



Working hard to save the environment and keep Cleveland Clean and Green!



**DIVISION OF WASTE COLLECTION**  
 office: 216-664-3711

# RESIDENTIAL WASTE COLLECTION SERVICE FEE INFORMATION



**CITY OF CLEVELAND**  
 Mayor Frank G. Jackson

## WHAT YOU NEED TO KNOW!

### ABOUT THE WASTE COLLECTION FEE

The waste collection fee was instituted to recover some of the costs in providing waste collection services. It is an \$8.25 per unit monthly charge that was assessed starting January 1, 2010 for City of Cleveland property owners.

### WHO IS RESPONSIBLE FOR THE FEE

Owners of residential property within the City of Cleveland are responsible for the monthly waste collection service fee of \$8.25 per unit for dwellings of up to four (4) units. (see chart below)

#### Quarterly Billing Charge:

Single Family	\$8.25 per month	\$24.75 quarterly
Two Family	\$16.50 per month	\$49.50 quarterly
Three Family	\$24.75 per month	\$74.25 quarterly
Four Family	\$33.00 per month	\$132.00 quarterly

*Vacant units of owner occupied dwellings may be eligible for an exemption of the waste fee. (see Exemptions section)*

### BILLING OF WASTE FEE

The waste fee will be billed quarterly and included on the property owners' water bill. The January 2011 statement will reflect charges with the new rate effective January 1, 2011. Payment should be made quarterly at the time of paying your water bill. Fees NOT paid as outlined in the Cleveland Water Division payment policy may be subject to collection procedures which may include placing a lien on the property.

The Cleveland Water Division offers various payment options including:

- In Person    ■ By Mail
- By Phone    ■ Online

### EXEMPTIONS

Residential property owners may qualify for various exemptions on the waste fee and proof of ownership must be provided for all exemption categories listed below. Documents that meet this requirement include a copy of the deed, land contract or purchase agreement. For additional documentation requirements, you may contact the Division of Waste Collection at 216-664-3711.

#### ■ Homestead Exemption

Residential property owned and occupied by senior citizens 65 years of age or older and/or disabled with an annual income less than \$30,385 may be eligible to receive the Homestead rate discounted to \$4.13.

Seniors or disabled property owners currently enrolled in the Cleveland Water Division's Homestead Program will automatically receive the reduced rate for the waste fee.

Property owner must live in the property for which you want to receive the rate and must provide medical documentation if disabled.

### OTHER EXEMPTIONS

- **Permanent Vacancy Exemption.** Residential property owners who live in a dwelling with vacant units may qualify for a full exemption of the waste fee.
- **Property Conversion Exemption.** Residential property owners that have converted a multi-unit dwelling structure to a single family structure may qualify for a single family dwelling monthly charge
- **Temporary Vacancy Exemption.** Owner-occupied property completely vacant for 60 consecutive days or more, may be eligible to receive a fee reduction of \$4.13 per month for the time period that property is vacant.
- **Private Hauler Exemption.** Property that is serviced by a licensed private hauler per City Ordinance 551.19 will also need to submit an exemption.
- **Property Ownership Exemption.** Not the owner of the property due to Sale of Property, Foreclosure and/ or Bankruptcy.

An Exemption Request Form must be submitted for review and approval annually. Forms may be obtained via the City of Cleveland website at [www.city.cleveland.oh.us](http://www.city.cleveland.oh.us) or by contacting the Division of Waste Collection at 216-664-3711.

# FREQUENTLY ASKED QUESTIONS!

## ABOUT FEE:

- Why is the City of Cleveland charging a waste collection fee?**  
 Waste collection currently costs the city \$27 million a year and the fee will generate less than half of that to assist with maintaining service levels. It is an \$8.25 per unit monthly charge that was assessed starting January 1, 2011 for City of Cleveland property owners.
- Do other Cities charge for waste collection service?**  
 Yes. Surrounding communities that charge a fee for their public works waste collection service include:
  - Akron – \$19.50 per month
  - Columbus – \$18.24 per month
  - Cleveland Heights – \$4 per month
  - East Cleveland – \$14 per month
  - Maple Heights – \$12.95 per month
  - Broadview Heights – \$6.65 per month
  - Gates Mills – \$26 per month
- How much is the waste collection fee?**  
 The fee will be an \$8.25 monthly charge per unit effective January 2011 that is billed quarterly .
- Is this a permanent Fee?**  
 The existing legislation allows for this fee to be in effect through 2013.
- Will this fee increase in the future?**  
 The fee will increase 25 cents per year as follows:
  - 2012 – \$8.50 per unit/per month
  - 2013 – \$8.75 per unit/per month

- Can I deduct this fee from my taxes?**  
 This fee is not deductible from personal or property tax.
- What if I would like to opt out of the waste collection service fee?**  
 You cannot completely opt out of the waste collection service. However, you may qualify for a discount or exemption.

## RESPONSIBLE FOR FEE ?

- Who will have to pay the waste collection fee?**  
 The waste collection fee will be the responsibility of the property owner. Each dwelling will be assessed the \$8.25 waste collection service fee.  
**Example as follows:**
  - Single Family Unit = \$8.25 per month charge; \$24.75 bill quarterly
  - Two Family Unit = \$16.50 per month charge; \$49.50 bill quarterly
  - Three Family Unit = \$24.75 per month charge; \$74.25 bill quarterly
  - Four Unit Apts = \$33 per month charge; \$132 bill quarterly

- Do I have to pay this fee if I am a renter?**  
 The property owner is responsible for the bill and payments of the fee.

- What if some of my units are NOT occupied, do I still pay the fee?**  
 Yes, however a full exemption of the fee may be available for unoccupied units of owner-occupied or rental property.

- Are discounts available for multiple units?**  
 Discounts are not available for multi-units. However, you may qualify for an exemption.

- If I currently receive the Homestead Senior Discount for water, will I receive it for the waste fee?**  
 Yes. If you are 65 years of age or older or disabled with income less than \$30,385 and currently receive the 50% discount on your water and sewer fees, you will automatically receive it for the waste fee.

## COLLECTION SERVICE:

- Will my waste collection pick-up day change?**  
 No. Your collection day will remain the same.
- Will my waste service have limits or restrictions on what I can put out?**  
 The rules and regulations have not changed. We will continue to dispose of the waste material that is PROPERLY set out at the curb of the property. Please refer to the waste ordinance and website for more information.
- Can I choose to have a private hauler pick up my trash?**  
 No. The City of Cleveland will provide the residential waste collection service to residents.

City of Cleveland Division of Water  
1201 Lakeside Avenue  
Cleveland, OH 44114

Customer Name: John Q. Public  
Service Address: 1234 Any Street  
CLEVELAND, OH 44114

Account Number: 1234567890  
Billing Date: 03/30/2011  
Due Date: 04/19/2011

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**USAGE COMPARISON**

MCF (1,000 Cubic Feet)

**Account Summary as of Mar 30, 2011**

Previous Balance	410.90
Payments Received	-410.90
Balance Forward	0.00
Current Charges Water	46.48
Current Charges NEORS	89.50
Current Charges Local	49.81
<b>Total Amount Due</b>	<b>\$ 185.79</b>

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**METERING DETAIL**

Meter Number	Date	Previous Meter Read	Type	Date	Current Meter Read	Type	Usage/Consumption
1234567890	12/31/2010	183.0	ACTUAL	03/30/2011	185.0	ACTUAL	MCF (7,480 gallons) 2.0

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**CURRENT CHARGES**

WATER | Cleveland Division of Water | www.clevelandwater.com  
CUSTOMER SERVICE: 216.664.3101 | EMERGENCY: 216.664.3060

Water Charge (MCF X Rate)	
Water - 1,000 MCF at \$12.58 for first 1,000 MCF	12.58
Water - 1,000 MCF at \$26.90 per additional MCF	26.90
Customer Service Charge	7.00
<b>Subtotal</b>	<b>\$ 46.48</b>

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SEWER & STORMWATER | Northeast Ohio Regional Sewer District | www.neorsd.org  
CUSTOMER SERVICE: 216.881.8247

Sewer (MCF X Rate)	
Wastewater Charge - 2,000 MCF at \$44.75 per MCF	89.50
<b>Subtotal</b>	<b>\$ 89.50</b>

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**LOCAL**

QUESTIONS ON THESE ITEMS...PLEASE CONTACT YOUR CITY OR MUNICIPALITY  
For questions regarding the Waste Collection fee, please call 216-664-3711.

Waste Collection Fee - 3 Months at \$8.25 per unit	
24.75	
WPC Local Charge - 2,000 MCF at \$12.53 per MCF	
25.06	
<b>Subtotal</b>	<b>\$ 49.81</b>

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Return this portion with payment. Do not send cash.

Account Number	Due Date	Amount Due	Amount Enclosed
1234567890	04/19/2011	\$185.79	

1234567890123456789012345678

Manifest Key  
John Q. Public  
1234 Any Street  
CLEVELAND, OH 44114

Please make check payable to:  
City of Cleveland Division of Water  
PO Box 94540  
CLEVELAND OH 44101-4540

Check here and fill out the back of this slip if your billing address has changed or you are adding or changing your email address.

① The Waste Collection Fee will appear under the Local Charges section on your quarterly billing statement. The total charge will reflect the \$8.25 flat rate monthly fee per unit.

## BILLING QUESTIONS:

- Where will the fee be reflected?** (see bill example)  
 The fee will be effective January, however, billed quarterly (every three months) on the water bill.
- What happens if I don't pay the fee or pay it late?**  
 The Waste Collection Fee is a portion of the overall water/sewer bill. Unpaid and/or late payments will be subject to Cleveland Water Division's current collection process which includes placing a lien on the property.
- Does the property owner have the option to pay ONLY the water/sewer charges and not the waste collection fee?**  
 No. The waste collection fee is a portion of the overall water/sewer bill. Unpaid and/or late payments will be subject to Cleveland Water Division's normal collection processes.
- Will the City stop collecting waste if the property owners do not pay the fee?**  
 The City will continue to collect waste if property owners do not pay the fee. However, you will be subject to collections.
- What if I haven't been able to rent out my unit? Do I still have to pay?**  
 If a unit of an owner occupied property is vacant for sixty (60) days or more, the owner may apply for a waiver of the fee.
- What if my home is considered a multi-family property, but only my family lives there?**  
 You may apply for a waiver of the fee for the "unoccupied" units in a multi-family dwelling.

**For answers to your questions regarding the Waste Collection Fee, please contact:**

Division of Waste Collection, 216-664-3711

Exemption and Homestead forms may also be obtained online at [www.city.cleveland.oh.us](http://www.city.cleveland.oh.us).

## YOUR NEW BILL