be reflected in how we operate in Des Plaines every day. In June 2018 and 2019, LRS was recognized as the Overall Safety Award winner from the Solid Waste Association of North America (SWANA) for our Live Safety initiative. We were the only waste hauler recognized in North America for this growing safety initiative. Safety is a crucial aspect of everyone's life, which is why it is a core foundational value to LRS.

LRS looks forward to being a safe and sustainability-focused waste and recycling partner for you and the rest of the Des Plaines community!



LRS' CUSTOMER SERVICE PHONE
844.NEED.LRS

LRS' EMAIL FOR DES PLAINES RESIDENTS
SERVICE@LRSRECYCLES.COM



BEGINNING
MARCH
2021



CITY OF DES PLAINES WASTE & RECYCLING PROVIDER UPDATE

SERVICE@LRSRECYCLES.COM | 844.NEED.LRS

LRSRECYCLES.COM/DESPAINES



ADDITIONAL SERVICES



BULK ITEMS

One 'bulk' item may be placed out for collection each week at no additional cost. 'Bulk' items are defined as items too large to fit into your waste cart, and 50lbs in weight or less. 'Bulk' items do not include 'white' goods (appliances like refrigerators, washing machines, etc) or electronic waste, certain types of construction debris (concrete, stone, masonry etc.), dirt, tree stumps and engines, among other items.

For additional 'bulk' collection outside of the weekly limit of one item, please contact LRS to schedule service. Items will be charged on a per-yard basis.

WHITE GOODS

'White' goods are generally defined as appliances like refrigerators, washers and dryers, ovens, but include other items as well. LRS will collect these items, but they must be scheduled for collection. There will be a per-unit charge of \$30 per unit.

DO-IT-YOURSELF CONSTRUCTION DEBRIS

Up to one cubic yard of construction debris may be placed out for collection each week. Construction debris is defined as basic material that is consistent with household projects, renovations and clean-outs.

ELECTRONIC WASTE

Electronic waste will be collected as part of your quarterly waste and recycling program. It is encouraged that you contact our customer service department to schedule services for these items.

CHRISTMAS TREES

One Christmas tree per household will be collected at no charge during the first two weeks of January. This will include real trees, which need to be free of chemicals, sprays and any decoration.

PORTABLE RESTROOMS

As the second largest portable toilet business in Illinois, LRS provides safe and sanitary restrooms for any occasion, from construction job sites, to large events, to outdoor weddings. With four different types of units and over 15,000 units in stock, we will work with you to find the best model for your needs.

Our expansive portable restroom expertise allows us to ensure environmentally-friendly solutions, restrooms of various sizes and capabilities, and customizable options.

DUMPSTERS

LRS has expanded our temporary services division to create an easier customer experience, whether for a large construction site or a homeowner with a renovation or clean-out project.

With over 20 years of roll-off dumpster experience, we guarantee service operations will be timely and above expectations. An LRS representative will work with you to select the appropriate box so that your project continues to run smoothly.

This enhanced service area will ensure that you have the proper equipment to handle any of your construction, dumpster rental and demolition projects. LRS can make your waste removal even easier, no matter the project.



TRANSITION UPDATES

WHAT YOU NEED TO DO

- You will have the option to **choose which size of garbage and recycling carts you would like to use**. Those sizes are: 95-gallon, 65-gallon and 35-gallon. To choose your cart, you can either call our customer service at **844.NEED.LRS**, or register online through our dedicated web portal: LRSrecycles.com/DesPlaines.
- The deadline to register by phone and online is **February 5, 2021**. Should you choose not to register for a cart, the **default sizes will be 95-gallon for waste, and 65-gallon for recycling**.

IMPORTANT NOTE:

PLEASE LEAVE YOUR REPUBLIC CART(S) ON THE CURBSIDE ON THE LAST DAY OF YOUR SCHEDULED SERVICE.

LRS HOLIDAY SCHEDULE

LRS observes the following annual holidays.

If the holiday falls on a weekday prior to your regular service day, service will be one day behind. (Normal Friday service will be pushed to Saturday.)

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving

Christmas

There will be no collection on the holiday.

MISSED COLLECTION PICKUP

Please contact LRS at **844.NEED.LRS** to notify LRS Customer Service your waste material was not collected. If you would prefer to email, please send your name, phone number, full address and specifically what material was not collected (garbage, recycle, yard waste, large item, etc.) to Service@LRSrecycles.com.

Improperly prepared materials placed for collection will not be collected. LRS will tag the items left behind for the resident communicating the non-compliance preventing the collection.

BILLING AND PAYMENT

CHANGES IN BILLING

In the past, you have been billed for waste and recycling services through the City's utility bill on a bi-monthly basis. Under the City's new contract, you will be billed on a quarterly basis, directly by LRS.

AUTO-BILLING OPTION

Residents may opt to pay electronically, online or by authorized ACH transactions. To take advantage of this option, please register at: <https://etowerweb.amcsgroup.com/lakeshore>.

MAIL PAYMENT

The mailing address for payments is:

LAKE SHORE RECYCLING SYSTEMS

PO BOX 554892

DETROIT, MI 48255-4892

CONTACTING LRS

LRS' DES PLAINES CUSTOMER SERVICE PHONE

844.NEED.LRS

LRS' EMAIL FOR DES PLAINES RESIDENTS

SERVICE@LRSRECYCLES.COM

WASTE AND RECYCLING CARTS

ALL DES PLAINES RESIDENTS WILL AUTOMATICALLY RECEIVE NEW LRS REFUSE AND RECYCLING CARTS

SERVICE AND PRICING OPTIONS

Weekly Base Service (95/65/35 waste and recy cart) **\$17.70 PER MONTH**

Weekly Base Service – Senior Discount* (95/65/35 waste & recy cart) **\$16.35 PER MONTH**

Weekly Backdoor Base Service (95/65/35 waste and recy cart) **\$47.70 PER MONTH**

Weekly Backdoor Base Service – Senior* (95/65/35 waste and recy cart) **\$46.35 PER MONTH**

**Current residents receiving the senior discount will continue to receive the discount on the LRS billing.*



RECYCLABLE MATERIALS

PAPER

Newspaper and inserts
Computer printouts
Glossy brochures
Stationery
Envelopes
Cardboard boxes

Magazines catalogs & phone books
Hanging file folders (remove metal & trash it)
Index cards
Fax paper
Junk mail
Brown paper grocery bags

Office paper notebooks
Pastel sticky notes
Greeting cards
Manila folders
Chipboard/Paperboard
Paperback books

- Recyclable items must be clean**
- NO used paper plates or pizza boxes, or fluorescent paper (they contaminate the paper stream with food, dye, or plastic coating) If pizza box top is clean you can tear it off and recycle it.*
- NO paper towels, tissues, or napkins, which are not recyclable because the fibers are too small to reuse (please compost them with kitchen food scraps if possible)*
- NO Shredded Paper – Loose shredded paper causes major sorting problems in the recycling facilities*
- NO frozen food boxes, which are made of a hybrid of paper and plastic, and are not wanted by paper mills*
- NO paper cups, which are also made of a hybrid of paper and plastic rendering them unrecyclable*

ALUMINUM CANS AND FOIL

Aluminum cans

Aluminum foil

Pie plates & trays

CARTONS

Milk, Soup, and Juice cartons and boxes

STEEL/TIN CANS

Food cans and lids

Metal paint cans and lids

Empty aerosol cans

- NO utensils, propane tanks, wire hangers, or small appliances*

GLASS BOTTLES AND JARS

All colors are accepted

- NO window or auto glass, bakeware, ceramics, mirrors, light bulbs, coffee pots or drinking glasses*

PLASTIC CONTAINERS

Plastic bottles

Plastic tubs

Plastic jugs

- NO plastic bags or plastic film (plastic wraps, sandwich bags, freezer bags, tarps)*
- NO plastic utensils or plates (plastic wraps, sandwich bags, freezer bags, tarps), cups, lids or straws*
- NO candy wrappers, cereal bags, potato chip bags, or snack bags*
- NO empty motor oil, pesticide, or chemical bottles*
- NO Styrofoam, polystyrene (do not put in curbside bin)*