



Q: What services will Aiken Refuse be offering?

A: The City of Hermitage has continued the same services you have now. Aiken Refuse will provide the service for the municipal' solid waste, recycling & yard waste disposal program. Please refer to the materials mailed to residents and available on the City of Hermitage's website and Facebook page. www.hermitage.net

Aiken Refuse has begun mailing invoices and service guidelines. An electronic version is available on our Facebook page and website at www.aikenrefuse.com.

Q: What carts will I be receiving from Aiken Refuse?

A: Residents should receive the same type, size and quantity carts that you are already using for service based on the information we've been given by your prior hauler. If you had an account with the prior hauler, your cart sizes were shared with Aiken Refuse.

Q: I would like to make changes to my services, can I request different cart sizes, quantity or type with Aiken Refuse?

A: Yes, you can modify your services after August 1st. Arrangements have been made to coordinate delivery of the same type, size and quality of service that you already have for service to fulfill our contract terms. We are not able to adjust to the preliminary cart delivery schedule. Once the initial carts have been delivered to all Hermitage residents, we can then make changes to your service. **Please hold all requests for service changes until August.**

Q: I have not received my cart(s) yet, am I on the delivery list?

A: Delivery of carts will take place through July 26th to 6,300 residential homes. Not all your carts may arrive on the same truck or even the same day. There are several trucks making deliveries, each truck transports a different type of cart based on the color lid and size. If you do not receive all your cart(s) by July 26th please report to Aiken Refuse by calling 724-758-9400 or email contact@aikenrefuse.com. Include your name, address, phone number and details of service carts (Carts received / Carts missing - include sizes, colors and quantity).

Q: I received the wrong size cart or wrong quantity of the same color cart(s).

A: Notify Aiken Refuse by calling 724-758-9400 immediately. We will verify the cart list provided by the prior hauler and make arrangements to meet your service needs as soon as possible.

Q: I received an extra cart.

A: Notify Aiken Refuse by calling 724-758-9400 immediately. We will make arrangements to pick up the extra cart. Please keep the extra cart in a safe place until we return for pick up.

Q: May I take a cart (or extra cart) from a vacant house or give an extra cart I am not using to my neighbor?

A: Each cart has a unique serial number on it that is linked to each service address. We kindly ask that residents DO NOT move carts to an unauthorized address or tamper with carts so the information in our database remains intact. Otherwise, the cart that is moved to the unauthorized address or set out without a tampered serial number will not be serviced on our routes. We will gladly make accommodations to your services to add, remove or change the size carts. Please contact our office after August 1st to make modifications to your services. Even if a home may look vacant, there are arrangements made to provide carts active accounts. We appreciate your understanding.

Q: Is a low income assistance (hardship) program available?

A: The City of Hermitage offers a low-income assistance program. Certain terms and conditions apply. Please visit their website for more information <https://www.hermitage.net/227/Low-Income-Assistance-Program> or contact 724-981-0800.

A mandatory Base Collection Rate of \$59.70 is applied to all residents within the Collection Area. Residents may choose between 95-gal, 35-gal or sticker service (bag tag) options for trash collection, called a variable rate. Review the variable rate options for trash collection to determine which level is suitable for your needs – this affects your overall quarterly price.

Q: I had low-income assistance applied to my last bill. Will that transfer to Aiken Refuse?

A: Yes, a hardship customer list has been shared with Aiken Refuse and applied to those accounts for your first quarter invoices. All hardship applications are processed through the City of Hermitage. Terms and conditions apply.

Q: I had autopay set up with my prior hauler. Does Aiken Refuse offer automatic payments, or can I pay my bills online?

A: Yes! Aiken Refuse offers automatic payments using ACH, debit or credit card payments.

To request access to our live customer portal, send an email to contact@aikenrefuse.com with your name, address and phone number. You'll be sent a link with an email invitation from Aiken Refuse. Here you can view all your account details, service levels and collections days. You can enroll in automatic payments or make one-time payments each quarter if you prefer.

Not Tech Savy? No Problem. Residents may also contact our office and a customer service representative will enroll you for Autopay using ACH, debit or credit card methods.

Q: I recently moved to Hermitage, how can I learn more about the waste collection program and enrollment?

A: Please refer to the materials mailed to residents and available on the City of Hermitage's website and Facebook page. <https://www.hermitage.net/224/Recycling-Solid-Waste>

Contact Aiken Refuse at 724-758-9400 option 5 (Hermitage Residents) to discuss your service needs and set up an account to start collection. You may also email Aiken Refuse at contact@aikenrefuse.com.

Q: Will there still be a bulk cleanup day in Hermitage for large items?

A: Yes. Fall and Spring cleanup dates will be advertised for curbside clean up collection.

Bulk tags are also offered for curbside pick up year around. Contact Aiken Refuse to schedule prior to your collection day.

Q: I have called Aiken Refuse but have not received a call back yet or the voicemail was full.

A: We are receiving a high volume of phone calls and emails from Hermitage residents; we are responding to customers as quickly as possible. We strive to provide high quality customer service by taking the time to answer all your questions to meet your service needs while we have you on the phone. If you leave a message, you will receive a response or call back. To expedite your call please be sure to leave your full name, address and phone number. If you were not able to leave a message you can also email Aiken Refuse at contact@aikenrefuse.com with your customer information and a representative will be in touch with you as soon as possible. Thank you for your patience. We look forward to speaking with you. Aiken Refuse Office hours are Mon – Friday 8am to 4pm. Follow us on Facebook for news and updates.