

Rules and Regulations Governing Solid Waste and Recycling Collection

1st Amendment March 20, 2012: Resolution 2012-2A

2nd Amendment December 11, 2012: Resolution 2013-8

3rd Amendment October 20, 2015: Resolution 2016-15

4th Amendment May 17, 2016: Resolution 2016-27

1. A customer of the PMUA may discontinue service at anytime provided the PMUA is given seven (7) days advance written notice.
2. The PMUA and/or its Subcontractor, Waste Management of New Jersey, shall handle customer complaints in a prompt, courteous and efficient manner as per the following:
 - a) If your question or complaint is related to service, please call Waste Management Customer Service at 1-800-633-9096 between 7:30 a.m. and 5:00 p.m. Monday thru Friday and Saturday 8:00 a.m. to noon. If your question is not resolved to your full satisfaction, please contact the PMUA at 609-758-2241, ext. 132.
 - b) All questions regarding your billing beginning July 1, 2011 should be directed to the PMUA. The PMUA can be reached Monday thru Friday between the hours of 9:00 a.m. and 4:00 p.m. at 609-758-2241, ext. 132.
3. The quarterly rate (3 months) for collection of trash, bulk and recyclable materials is \$80.00. If service is provided for less than a full quarter, the \$80.00 rate shall be prorated based on the number of weeks which remain in the quarter. A customer may request a second trash and/or recycling container at an additional cost of \$12 per quarter for each container.
4. Waste Management will repair or replace at its option a trash and/or recycling container at no charge provided the container was not damaged as a result of the negligence of the homeowner. If the damaged is the result of the homeowner's negligence as determined by Waste Management the damaged container will be replaced or repaired by Waste Management at a charge not to exceed \$60.00 per container.
5. The PMUA shall provide at least ten (10) days written notice to the customer prior to the discontinuation of service. The PMUA may discontinue service for nonpayment of bills provided it gives the customer at least ten (10) days notice for payment of the bill before issuing the ten (10) day notice of discontinuing service. At the end of ten (10) day notice for discontinuation of service, a discontinuation of service fee of \$25.00 will be assessed the customer in addition to the delinquent amount that is due. In accordance with PMUA Resolution 2012-4, the PMUA will report delinquent customers who are in arrears for two (2) consecutive quarters to the Plumsted Township Tax Collector and request a tax lien be placed on the affected property. If the property serviced is a rented/leased property, a copy of the Delinquent Notice and Billing Statement shall also be sent to the property owner of record.
6. Where service is discontinued, the PMUA will notify its contractor Waste Management of New Jersey and Waste Management shall remove the trash and/or recycling container within three (3) days of the effective date of discontinuance regardless of the status of the account.
7. The PMUA shall, pursuant to Plumsted Township Ordinance 12-11, Worthless Checks, charge a fee of \$20.00 for a returned check. Interest shall be added to the \$20.00 at 8% per annum from the date payment was due.
8. The PMUA will mail on or before the Fifteenth (15th) Day of the last month in the current quarter an invoice for the next quarter. A customer will have until the Fifteenth (15th) Day of the month in the next quarter to make payment. In accordance with Plumsted Township Resolution No. 2011-25, there will be a five (5) day grace period for quarterly payments. After the Twentieth (20th) Day of the month in which the payment is due, the PMUA will charge interest at 8% per annum from the date payment was due. Note: No interest payment penalty is currently in force.
9. Collection hours are Monday through Friday between the hours of 6:00 a.m. and 6:00 p.m. No container(s) shall be placed at the roadside earlier than 4:00 p.m. of the day preceding a scheduled collection day but in any event the container(s) must be placed at the curbside by 6:00 a.m. on the scheduled collection day. The container(s) shall be removed no later than 8:00 p.m. on the day following the scheduled collection (Chapter 55-10 of the Plumsted Township Ordinance). If a collection is missed, please call Waste Management at 1-800-633-9096. Missed service will be recovered by noon the following day.
10. Waste Management observes the following legal holidays: New Year's Day, Independence Day, Memorial Day, Labor Day, Thanksgiving Day and Christmas Day. During a week in which an observed holiday falls on a scheduled collection day (Monday- Friday), collections scheduled on the holiday, and all collection scheduled for the balance of that week will be delayed one day. As an example, if the holiday falls on a Tuesday, all collection for that week is delayed by one day.
11. If service is cancelled due to inclement weather when operation of a solid waste vehicle would pose a threat to safety of the public and/or the equipment and personnel of Waste Management, pick up will be made as soon as possible, but in no event later than the next scheduled collection day. Any delay of service due to inclement weather will be posted on the Plumsted Township (www.plumstedtownship.org) and PMUA (www.pmua.net) web sites.