family owned and operated

Clean, Reliable Trucks

CUSTOMER SERVICE 24/7

Conscientious drivers

the Flood Family cares about

Residential Guide

Refuse
Recycling
Yard Waste Collection

(630) 261-0578
www.floodbrothersdisposal.com
Flood Brothers takes great pride in servicing the Village of Pingree Grove. We believe in SMARTER WASTE SOLUTIONS and we are here to prove that with:

**COMMITMENT**

With a proven track record of more than **80 years of experience**, we offer solutions to a wide variety of demanding environmental needs. But beyond our expertise, we are a family-owned business that believes in honest, hard work with a courteous staff that’s accessible to you — **24 hours a day**!

**SERVICE**

At Flood Brothers, our reputation is built upon our immediate 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 15 Flood family members, works 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 Pingree Grove clean is a team effort!

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**Refuse, Recycling and Yard Waste Program**

Since January 1, 2009, Flood Brothers Disposal and Recycling Company has provided refuse, recycling and yard waste collection service to residential properties with three units or less in the Village of Pingree Grove. Over the last four years, Flood Brothers has been pleased to offer a more enhanced collection program at a lower monthly rate than past companies. We encourage and welcome our customers to reach out to us and talk about their experience. This will help us continue to offer the latest technology in waste removal and efficiently serve each and every one of you… while keeping Pingree Grove and our environment clean.

The Village of Pingree Grove and Flood Brothers Disposal and Recycling Company are pleased to offer this guide to outline the service details that will be provided under the franchise agreement.

**Key Program Highlights**

The franchise agreement will enhance the level of refuse service provided to Pingree Grove residents. The following points are key highlights Flood Brothers offer:

- One, 95-gallon refuse toter will be provided to each resident at no cost. If multiple containers are needed, additional toters can be rented at an additional charge.
- Yard Waste Collection service is provided from April 1–November 29 and requires a yard waste sticker per container, bag or bundle.
- Beginning with the first full week of June and the first full week of October we offer **FREE yard waste collections**.
- Seven bulk items will be collected per calendar year at no charge.
- **FREE Christmas tree collections** during the first three weeks of January.
- Senior citizens are eligible to receive a 35% discount off their refuse and recycling rate.*
- Household head of family, with a handicap, will receive backdoor collection at no additional charge.*
- Collection day is determined from a two-day collection schedule. Please review the following map to find your area’s collection day.

* Please contact a Flood Brothers service representative to fill out proper form for collection service.

Thank you for helping keep Pingree Grove clean!

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All material must be at the curb by **6:00 a.m.** the day of service.

Questions: call Flood Brothers at (630) 261-0578
Curbside Refuse and Recycling Collection
Under our franchise agreement, an unlimited quantity of properly prepared refuse and recycling will be collected from the curbside once per week. A 95-gallon refuse toter will be provided to you at no charge to properly dispose of your refuse.

Collection Days
Except as modified during holiday weeks, refuse, recycling and yard waste will be collected on the same day, once per week. All refuse, be it trash, recyclable material or yard waste, should be placed at the curb no earlier than dusk the day before or by 6:00 a.m. on your collection day to ensure pickup. Collection will occur between 6:00 a.m. and 7:00 p.m. on your scheduled day. Please review the map and key to determine your day of service. Drivers call our office by radio and advise us of the houses that do not have their refuse out.

If you fail to place your garbage, recycling or yard waste at the curb on your scheduled day, our driver will return the following week.

Holiday Schedule
If a holiday falls on a weekday or a Sunday, (if holidays falls on Sunday, the holiday will be observed on the following Monday) and your regularly scheduled pickup is on or after the holiday, your pickup will be delayed by one day. Friday pickups will be on Saturday.

Flood Brothers will not collect on the following holidays:
NEW YEAR’S DAY MEMORIAL DAY INDEPENDENCE DAY LABOR DAY THANKSGIVING DAY CHRISTMAS DAY

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.

Back Door Service Collection Option
As an optional, convenience-driven service to our customers, Flood Brothers offers back door service. For an additional fee, we will collect refuse and recycling placed at a resident’s back door. Please contact our customer service department to enroll in backdoor service at (630) 261-0578. Handicapped heads of households can enroll in this service free of charge, please contact our customer service department to complete necessary forms.

All material must be at the curb by 6:00 a.m. the day of service
Questions: call Flood Brothers at (630) 261-0578

Office Hours
Our office hours are 8:00 a.m. to 5:30 p.m., Monday through Friday, and 8:00 a.m. to 12:00 p.m. on Saturdays. Our offices are closed on the holidays listed in the Holiday Schedule on the previous page.

PLEASE CHECK KEY FOR YOUR COLLECTION DAY

Monday:
West of Rt. 20 and South of Reinking Road
West of Highland and North of Reinking Road
West of Rt. 72 and South of Reinking Road
East of Rt. 72 and South of Richard J. Brown Blvd.
Both sides of Wester Blvd.

Friday:
From Richard J. Brown Blvd. to Reinking Road
East of Rt. 72
Both sides of Wester Blvd.
Refuse/Garbage

Refuse must be properly containerized in the supplied 95-gallon toter or a tightly sealed plastic bag or durable metal or plastic container, but no larger than 32-gallons in size with handles suitable for lifting by one person. Containers cannot exceed a 50-pound weight limit. There is NO TOTER LIMIT as to the quantity of refuse you may place at the curb. If you wish to request additional Flood Brothers toters, please contact our office at (630) 261-0578. There is a fee for additional toters. Any Flood Brother’s toter that is damaged will be replaced free of charge. Kindly contact the Flood Brothers office to replace a broken or worn toter.

Bulk Items

Bulk items are collected on your regularly scheduled collection day. Bulk items are items that are too large to fit in a 32-gallon container or bag. Flood Brothers will collect up to seven bulk items each calendar year at no charge. Additional bulk items are $9.10 per item for the remaining calendar year. The following items are considered bulk items: mattresses, box springs, tables, chairs, bookcases, microwaves and other furniture. Please contact our customer service department at (630) 261-0578 to schedule a bulk item collection.

White Good Items (Appliances)

White goods are collected by a separate truck. Flood Brothers will bill $10.50 per item. The following items are considered white goods: refrigerators, stoves, washers, dishwashers, freezers, dryers, hot water tanks, air conditioners and furnaces. Please contact our customer service department at (630) 261-0578 to schedule a white good item collection. White good items will be collected on your pickup day. Any white good item to be collected must be placed at the curb by 6 a.m. the day of your pickup.

Bulk Material Including Construction Debris

Up to seven containers will be picked up per collection FREE of charge. Additional containers will be charged $9.10 per cubic yard. The following items are considered bulk material: 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 bulk material collection, please contact our customer service department at (630) 261-0578 during business hours.

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 cannot 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

Green Yard Waste Stickers

Yard Waste Collection Begins the First Week of April and Ends the Last Week of November

Residents may place yard waste made up from grass clippings, bundled branches, brush and garden materials (such as plants, flowers, weeds, vines, bark pieces, pine cones, etc.) in yard waste paper bags or 32-gallon cans and cannot weigh more than 50 pounds. Yard waste bags or cans must have a GREEN yard waste sticker affixed to them. The cost of a yard waste sticker is $2.20. Two FREE yard waste collections will occur the first week in June and October. No stickers will be needed, but please properly dispose of yard wastes. Note: Dirt, pots, sod, large branches, tree stumps, rocks, garden vegetables, fruit, and non-organic materials are not considered yard waste and WILL NOT BE COLLECTED.

Yard waste and leaf stickers may be purchased at:

- Village Hall
  14N042 Reinking Road
- Pingree Grove Police Department
  One Police Plaza
- Cambridge Lakes C.C.
  1125 Wester Blvd.
- Jewel
  1660 Larkin Avenue
- Elgin
  Jewel
  13200 Village Green Drive
- Huntley

Questions: call Flood Brothers at (630) 261-0578

All material must be at the curb by 6:00 a.m. the day of service
Yard Waste Toter Service
As an option to the sticker program, residents may rent a 95-gallon yard waste toter from April 1–November 29. Contact Flood Brothers’ customer service department at (630) 261-0578.

Orange Leaf Stickers
Orange leaf stickers must be affixed to biodegradable bags or 32-gallon cans containing only leaves and weighing no more than 60 pounds. The cost of the leaf sticker is $1.25. The leaf sticker collection begins October 7 and ends November 15, 2013. 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. No plastic bags will be collected. 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 with pieces no longer than four feet and not bundled larger than two feet in diameter. Each bundle must be affixed with one green 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.

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 three weeks in January. Collection of holiday greenery after the third week, will be billed an $9.10/item bulk pickup charge on your next invoice.

Unacceptable Materials
Household hazardous waste products are flammable, toxic, corrosive or reactive and pose a harmful threat or damage to the environment when disposed of improperly. 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 with your regular garbage for disposal. For information regarding proper disposal, please check the Kane County website at www.co.kane.il.us.

All material must be at the curb by 6:00 a.m. the day of service.
Questions: call Flood Brothers at (630) 261-0578

Single-Sort Recycling Program
A green, 20-gallon recycling bin will be provided to each residence at no extra charge. Optional recycling toters are available in 65-gallon or 35-gallon capacity for a monthly fee. Recyclable materials are collected on your pickup day of service and must contain only acceptable recyclable items. Any recyclable toter that contains regular household waste will not be collected. Recyclable materials do not need to be separated. Please rinse all recyclable items to remove food residue prior to pickup.

Acceptable materials for residential curbside recycling 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 bottles and shampoo bottles
- PET plastic containers with the #1 symbol—screw tops only, without the caps, no black trays
- Water and milk jugs with the #2 symbol
- Plastics with the #3, #4, #5, #6 or #7 symbol
- Plastics, unnumbered

Materials NOT acceptable but are not limited to:
- Microwave trays
- Bottle caps, jar lids
- Plastic bags
- Porcelain/ceramics
- Household items, i.e., toasters, pots & pans
- Window/auto glass
- Glass cook/bakeware
- Light bulbs
- Mirrors
- Coat hangers
- Containers used to hold hazardous material, i.e., motor oil
- Plastic-coated paper
- Plastics, unnumbered
Billing Payment Options

Flood Brothers Disposal and 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 45 days after receipt of the statement date. Unpaid bills will be considered past due and will incur a finance charge of $2.50 per month. Service may be suspended until the account has been paid in full (including late fees). In addition, the Village will be notified of the service suspension.

All service and billing inquiries should be directed to (630) 261-0578.

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 a customer service representative to charge your credit card or process your check.

Direct Debit or Credit Card Payments

To pay your bill as a direct debit from your financial institution or with a credit card, please complete the perforated form titled “Easy Pay Program” with your banking or credit card information and mail back to Flood Brothers. You will be charged on the due date of your account statement.

Online Paperless Bill Payment

Our online bill payment program is a convenient, paperless option for customers to pay their bill. Visit 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. Any questions regarding online payments or our easy pay program can be answered by contacting our customer service department at (630) 261-0578.

Service

Single Family Refuse/Recycling Collection $17.69/month
Multi-Family Refuse/Recycling Collection $13.29/month
Senior Rate for Customers 65 yrs.+ (35% discount) $11.50/month*
Additional 95-Gallon Toter Rental $1.40/month
Optional 65-Gallon Recycling Toter Rental $1.25/month
Optional 35-Gallon Recycling Toter Rental $1.05/month
Green Yard Waste Stickers $2.20/each
Orange Leaf Stickers $1.25/each
Bulk Material Collection in excess of 7 per year $9.10/item
White Good Items $10.50/item
Back Door Collection $28.72/month

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

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

FLOOD BROTHERS OFFERS
LARGE ROLL-OFF DUMPSTERS
10, 15, 20 or 30 yard capacity

Cleaning an attic... crawl space or garage?
Remodeling in 2013? Moving? Make it easy!

FIND OUT MORE...
www.floodbrothersdisposal.com
(630) 261-0578

Find out more...
**Direct Debit Program (Auto Pay)**
Flood Brothers will automatically deduct the collection fee from your checking or savings account. Complete the form and mail with an unsigned, voided check to begin your easy pay program.

**Credit Card Payment Program**
Sign up to automatically bill your credit card and save time and postage.
Contact our customer service department at (630) 261-0578. Mon.–Fri. from 8 a.m.–5:30 p.m. | Sat. from 8 a.m.–12 p.m. 
☐ Please check box to receive a “PAPERLESS” receipt via your email provided.

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**Client Signature**

**Print Name**

**Address for Pickup**

**City**

**State**

**ZIP**

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

**Phone**

**Flood Brothers Account Number**

**Institution Account Number**

**Credit Card Number**

**Expiration Date**

☐ Checking  ☐ Savings  ☐ Visa  ☐ MasterCard  ☐ American Express  ☐ Discover

**Institution Name**

**Institution Address**

**Institution Phone**

**Institution Transit ABA**

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

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**Reward Yourself, Refer a New Business or Residential Customer**

In today’s competitive world, we strive to offer superior service that customers notice and appreciate. Over our 80 years of service, one message stands clear: the power of happy customers. We stay focused and motivated when our customers share their positive experiences. Today—and this offer stands each and every day—we want to reward you for sharing your experiences with friends, relatives and/or businesses. Refer Flood Brothers for commercial or residential refuse, recycling and yard waste collection and as a gift to you, for the referral, we will credit your account. We serve Cook, DuPage, Kane, Kendall, Lake and Will counties. Simply fill out the form and mail it to us, or have your referral contact us directly: (630) 261-0578.

**Name of Referral**

**Address for Pickup**

**City**

**E-mail**

**Phone**

**Your Name**

**Account Number**

Mail completed form to:
FLOOD BROTHERS DISPOSAL & RECYCLING SERVICES
17 West 697 Butterfield Road, Suite E, Oakbrook Terrace, IL 60181

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Refer a Friend...
Get Money Back!