

## **REFUSE, RECYCLING & YARD WASTE Customer Service & Billing changes**



Effective April 1, 2013, **all** Customer Service and Billing functions for Refuse, Recycling and Yard Waste within the City limits of Holland will be handled directly by the City's refuse contractor, Chef Container. Residents should call Chef directly at **616.795.4723** to start up, stop, or change service -- or to request additional yellow bags or to report service problems and billing issues. The Holland BPW will no longer be handling these issues.

### **Why is the City of Holland making these changes?**

Because it is more efficient -- and that means controlling costs and keeping Holland's price advantage intact. Instead of having BPW officials log service calls and complaints and forward them to Chef for resolution, the calls will go directly to the people who can do something about it. Efficient = Economical. Making this change will save over \$55,000 in the next year -- allowing the City to freeze the current garbage and recycling rates for another year.

There will be no other changes: Your pick up day will be the same, the trucks will be the same, and -- most importantly -- the price will remain the same.

As a result, as of April 1, 2013, your BPW bill will *not* include billing for refuse and recycling. Chef will send quarterly bills to Holland customers on behalf of the City of Holland (the bill will say "City of Holland" on it).

### **Payment Information:**

1. If you choose to pay by check, please make the check payable to the City of Holland
2. Residents can pay for service

**Quarterly** – the amount on the invoice.

**Twice a year** – invoice amount x 2

**Annually** – invoice amount x 4

(Monthly payments also are possible. Please contact Chef Container at 616.795.4723 to discuss this option.)

3. Payments can be made in a variety of ways

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### ***U.S. Mail:***

Chef Container  
4368 60th Street  
Holland, MI 49423

### ***In Person:***

Chef Container  
4368 60th Street  
Holland, MI 49423

***or***

Holland City Hall  
Finance Office (1st Floor)  
270 S. River Avenue  
Holland, MI 49423

### ***On-line:***

[Chef's website](#)

For more information or to have questions answered, please contact Chef Container (616.795.4723) or

Mary Ann Hensley  
City of Holland Solid Waste & Recycling Education Coordinator  
616.355.1335 (all voicemails will be returned)  
[m.hensley@cityofholland.com](mailto:m.hensley@cityofholland.com)

### **Supporting Documents**

 [Landlords & Outstanding Bills](#)

### **Web Links**

[Yellow Recycling Bag Request](#)

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