

# VILLAGE OF CAROL STREAM

family owned and operated

## Clean, Reliable Trucks

CUSTOMER SERVICE 24/7

*Conscientious drivers*



*the* Flood Family  
**cares** *about your community*



**QUINLAN**  
SCHOOL of BUSINESS

IL FAMILY BUSINESS OF THE YEAR

## Residential Guide

Refuse 

Recycling 

Yard Waste Collection 



**Flood Brothers**

DISPOSAL / RECYCLING SERVICES



(630) 261-0578

[www.floodbrothersdisposal.com](http://www.floodbrothersdisposal.com)

**Flood Brothers takes great pride in servicing the Village of Carol Stream.**  
We believe in SMARTER WASTE SOLUTIONS and we are here to prove that with:



## COMMITMENT

With a proven track record of more than **85 years of experience**, we offer solutions to a wide variety of demanding environmental problems. But beyond our expertise, we are a **family-owned business that believes in honest hard work with a courteous staff** that is here for you.



## SERVICE

At Flood Brothers, our reputation is built upon our **prompt responsiveness** to your needs and our **reliable service**. Our team of drivers is **committed to safety** and trained for best industry practice. Our customer care team is made up of proactive listeners ready to discuss any questions or concerns you may have.



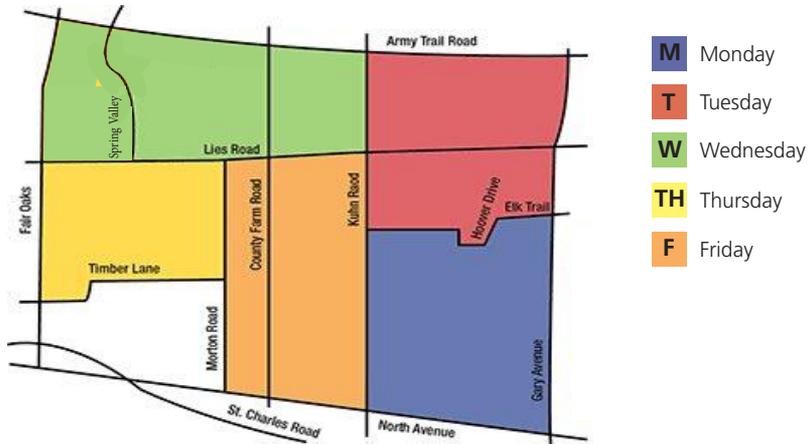
## PROFESSIONALISM

Thinking, strategizing and putting in the extra effort is not a lost art at Flood Brothers. Our professional team of experts including more than 23 Flood family members, work together to provide **our vision of smarter waste solutions**, our drive to service our customers grows stronger every day. We lead the industry with the latest technology, like our alternative fuel trucks, and believe keeping Carol Stream clean is a team effort!

*Thank you for helping keep Carol Stream clean!*

## Collection Days

Except as modified during holiday weeks, refuse, recycling and yard waste will be collected on the same day, once per week (multi-family dwellings utilizing containerized service may have additional pickups). All refuse, be it trash, recyclable material or yard waste, should be **placed at the curb by 7:00 a.m. on the morning of pickup**. Drivers call our office by radio and advise us of houses that do not have their refuse out. **If you fail to place your garbage, recycling or yard waste at the curb, the driver will return the following week.**



## Holidays

If a holiday falls on a weekday or a Sunday, and your regularly scheduled pickup is on or after the holiday, your pickup will be delayed by one day. Friday customers will be serviced on Saturday.

**Flood Brothers will not collect on the following holidays:**

**NEW YEAR'S DAY  
LABOR DAY**

**MEMORIAL DAY  
THANKSGIVING DAY**

**INDEPENDENCE DAY  
CHRISTMAS DAY**

## Office Hours

Our office hours are 7:30 a.m. to 5:00 p.m., Monday through Friday, and 8:00 a.m. to 12:00 p.m. on Saturdays. Our offices are closed on Sundays and the holidays listed above.

## Moving

If you are moving, please contact our customer service department at (630) 261-0578 to terminate service and remove any Flood Brothers equipment provided.

**All material must be at the curb by 7:00 a.m. the day of service**  
**Questions: call Flood Brothers at (630) 261-0578**



## Changes in the Health Code

### Pertaining to Residential Solid Waste (Ch. 9-1-4) Duty to Pay for Refuse Collection

Any person occupying a residential dwelling shall be required to dispose of solid waste generated through the approved municipal solid waste franchise system and shall pay the rates and charges agreed to by the village in a franchise agreement. Residents may not cancel service or make alternative arrangements for disposal of their refuse that may include illegal transfer of refuse from a resident's property.

### Refuse/Garbage



Refuse must be properly containerized in bags or cans, not to exceed a 50-pound weight limit. There is NO CAN LIMIT as to the quantity of refuse you may place at the curb. Flood Brothers offers a 95-gallon toter for the use of refuse collection. If you wish to use this service, please contact our office at (630) 261-0578. There is an additional toter rental charge for this service of \$2.91 per month. Any Flood Brother toter that is damaged will be replaced **free of charge**. Kindly contact the Flood Brothers office to replace a broken or worn toter.

### Recycling

Acceptable Plastics: 

The supplied 65-gallon toter is Village property and is to be used for recycling only. Any recyclable toter that contains household refuse **will not** be collected. Please empty and rinse all containers. **Acceptable materials include:**



- Aluminum food and beverage cans
- Ferrous (iron), steel and tin cans
- Foil and pie tins
- Empty aerosol cans, dry paint cans
- Corrugated cardboard, cereal boxes
- Chipboard
- Telephone books
- Newspapers, junk mail and envelopes
- Catalogs and magazines
- Office and copy paper (without wax liners)
- Clear, green and brown glass bottles and jars
- Juice and soda bottles, 6- and 12-pack rings
- Detergent and shampoo bottles
- PET plastic containers with the #1 symbol—screw tops only, without the caps, no black trays
- Water and milk jugs (with #2 symbol)
- Plastics with the #3, #4, #5, #6 or #7 symbol

#### Materials NOT acceptable, include but are not limited to:

- Microwave trays
- Bottle caps, jar lids
- Plastic bags
- Porcelain/ceramics
- Window/auto glass
- Glass cook/bakeware
- Light bulbs
- Mirrors
- Containers used to hold hazardous material, i.e., motor oil
- Plastic-coated paper
- Plastics, unnumbered

All material must be at the curb by 7:00 a.m. the day of service



## Electronics Recycling (Go Green!)



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.

### State Ban

**The state of Illinois electronic waste landfill ban is now a state law.**

Under this state law, electronic waste can not 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:

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

## Yard Waste

### Begins First Full Week in April, Ends the Last Pickup Day of November

Residents may place all yard waste in yard waste paper bags or 32-gallon cans. Yard waste bags or cans must have a yard waste sticker affixed to them and cannot weigh more than 50 pounds. The cost of a yard waste sticker is \$2.15.

### Fall Leaf Collection

Fall leaf stickers must be affixed to yard waste bags or 32-gallon cans containing *only leaves*. The cost of a leaf sticker is \$1.15. **The leaf sticker collection schedule is the last three weeks in October and three designated weeks in November.** *Do not use fall leaf stickers for regular grass clippings, as they will not be collected.* No yard waste will be collected without the proper stickers affixed to your bags or cans. **FREE FALL leaf collection will be during the Thanksgiving collection week (Mon–Wed and Fri–Sat.)** All other types of yard waste set out at the curb during this week must have a yard waste sticker. Please do not mix branches and grass with leaves during this free leaf week.

### Branches/Brush Collection



Branches need to be bundled no longer than four feet and not bundled larger than two feet in diameter. Each bundle must be affixed with one yard waste sticker. Bushes cannot weigh more than 50 pounds and cannot be longer than four feet or wider than two feet in diameter. Bushes placed at the curb must have a yard waste sticker affixed to them. All yard waste items placed at the curb for collection after Thanksgiving through the end of November require a yard waste sticker.

## Yard Waste Toter Service/Christmas Tree Collection

Holiday greenery must have all tinsel, ornaments, lights and nails removed before being placed out at the curb for pickup. **Holiday greenery collection and pickup is FREE OF CHARGE the first two full weeks in January.** Collection of holiday greenery **after the first two weeks in January will be billed a \$5.05/item bulk pickup charge on your next invoice.**

**Yard waste and leaf stickers may be purchased at:**

### **Caputos Fresh Market**

520 E. North Avenue

### **Jewel Food Store**

750 Army Trail Road, Heritage Plaza

### **Carol Stream Municipal Center**

500 N. Gary Ave.

Receptionist: M-F: 8:00 a.m.–5 p.m.

Police Records: M-F: After 5 p.m.

Sat.–Sun.: 24 Hours

### **Meijer**

130 S. Gary Ave., Bloomingdale, Illinois

### **Valli Produce**

155 North Avenue, Glendale Heights

## Bulk Items

**Bulk items are collected on your regularly scheduled collection day.** There is a charge of \$5.05 per bulk item. The following items are considered bulk items: *mattresses, box springs, tables, chairs, bookcases, microwaves and other furniture.*

## White Good Items (Appliances)

**There is no charge for the collection of white good items.** The following items are considered white goods: *refrigerators, stoves, washers, dishwashers, freezers, dryers, hot water tanks, air conditioners and furnaces.* To schedule a collection of a white good item, kindly contact our office at (630) 261-0578 during regular business hours. White good items will be collected on your pickup day. Any white good item to be collected must be placed at the curb by 7:00 a.m.

## Construction Debris

The charge for a construction debris collection is \$19.16 and based off a 2-yard minimum. The following items are considered construction debris: *drywall, rocks, carpet, doors, paneling, concrete, lumber, cabinets and fixtures.* All items must be placed in bags, boxes and maximum 32-gallon containers, which cannot exceed the 50-pound weight limit. *Carpet rolls must be no longer than four feet in length and eighteen inches in diameter.* For an estimate of a construction debris collection, please contact our customer service department during business hours at (630) 261-0578.

## Unacceptable Materials

Items such as paint, household batteries, pesticides, poisons, cleaning solvents, tainted gasoline, used oil and other automotive products are considered to be hazardous waste and should not be included in your refuse toter for collection. For information regarding proper disposal of hazardous waste please visit [www.naperville.il.us/hhw.aspx](http://www.naperville.il.us/hhw.aspx).

# CAROL STREAM QUICK REFERENCE

## Service

## 2016 Rates

Refuse/Recycling Collection	\$19.39/month
95-Gallon Toter Rental (each service billed separately)	\$2.91/month
Senior Rate for Customers 65 yrs.+ (35% discount)	\$12.60/month*
Yard Waste Stickers	\$2.15/each
Leaf Stickers	\$1.15/each
Bulk Item Pickup	\$5.05/each
White Good Items (Appliances)	FREE
Construction Debris (2-cubic yard minimum)	\$19.16/2-cubic yards

\*Contact Flood Brothers at (630) 261-0578 to request an application

- Leaf Sticker Collection Period is the last three weeks in October and three designated weeks of November
- FREE Fall leaf collection will be for one week only: Thanksgiving week

Please Contact Our Customer Service to Request an E-Waste (electronic) Collection

## Billing Payment Options

Flood Brothers Disposal & Recycling Company will bill for services three times per year: January, May and September. Each bill represents a four-month period. For example, your January statement will cover from January 1 through April 30. Payments are to be made within 20 days after receipt of the statement date. You may incur a finance charge if the payment is not received by the due date. For billing questions, please call (630) 261-0578 during normal business hours.



## Phone Payment

Credit card and check payment may be accepted over the phone. Please call our office at (630) 261-0578 Monday through Saturday during regular business hours to speak with our customer service department to charge your credit card or process your check.

## Online Paperless Bill Payment

Our online bill payment program is a convenient, paperless option for customers to pay their bill. Visit [www.floodbrothersdisposal.com](http://www.floodbrothersdisposal.com) to set up your user ID and password. Type in your original access code found on your statement to finish registering and to begin making payments online. 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 our system, your current account balance and payment due date. A confirmation of payment received will be emailed to the email address provided.

All material must be at the curb by 7:00 a.m. the day of service



## EASY PAY PROGRAM

CONFIDENTIAL

### Direct Debit Program (Auto Pay)

Flood Brothers will automatically deduct your bill from your checking or savings account. Simply complete the back of this form and mail it in an envelope along with an unsigned, **voided check** to begin your easy pay program.

### Credit Card Payment Program

Flood Brothers also offers a convenient and easy credit card payment program. Just complete the back of this form with your credit card information and we will begin billing your credit card. Please note to checkmark the box for a **"PAPERLESS"** payment receipt.

**Our customer service representatives are available Monday-Friday from 8 a.m. to 5:30 p.m. at (630) 261-0578. Saturday 8 a.m. to 12 p.m.**

## Remodeling in 201?

Moving? Make it easy!

FLOOD BROTHERS OFFERS

**LARGE** ROLL-OFF DUMPSTERS\*

10, 15, 20 or 30 yard capacity

*find out more...*

[www.floodbrothersdisposal.com](http://www.floodbrothersdisposal.com)  
(630) 261-0578

\* Quoted dumpster rental price based on industry-standard minimum weights. Additional charges apply for weight content beyond established minimum.



# EASY PAY PROGRAM

## Complete this Form and Return

EMAIL "PAPERLESS" confirmation of receipt to email provided

Client Signature

Print Name

Address for Pickup

City

State

ZIP

Phone

Flood Brothers Account Number

Checking\*  Savings  Visa  MasterCard  American Express  Discover

Credit Card Number

Expiration Date

**CREDIT CARD NUMBER**

- IF NUMBER CHANGES
- IF CREDIT CARD EXPIRES

**Contact Our Office as Soon as Possible to Update Information**

Institution Account Number

Institution Name

Institution Address

Institution Phone

Institution Transit ABA

Email Address (must be completed if checking PAPERLESS CONFIRMATION OF RECEIPT)

**\*Return an unsigned, voided check from account with completed form.**

*I (we) authorize Flood Brothers, hereafter called "Company," to initiate debit entries to my (our) checking account or credit card indicated and the institution named above, hereafter called "Institution," to debit to the same such account. I (we) further authorize "Company" to initiate credits to my (our) account to correct any errors, and "Institution" to initiate any such corrections to my (our) account. This authority is to remain in full force and effective until "Company" and "Institution" have received written notification from me (or either of us) of its termination in such time and such manner as to afford "Company" and "Institution" a reasonable opportunity to act on it prior to depositing to the account.*

### Mail to:

Flood Brothers Disposal & Recycling Services

17 West 697 Butterfield Road | Suite E | Oakbrook Terrace, IL 60181



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17 West 697 Butterfield Road

Suite E

Oakbrook Terrace, IL 60181



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**An American  
BUILT COMPANY**



**Safety, Make it Personal**

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