



VILLAGE OF HOFFMAN ESTATES Refuse and Recycling Program

Groot Industries, in partnership with the Village of Hoffman Estates, is providing this informational brochure as part of your collection service. Please be aware of the following collection rules contained within this brochure:

Program Highlights

Unlimited Standard Refuse Service – Residents are permitted to either place refuse within plastic bags at the curbside or may elect to rent a 95-gallon cart. No resident owned containers are permitted.

Collection Days – Residents living North of I-90 are collected on Monday and South of I-90 receive collection service on Wednesday.

Yard Waste Program – Yard waste must be placed in designated biodegradable paper bags and each bag requires a pre-paid sticker. The sticker retailers are located within this brochure. Residents may also sign up for the yard waste subscription.

Single-sort Recycle Program – Recycling may be mixed in a single stream and must be placed in your designated 65-gallon cart. Call Groot at 800-244-1977, if you do not have a recycle cart.

**Hoffman Estates residents are now able to pay bills online. Visit the Village's website at:
www.hoffmanestates.org/epay**



CAR-RT-SORT
Permit No.
Presort Standard
US Postage PAID
Hoffman Estates, IL



2500 Landmeier Road
Elk Grove Village, IL 60007

Unlimited Standard Refuse Service:

Service includes collection of unlimited household garbage, including bulk items, on your regularly scheduled collection day for a flat fee. The unlimited flat fee program requires the continued use of bags only at the curb unless a refuse cart is ordered. The existing collections are collection services to the North of I-90 on Monday and the residents to the South of I-90 collected on Wednesday.

Senior Citizen Discount/Circuit Breaker

All seniors, 65 and older, or hardship/disability must register in person at the Village Hall in order to qualify for the discount. Once qualified, only seniors may then elect to order a 35-gallon cart. A copy of the property tax bill or a State Circuit Breaker Card is required to prove eligibility. Please note, Circuit Breaker enrollment is now through the Township of Schaumburg. The telephone number is 847-884-0030 and the website is www.cbrx.il.gov.

Holiday Collection Schedule

The following holidays will affect the regularly scheduled collections in the Village of Hoffman Estates:

New Years Day
July 4th
Memorial Day

Labor Day
Thanksgiving Day
Christmas Day

If the holiday falls on a weekday, on or before your scheduled collection, service will be delayed by one day for the remainder of the holiday week. If the holiday falls on Sunday, it will be observed on Monday and service will be delayed one day the entire week.

Service Related Issues

If you have a service request, you may call our office 24-hours each day. If you call during non-business hours, leave a message in our voice mail system, 800-244-1977, or contact Groot through our website, www.groot.com.

Moving In or Out?

New residents must call the Village to begin service. Persons moving out of a home must call to discontinue service and to avoid billings to your name after your move. Please call 847-843-4824.

Vacation Service Interruption

If you are planning on being on vacation for 30-days or more, please call the Village to stop service before you leave. There will be no charge for service while you are gone, as long as you notify the Village prior to leaving. Please call 847-843-4824.

Yard Waste Program

Groot offers the residents of Hoffman Estates the use of yard waste stickers in the amount of \$2.80 per sticker for the 2016 season. The sticker is to be affixed to each 30-gallon biodegradable bag containing yard waste. Yard waste will be collected on the same day as refuse during the months of April 1st through November 30th each year. Rigid containers are not permitted.

Yard Waste Subscription Program

Residents may elect to subscribe to our yard waste program that does not require the use of stickers. The fee for this optional service is \$128.00 for the 2016 season. Service includes unlimited curbside collection of yard waste contained in biodegradable bags not exceeding forty-five (45) pounds. A 95-gallon cart may be rented from Groot for \$30.00. Collection will be on the same day as refuse from April 1st through Nov. 30th.



Yard waste too bulky to be placed in a bag must be securely tied (with twine) and bundled. Bundles may not exceed four (4) feet in length, three (3) feet in diameter. Additionally bundles may not contain limbs greater than eight (8) inches in diameter or forty-five (45) pounds in weight. Each bundle must have one yard waste sticker affixed for

Village of Hoffman Estates Sticker Retailers

Hoffman Estates Village Hall | 1900 Hassell Road
Mariano's Fresh Market | 2575 W. Golf Road
Jewel | 1069 Roselle Road
Jewel | 1151 S. Roselle Road
Jewel | 1485 Palatine Road
Jewel | 150 Main Street-Barrington
Jewel | 2501 Schaumburg Road-Schaumburg
Jewel | 1040 Summit-Elgin
Valli Produce | 850 N. Roselle Road
Walgreens | 1550 Algonquin Road
Walgreens | 2560 Golf Road

Single-sort Recycle Program

Recyclable materials are collected curbside on your primary day of service. The collection crew will no longer separate the commingled and paper materials curbside. Recyclables are separated at our automated recycling plant in Elk Grove Village. Please combine the following recyclable materials in the recycling cart:

Glass, Metal

Aluminum cans, metal cans, steel cans, tin cans, *empty* aerosol cans, foil & foil trays.
Glass bottles & jars (clear, green, brown).

Plastics

Pop bottles, milk jugs, as well as all containers labeled PET #1, HDPE #2, #3, #4, #5 and #7.

Paper Materials

Newspaper, office paper (computer/ledger) junk mail, chip board (cereal boxes, etc.) magazines, telephone books and mixed paper (white and colored).

Cardboard

Cardboard boxes must be broken down, flattened and cut into a manageable size (2' x 2'). Place these materials inside your cart.

Before you toss it in the green cart. . .

Please rinse all items to remove excessive food residue.

Do not put plastic bags into recycling.



Some Helpful Hints to Remember

Please place only approved items in the recycle cart. The collector is trained to check the contents of the bin. If there are foreign materials present, the cart will be left with a tag.

White Goods/Appliances

Residents are required to call 24 hours in advance to schedule a pick up. There is no charge for this service.

General Billing Information

Billing for Village residents is invoiced monthly in advance of each service period. The rates are as follows on a monthly basis:

Regular Curb Service: \$16.00

Senior Curb Service: \$6.00

Regular Curb Service w/ Cart: \$17.00

Senior Curb Service w/Cart: \$6.00

Service Termination Procedures

Please note, a minimum service level of one (1) time per week at the curb is required per Village ordinance.

Residents with an unpaid account balance at the start of a billing period will receive a water service shut off notice.

All service inquiries should be directed to:

Groot Industries, Inc. | 800-244-1977

Office Hours: Mon.–Fri., 7:00 a.m. to 5:00 p.m.

Sat., 8:00 a.m. to 12:00 p.m.

All billing inquiries should be directed to:

Village of Hoffman Estates Utility Billing

1900 Hassell Road | 847-843-4824

Hours: Mon.—Fri. 8:30 a.m. to 5:00 p.m.

Sat., 9:00 a.m. to 12:00 p.m.

Automated payments and paperless billing for solid waste and water services are available for residents.

Visit www.hoffmanestates.org/waterbilling to see methods of payment for utility and solid waste service.