



Solid Waste & Recyclable Materials Collection Services Frequently Asked Questions

As of April 24, 2019

- **How are solid waste and recyclable material collection services regulated in Orion Township?**
 - Ordinance 73 Solid Waste & Recyclable Materials Collection Regulations (<http://oriontownship.org/Portals/33/ordinance/Ord073.pdf>) is the ordinance that regulates solid waste and recycling collection in the Township. The Township does not have a contract with one or more waste hauling companies, but instead annually approves licenses for waste haulers to operate in the Township.
- **How do I set up solid waste, recycling, and yard waste services for my home?**
 - Individual homeowners or homeowner associations/subdivisions, are responsible for contacting one of the licensed haulers to set up service. Residents are solely responsible for negotiating their rate and service level with the licensed haulers.
- **Who are the licensed haulers in Orion Township?**
 - Effective April 16, 2019, the following waste haulers are licensed to collect in Orion Township:

| Waste Hauler | Phone Number | Email Address |
|--------------------------------------|------------------------------|---|
| Advanced Disposal | 248-451-1570 | MichiganCustomerCare@advanceddisposal.com |
| Community Disposal | 248-634-5963 810-336-3000 | |
| Green for Life Environmental (GFL) | 844-464-3587 | |
| TNR Lawn & Dumpster Waste Management | 248-391-2909 866-797-9018 | |

- **How are the collection rates set?**
 - Residents are responsible for negotiating their collection rate with the individual waste hauling companies. Orion Township does not have a contract or negotiated rate with one or more waste haulers.
 - Homeowner associations/subdivisions may negotiate a group rate by calling the individual licensed waste haulers.
- **Why am I being quoted a different rate than my neighbors?**
 - If you live in a Homeowners Association, check with your Homeowners Association Board before calling for quotes, as your Board representative(s) may already be calling for a group rate.
 - The different licensed haulers may offer discounts, such as a senior discount, veterans discount, snowbird discount/rate, Homeowner Association group rate, etc. Make sure you are asking about potential discounts when requesting a quote.
 - Our Ordinance requires recycling to be included at no extra cost. This has been clarified with the licensed haulers. If you choose not to recycle, you will be paying the same rate as households that choose to recycle.
 - Optional services that may change your final rate include yard waste/compost, using one of the hauler's provided garbage carts, larger recycling carts, signing up for annual billing, and competitive negotiations.
 - Each licensed hauler has separate surcharges and administrative fees they may charge, including fuel, environmental, and start-up. Visit their website, or clarify with the customer service representative about these rates and how they are charged. These rates are in addition to the base rate and may change over time.
- **How do I obtain a refund for canceled service?**
 - Residents must call their waste hauler about their refund policy. It is recommended that residents inquire about the licensed waste hauler's refund policy before obtaining service. Orion Township does not have a contract with one or more waste haulers, and cannot assist in acquiring refunds.
- **What should I do if my house was missed on pick-up day, or I have questions or concerns about my trash hauling service?**
 - Residents are to contact their licensed waste hauler's customer service line if they have experienced a missed pick-up, or have questions, concerns, and other customer service-related issues.
- **What happens if my garbage/recycling/yard waste or containers are left out by the road for more than one day?**
 - Residents are responsible for ensuring their garbage/recycling/yard waste or containers are removed from the roadside within 24 hours. Leaving any garbage/recycling/yard waste or containers out for more than 24 hours, regardless of reason, is a violation by the resident of Ordinance 73. Such violations are subject to code enforcement fines of:
 - First offense: \$65.00
 - Second offense: \$90.00
 - Third offense: \$500.00