



PO Box 796  
Willmar, MN 56201

Forwarding Service Requested

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MADELIA RESIDENT

**Re: City of Madelia Good Neighbor Carts & Service Day Adjustment**

Dear Neighbor,

We are writing to share some exciting news regarding the future of your waste service.

Since West Central Sanitation acquired Madelia Sanitation in June, we have been in talks with the City of Madelia to provide *Good Neighbor Carts* for trash service. We are excited to say we are ready to deliver a Good Neighbor Cart to your address and anticipate this new service starting the first week of August.

We need to know your preferred cart size. Included with this letter is a prepaid return postcard. **Please confirm the service address on the postcard is correct and select a container size. If we do not receive your postcard by Friday, July 25<sup>th</sup>, we will deliver a 65-gallon cart.** It is our goal to deliver all carts on or before Friday, August 1<sup>st</sup> assuming there are no delays in the manufacture of our 65-gallon cart size. If you request and do not receive a 65-gallon cart by Friday, August 1<sup>st</sup> please use bags for your Monday, August 4<sup>th</sup> service. If you have not received a cart by Thursday, August 7<sup>th</sup>, please give us a call!

Along with our new, automated collection we are planning a change in the day of service. **Beginning August 4<sup>th</sup>, please expect trash collection to be performed on Mondays. Carts should be at the curb by 6:00AM to avoid being missed.** We ask for carts to be out by 6:00AM in the event we need to run routes differently or assign helpers to complete the route on-time; if you are concerned, we suggest setting your cart out the night before service.

As we have been receiving many questions from Madelia residents, we have included a brief Frequently Asked Questions guide on the reverse of this letter.

We're excited for the opportunity to serve you and the City of Madelia.

Sincerely,

Don Williamson  
President and Owner



See reverse for answers to  
common questions!

Enclosure



Below is a brief listing of frequently asked questions that we hope you find helpful:

- 1) What sizes of carts are available and how much do they hold?
  - We carry three sizes of carts, 35, 65, and 95-gallon containers. The smallest holds 2-3 kitchen bags of trash, while the largest holds 7-9. Carts have been provided to City Hall for you to view and inspect.
- 2) What is the cost for each cart?
  - A service fee for each size cart is below. Services will be charged on your utility statement from the City. The rates below do not include solid waste tax.
  - **You no longer need to buy orange bags or tags for trash put inside your cart.**
  - **The City of Madelia will bill you on your monthly utility bill. You will not receive a separate invoice from West Central Sanitation.**

<i>Good Neighbor Cart Size</i>	Monthly Rate
35 Gallon	\$18.00
65 Gallon	\$19.87
95 Gallon	\$22.24

- 3) Will I be required to have a cart for service?
  - Yes. We will be using an automated vehicle to provide services. We are asking that all residents use one of three sizes of carts that will be provided. All trash should fit inside your container, with the lid closed.
- 4) What should I do with my old bags or tags?
  - Your current bags or tags will not go to waste! Bags and Tags can still be used for extra trash that does not fit into your container. If you do not have orange bags or a tag to put on extra trash, please call our office and we can mail tags to your address. All extras must be pre-paid in the form of an orange bag or tag.
- 5) Who do I call if I have questions or problems?
  - If you have a service issue, to request a bulky item pickup or an additional service of any kind, please call us directly at 1-800-246-7630.
  - If you have a question regarding billing or invoicing, please call the City of Madelia at 507-642-3245. The City is responsible for invoicing of regular, weekly garbage service.
  - To change the size of your cart, please call the City of Madelia. Your carts will likely not be exchanged on service day, the City will inform you of what day to leave out your cart.
- 6) How do I get rid of bulky items – furniture, appliances and electronics?
  - There will have a separate route for collecting these items. Please call West Central Sanitation directly to schedule a collection. The fee will be prepaid and stickers will not be necessary. Rates will be published on the City of Madelia website.
- 7) I need a dumpster. Who do I contact?
  - To order a dumpster or rolloff, please contact West Central Sanitation directly. Dumpsters should no longer be ordered through Madelia City Hall.