



New Ardens Trash Vendor & Opportunity for Our Neighbors

The villages of Arden, Ardentown, and Ardencroft just signed a 3-year contract with Evergreen Waste Services, running from 10/1/24 to 9/30/27 and will discontinue service with Trash Tech/SEM at the end of September. As a win-win scenario for us and for our neighbors, Evergreen is extending the same low rate and terms the Ardens are receiving to residents sharing the same streets as our village. This is a great opportunity for you and, if everyone participates, minimizes trash truck traffic on our roadways.

Here's what you need to know...

Evergreen Contract

Rate

Evergreen is charging a **\$24.30 monthly fee** per address—assuming 1 trash, 1 recycling, and 1 (optional) yard waste bin per address. That works out to \$72.90 quarterly, and \$291.60, and is a very good rate—especially considering the services included (see below) and their **A+ rating with the Better Business Bureau**. They are permitted to raise rates by 4% annually.

Services Included

Evergreen will provide the following services as part of the contract with the Ardens:

- Weekly collection of all core services—trash, recycling, and yard waste—so no need to track specific weeks for different services
- One bulk item per week—household furniture or 4 additional 13-gallon bags, or 2 additional 30-gallon bags (see evergreenws.com for details)
- Metal services (e.g., water heaters, washers, dryers, stoves) if scheduled with customer service
- Online customer portal and direct phone support

Timing

- Weekly service on **Fridays**
- Please have bins curbside by 6:00 am, preferably the night before
- Pickup days will be affected by Thanksgiving and Christmas (when they fall on a weekday), in which case pickups will be on Saturday
- If a pickup is ever missed, the following Tuesday will be when they come to pickup

Bin Distribution and Size Options

Available sizes are 96-gallon, 64-gallon, and 35-gallon. Bin delivery fees have been waived. Any subsequent changes to bin sizes will be charged to the residence at \$25 per bin.

Yard Waste Notes

Evergreen processes yard waste at their facility in Hockessin. Each residence is permitted to choose from the following options for yard waste disposal:



- Option 1: Use your Evergreen 96-gallon yard waste bin and up to four additional paper bags
- Option 2: If you've returned the Evergreen yard waste bin, you may use up to seven paper bags or three personal trash cans (35 gallons or smaller).

Optional Services at Additional Cost to Residence

If an individual customer opts for it, the following optional services can be provided and added to your bill:

- House Service - If bringing bins to the curb is an issue, for \$120 per year, Evergreen will pick up your trash and recycling bins (not yard waste or bulk item) if placed in front of or on the side of residence or garage, with a clear path to the street (call for more information)
- Junk Removal Services (call for quote)
- Paper Shred Services (call for quote)

How to Participate

Current Evergreen Customers

You may switch to the pricing and services outlined below, starting October 1, 2024, through to the end of the Ardens' 3-year contract on September 31, 2027. To participate, contact Tami Harvey at tamara@evergreenws.com or 302-207-9155.

Current Non-Evergreen Customers

You may switch to Evergreen and participate in the pricing and services outlined below, starting October 1, 2024, through to the end of the Ardens' 3-year contract. To participate,

- Determine when you want to/are able to transition from your current vendor and how much notice you need to give them.
- Contact Tami Harvey at tamara@evergreenws.com or 302-207-9155 and set up a start date and bin sizes.
- Notify your current vendor on service termination and to collect current bins.

Contacts and Communication

Finding the appropriate contact for questions and concerns will vary depending on the issue, but generally, Tami at Evergreen is your best bet. A lot of good information can be found at evergreenws.com.

- Setting up service under the Ardens rate and selecting bin sizes - Tami Harvey: 302-207-9155, tamara@evergreenws.com
- Customer Service (inquiries regarding any pickup, metal request, credit card information, or more) 302-635-7055
- An online customer portal will be provided to all the new customers at the time of signing up
- To seek further coordination with the three municipalities - Ben Gruswitz: chair@ardencroft.delaware.gov