

Appendix 2
Customer Service Agreement

WCI shall continue to provide exclusive residential trash and recycling services for residents in the City of Derby, through December 31, 2026.

When we will collect. We will make collections once a week between the hours of 6:00 a.m. and 6:00 p.m. on the same day of the week indicated on your invoice (Monday through Friday). The City requires you to put out carts for collection no earlier than 2:00 p.m. on the day before scheduled collection and retrieve them no later than 9:00 a.m. on the day following collection.

- If your scheduled collection day falls on or after a holiday, collection will be delayed by one day (Friday customers will have their collection on Saturday). The holidays we observe are New Year’s Day, Thanksgiving, and Christmas.
- Should there be a permanent change in your scheduled collection day, we will notify you in advance.
- Upon notification of a missed trash or recycling collection, WCI shall return to pick up the collection, without charge, on the same day, or the following day, if WCI assesses that WCI is at fault. All missed pickup complaints shall be resolved within 2 business days of the time the incident was reported.

Where we will pick up. Set your carts at the curb unless you have carryout service. Carts must be within two (2) feet from the curb and six (6) feet away from cars, mailboxes or anything else that might get in the way of dumping the carts.

What we will collect. We will collect residential refuse and commingled recyclables in carts we provide, within one week of your requesting services. You must place refuse and recyclable materials in the appropriate carts. If the resident has a 95-gallon cart, they may place up to 10 bags outside the cart for no fee. If the resident has a 65- or 35-gallon cart, they will be charged \$1.50 for each bag.

Recyclables include:

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| <ul style="list-style-type: none">• Corrugated cardboard• Chip board – cereal, pop, shoe boxes, etc.• Newspapers, magazines, junk mail and phone books | <ul style="list-style-type: none">• Other light-colored paper• Plastics #1-7 (empty and clean)• Steel and aluminum cans (rinsed)• Clean aluminum foil• Glass food containers (all colors) |
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Placement of other items in the Recycling cart contaminates the recycling stream. Customers who contaminate Recycling carts will receive two notices of warning, and then the cart will be removed and the customer will be charged a \$25 removal fee.

WCI will not collect Hazardous Waste or Liquid Hazardous Waste. This includes paints, pesticides, petroleum derivatives such as motor oil and solvents, explosive items, or items reasonably believed to be radioactive, volatile, corrosive, highly flammable, biomedical, infectious, biohazardous or toxic. If these items are identified in your trash or recycling, WCI will notify both the producer of the Hazardous Waste, and the unaccepted items will be set aside and not taken. For safe and legal disposal options, (1) search the item using the Waste Wizard feature on the WasteConnect App, (2) visit www.sedgwickcounty.org/environment/recycling-guide or (3) contact the Sedgwick County Department of Environmental Resources at 660-7200.

We can bring your carts out to the pick-up point (Carryout Service). Residential customers who are not able-bodied or are age 65 and older and have no able-bodied person residing in their household, may receive carryout services of weekly trash and biweekly recycling, as well as one free-of-charge on-call curbside bulky item pickup per year. Customers may certify their eligibility for these services by taking their driver's license to City Hall (Monday-Thursday 7:30 a.m.-5:30 p.m.; Friday 7:30 a.m.-1:00 p.m.)

Bulky waste disposal program. Each year, Derby residents may either have two bulky items picked up at the curbside OR have one curbside bulky item and one transfer station trip. Bulky items will be tracked at WCI on customer accounts. Please contact WCI in advance to schedule curbside pickup. To redeem a transfer station trip, contact WCI at 316-838-4920 to have a coupon mailed to you, or pick one up at the WCI office at 2745 N. Ohio in Wichita between 8 a.m. and 5 p.m. Monday through Friday. Take that coupon, along with a photo ID, to the transfer station at 4300 W 37th St N, to dispose of one pickup truck load (up to 1,000 lbs) for free. The customer will be responsible for the cost per ton over 1,000 lbs. Disposal of mattresses and box springs is no longer included in this free program but is available for a cost of \$30 per item.

Carts. The weight limit for each automated cart is as follows: 95-gallon cart = 200 lbs, 65-gallon cart = 135 lbs., 35-gallon cart = 120 lbs.

- Customers may reduce their cart size once at no charge in the first year of the initial contract term (Jan. 1, 2022-Dec. 31, 2022). To increase cart size, or for a second or subsequent switch, the cost for this service is \$25.
- In the event that a waste container becomes lost, unsightly, broken or unserviceable because of the acts or omissions of the residential customer, the customer will be charged \$55 for the resulting repairs or replacement, plus a \$25 charge for a delivery/pickup fee. Customers will not be charged for repair or replacement or the delivery/pickup fee for cart repairs or replacements that result from normal wear and tear, weather elements, or aging equipment.
- All replacements, repairs and removals will occur on the resident's next scheduled collection day.

When you must pay. WCI bills for residential services three months in advance. We mail you your bill on or before the fifteenth day of the month preceding your billing period, for example, by December 15th for the billing period of January, February and March. Your bill is due no later than the 10th day of the first month, for example, on January 10th. If we do not receive payment

by the last day of the first month, for example, January 31st, your bill will become delinquent, and service will be suspended until payment is received. If the cart is picked up for non-payment, or cancellation, there is a \$25.00 charge for pick up and a \$25.00 charge for redelivery. There will be a \$30.00 fee on returned checks. We will refund any overcharges (including advance payments for services that you subsequently cancel) within 60 days after we receive them.

Where you can contact us. You may call us regarding service or complaints toll free at 1-800-388-5902 or 316-838-4920, prompt “4” for residential customer service, or you may email to customerservice5025@wasteconnections.com between 8:00 a.m. and 5:00 p.m. Monday through Friday, except holidays. You also may come to our office located at 2745 North Ohio Street North, Wichita, KS 67219, or you may mail correspondence to our office address.

We do not discriminate. If you are entitled to service, we will not discriminate against you on account of race, creed, color, sex, gender, national origin, ancestry, religion, age, physical or mental disability, marital status, or political affiliation.

Rights of Privacy. We will observe and protect your rights of privacy and trade secrets. Unless you give us permission, we will not reveal any information identifying you or the composition or contents of your solid waste to any person except the City, or if required by law.