



PROSPECT HEIGHTS

QUICK REFERENCE-RATES

Single Family Curbside Collection	\$22.90 per household
Townhome Curbside Collection	\$14.25 per household
Optional Back-Door Solid Waste and Recycling Collection	\$33.63 per household
Optional 2x Week Solid Waste and Recycling Collection	\$30.91 per household
Optional 2x Week & Back Door Solid Waste Collection	\$46.00 per household
White Goods Collection and Disposal	\$15.00 per item per household
Additional Cart Rental (Solid Waste, Recycling & Landscape)	\$2.00 per cart
Cart Change Out Fee (After initial 90 days of contract)	\$10.00 per cart

CUSTOMER REFERRAL

Reward Yourself, Refer a New Business or Residential Customer

In today's competitive world, we strive to offer superior service that customers notice and appreciate. Over our 85 years of service, one message stands clear: the power of happy customers. We stay focused and motivated when our customers share their positive experience. This offer stands each and every day—we want to reward you for sharing your experience with friends, relatives, and/or businesses. Refer Flood Bros. for commercial or residential refuse, recycling and yard waste collection and as a gift to you, for the referral, we will credit your account. We serve Cook DuPage, Kane, Kendall, Lake, McHenry and Will counties.

Simply fill out the form and mail it to us, or have your referral contact directly at **630.261.0578**

Name	
Address for pick-up	City
Email	Phone
Your Name	Account

RECYCLING GUIDE

YES

ALL THESE TYPES OF RECYCLABLES CAN BE MIXED IN YOUR RECYCLING BIN



- ### Fiber Materials

 - Bond paper (white/colored)
 - Computer paper
 - Calculator tape
 - Envelopes
 - Junk mail
 - Legal pad paper
 - Letterhead
 - Magazines
 - Newspaper
 - Cardboard

Co-mingled Materials Clean & Dry

 - Aluminum cans
 - Steel cans
 - Plastic soup containers
 - Bi-metal cans
 - Plastic water/soda/juice bottles
 - Liquid detergent bottles
 - Microwave trays
 - Milk jugs
 - Plastics #1-5 & #7
 - Glass

NO

PLACE ALL THESE NON-RECYCLABLES INTO A DESIGNATED GARBAGE CAN

When in doubt, leave it out!



- ### Non-Recyclable Materials
- Food or beverage waste
 - Candy & snack wrappers
 - Non-paper packing material
 - Plastic strapping
 - Rubber bands
 - Stickers or labels
 - Plastic, latex or rubber gloves
 - K-cups
 - Plastic #6 (Polystyrene)
 - Styrofoam
 - Plastic grocery bags
 - Paper coffee cups & lids
 - Tissue products & napkins
 - Shrink wrap & food packaging

Flood Brothers

DISPOSAL/RECYCLING SERVICES
17W609 14TH STREET
OAKBROOK TERRACE, IL 60181-3718
www.floodbrothersdisposal.com

- Professional Waste Haulers
- Personalized Service
- Competitive Pricing



Family Owned & Operated



RESIDENTIAL GUIDE FOR PROSPECT HEIGHTS

We believe in smarter waste solutions and we are here to prove it with:

COMMITMENT

With a proven track record of more than 85 years of experience, we can offer solutions to a wide variety of demanding environmental needs. But beyond our expertise, we're a family-owned business that believes in honest hard work, a fair price and courteous staff that's accessible.

SERVICE

At Flood Bros., our reputation is built upon our energetic responsiveness to customer needs and our reliable service. Our drivers are committed to safety and are trained for best industry practice for residential to retail collection and everything in between. Our customer care team is made up of proactive listeners ready to discuss your questions and concerns. We realize and appreciate budgets; our solution-finding experts will work with you to find the best fit for your collection needs.

PROFESSIONALISM

Thinking, strategizing and putting in the extra effort is not a lost art at Flood Bros. Our professional team of experts, including more than 25 Flood family members, works together to provide our vision of smarter waste solutions. Our drive to serve our customers grows stronger every day. We lead the industry in the latest technology, like our alternative fuel trucks and believe keeping Prospect Heights clean is a team effort.



REFUSE - Friday Collection

Single-Family and Townhome Residences

Flood Bros Disposal Co. will provide each **single-family household** with a 95-gallon refuse cart. Flood Bros will provide **townhome units** with a 65-gallon refuse cart.

Flood Bros will make available if requested an alternative size of 35 or 65-gallon if the customer would like to switch out from the specified 95 or 65-gallon at no additional charge within the first 90 days (Sept. 29) of the contract.

Residents are asked to contact Flood Bros after July 1st, 2019 to make the arrangements for an alternate size cart.

Additional carts are available for those residents that would be interested; a rental price would be applied.

All equipment will be owned and maintained by Flood Bros.

Any refuse that cannot fit into the Flood Bros issued cart or dumpster must be placed in a bag or container not to exceed 32-gallons or 50lbs there is no additional charge for the collection of the unlimited household waste set out within the parameters of the service guidelines.

RECYCLING - Friday Collection

Single-Family and Townhome Residences

Flood Bros Disposal Co. will provide each **single-family household** with a 65-gallon recycle cart. Flood Bros will provide **townhome units** with a 35-gallon recycle cart.

Flood Bros will make available if requested an alternative size of 35 or 95-gallon if the customer would like to switch out from the specified 65 or 35-gallon at no additional charge within the first 90 days (Sept. 29) of the contract.

Residents are asked to contact Flood Bros after July 1st, 2019 to make the arrangements for an alternate size cart.

Additional carts are available for those residents that would be interested; a rental price would be applied.

All equipment will be owned and maintained by Flood Bros.

Flood Bros will allow recycling materials to be comingled (i.e. plastic, glass, metal and paper products mixed together). Flood Bros will provide upon request further information regarding specific materials if residents have questions.

Flood Bros Disposal Co. will collect recyclables curbside using the single stream process. There is no limit to the number of recycling bins or to the quantity of recyclables that a household may place at the curb for collection. Residents have the right to set out recycling bins which are clearly marked for recycling collection and do not exceed 35 gallons or 50lbs. Flood Bros Disposal Co. will collect from all the recycling bins that have been placed neatly at the curb for collection.

YARD WASTE - Friday Collection

Flood Bros Disposal Co. will provide once per week unlimited collection of Landscape Waste.

Waste disposal collections will occur once per week, March 15th through December 15th. Christmas trees, without landscape waste stickers, will be collected the first three weeks in January.

All yard waste shall be placed in a waterproof plastic or metal container with a tight cover, or a biodegradable Kraft bag, of a size no larger than 35 gallons and not exceeding 50lbs. Flood Bros will make a cart available upon request.

There shall be no limit on the number of containers placed out for collection by a given household. We will accept and collect all bundles of brush or limbs, providing the bundles do not exceed a weight of fifty (50) pounds per bundle, are not more than four (4) feet long, are not more than two (2) feet in diameter, do not contain limbs greater than three (3) inches in diameter and are tied with a material that is accepted at the compost site that we use.

WHITE GOODS

Flood Bros Disposal Co. will also provide collection services for white good items (i.e. appliances). Examples shall include; refrigerators, dish washers, water heaters, washers, dryers, etc. Residents will be asked to call our office 24 hours prior to collection to schedule the pickup.

BULK ITEMS COLLECTION SERVICE

Bulk Items collection service will be available to collect and dispose of all discarded materials, which are too large and bulky to be handled by packer-type equipment. All Bulk Items shall be placed at curbside by a resident for collection on the collection day, provided a call has been made to Flood Brothers by the resident notifying of the Bulk Item collection. There shall be no additional charge for these collections.

CHRISTMAS TREE COLLECTION

Christmas trees will be collected the first three weeks in January.

HOUSEHOLD HAZARDOUS WASTE

Flood Bros would inform residents to reach out to our office when a possible hazardous waste material may need to be disposed of. We will work with the resident to find the best solution for disposal with the assistance of Solid Waste Agency of Northern Cook County Recycling programs.

CONSTRUCTION DEBRIS

Construction and remodeling debris must be contained in either cans or plastic bags not exceeding 34 gallons in size and 50 pounds in weight. Construction and remodeling debris that cannot be containerized must be securely tied and bundled. Bundles must not exceed 4 feet in length and 50 pounds in weight. Construction and remodeling debris must be from handyman-type projects and may not exceed one cubic yard in quantity. Flood Bros. has rolloff dumpsters available.

OFFICE HOURS

7:30am -5:30pm

Monday – Friday

8:00am-12:00pm

Saturdays

Our offices are closed on the holidays listed in the Holiday Schedule.

COLLECTION DAYS

All materials (refuse, recycling and yard waste) will be collected on the same day, once per week **FRIDAY**. The collection will be delayed one day in the event of one of the listed holidays below falls during the week.

HOLIDAY SCHEDULE

If a holiday falls on a weekday or Sunday, (if holiday falls on Sunday, the holiday will be observed on the following Monday) and your regularly scheduled pickup is on or after the holiday, your pickup will be delayed by one day. The following is a list of observed holidays:

New Year's Day **Memorial Day** **Independence Day**
Labor Day **Thanksgiving Day** **Christmas Day**

BILLING

Quarterly billing of all single family residential units, and monthly billing of townhome and multi-family residential units.

ONLINE PAPERLESS BILL PAYMENT

Our online payment program is a convenient, paperless option for customers to pay their bill. Visit www.floodbrothersdisposal.com to set up your User ID and Password. Enter your original access code found on your invoice to finish registering and begin making online payments. our site permits payment from a checking account or a credit card. The online bill payment program also allows you to view past payments made through the system, your current account balance and payment due date.

ELECTRONICS RECYCLING

The U.S. Environmental Protection Agency states electronic waste is now the fastest growing segment of our nation's waste. Electronic waste, from computers to TVs, contain toxic materials such as lead, chromium, cadmium, mercury, beryllium, nickel, zinc and other potentially harmful chemicals. The EPA warns when electronics that contain these materials are not recycled or are not disposed of properly, the hazardous chemicals can contaminate the ground water and present additional environmental concerns.

Flood Bros. will offer an annual free drop-off for approved electronics, batteries and fluorescent lightbulbs. Upon request, for an additional charge, Flood Bros. can arrange a pick-up of these items on your regular collection day at the curb.

State Ban

The State of Illinois electronic waste landfill ban is now a state law. Under this state law, electronic waste cannot be collected with household refuse/waste.

Contact Flood Brothers during business hours to schedule an e-waste collection.

E-waste items banned from the landfill include:

- Batteries
- Cable receivers
- Computer mice
- Compact Fluorescent Lightbulbs
- Computer monitors
- Desktop computers
- Digital cable box
- DVD players
- DVRs
- Fax machines
- Keyboards
- MP3 players
- Laptop computers
- Notebook computers
- Printers
- Recorders
- Satellite receivers
- Scanners
- Small-scale servers
- Televisions
- Video Consoles



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