UNIVERSAL WASTE SYSTEMS INC.

FOUNTAIN HILLS

Residential Service

(480) 697-4580

azcustomerservice@uwscompany.com

WELCOME

Universal Waste Systems Inc. (UWS) is pleased to be the exclusive provider of trash and recycling collection services for the Town of Fountain Hills, Arizona.

The information presented in this welcome packet is designed to answer many of the questions you may have about your UWS services.

If you need additional assistance, please contact UWS Customer Service at (480) 697-4580 or email azcustomerservice@uwscompany.com.

Office Address
3612 S. 36th St.
Phoenix, AZ 85040

WELCOME

UWS
UNIVERSAL WASTE SYSTEMS INC.

WELCOME TO UWS

February 1, 2027

Universal Waste Systems (UWS) is pleased to begin providing residential trash and recycling collection services for the Town of Fountain Hills, Arizona. This letter outlines what to expect during the service transition and any actions you may need to take.

Account Information Transfer
Your account information has been securely transferred to Universal Waste Systems using the information provided by your previous waste hauler. To help ensure your account details are accurate, we recommend to contact UWS after your new carts are delivered (or after the six-week window ends if they have not arrived), and account corrections can wait until the first invoice.

Cart Delivery & Exchange
Universal Waste Systems (UWS) will deliver your new carts based on the service information provided by your previous waste hauler.

Each household will receive the same quantity and size of residential carts they currently have, which include:

- **Tan Trash Cart**
- **Tan Recycling Cart with a Blue Lid**

Cart deliveries and exchanges will take place over over a six-week period beginning Monday, February 1, 2027.
Please Note:

- If your carts have not been exchanged during the first week, continue placing them out on your regular collection day(s). Cart exchanges will continue throughout the six-week delivery period.
- Please wait until the end of the six-week exchange period before contacting UWS if you have not received your new carts.
- If you would like to request a different cart size or additional carts, please wait until after your new carts have been delivered. Requests made before your cart exchange is complete may delay processing.

Service During the Transition

- UWS will continue to service your previous hauler's carts until your new UWS carts are delivered; UWS will service your previous hauler's cart until your cart exchange is complete.
- Your service day(s) will remain the same, unless you receive a separate notification stating otherwise. If you are serviced twice-weekly, your trash collection will continue during the transition to UWS. Continue following your current collection schedule unless UWS notifies you of a change.

Billing Information
Your standard residential service includes one set of carts (1 trash and 1 recycling) and is billed directly by Universal Waste Systems. Any additional carts will be billed at the applicable additional cart rate.

Residential trash and recycling service is billed quarterly, with each invoice covering three months of service in advance. Invoices are mailed on the first day of each billing period, and payment is due no later than the last day of the first month of that billing period.

Your first bill will include only February and March 2027. Payment is due February 28.

Quarterly Billing Schedule

- January–March: Invoice mailed January 1 • Payment due January 31
- April–June: Invoice mailed April 1 • Payment due April 30
- July–September: Invoice mailed July 1 • Payment due July 31
- October–December: Invoice mailed October 1 • Payment due October 31

Example: Your January–March invoice is mailed on January 1 and covers service for January, February, and March. Payment is due by January 31.

Additional Updates
Please keep an eye on your mail for future notices and updates regarding service details.
For timely updates and reminders, follow us on social media: **@UWSCompany**
Thank you for your patience during this transition. Universal Waste Systems looks forward to serving the Town of Fountain Hills community with reliable and professional waste and recycling services.

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WELCOME TO UWS

ABOUT UWS

Universal Waste Systems Inc. is a family-owned and operated company with three generations working together with over 120 years' experience combined. UWS was founded in 1986, and today is one of the largest family-owned and operated companies in Southern California, Arizona, and New Mexico. Our business model is simple: customers are always #1. We pride ourselves on excellent customer service and a hands-on management approach. A member of our family is involved in each division and department of our company overseeing the entire daily operation of our business. UWS is proud to be large enough to serve, and small enough to care!

RESIDENTIAL SERVICES

Welcome to Universal Waste Systems (UWS)!

You have received your new UWS carts to begin residential service in the Town of Fountain Hills. Your tan cart with a **BLUE LID** is for recyclable materials, and your **all-TAN** cart is for trash. Please place only accepted materials in the appropriate cart.

There will be no change to your scheduled collection day(s) unless you are notified by UWS. Place your carts at the curb by 6:00 a.m. on your collection day(s), with the wheels against the curb and at least 3 feet away from other carts, vehicles, and obstructions.
Additional cart sizes and services are available upon request.

Please contact UWS Customer Service at (480) 697-4580 or azcustomerservice@uwscompany.com for assistance.

ADDITIONAL SERVICES

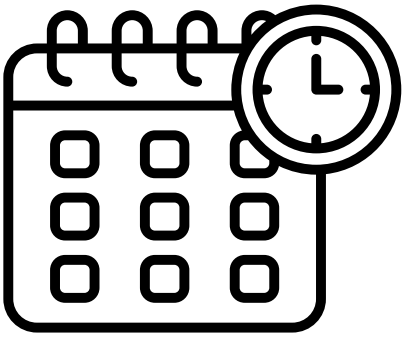
Universal Waste Systems (UWS) offers a variety of additional services throughout the year, including holiday tree collection, Household Hazardous Waste (HHW) collection events, electronic waste (e-waste) recycling events, and bulky item pickup.

For more information, to schedule a bulky item pickup, or to learn about upcoming collection events, please contact UWS Customer Service at (480) 697-4580 or azcustomerservice@uwscompany.com.

OBSERVED HOLIDAYS

Universal Waste Systems (UWS) observes six holidays each year: **New Year's Day, Memorial Day, Independence Day (July 4), Labor Day, Thanksgiving Day, and Christmas Day.** UWS offices are closed, and there is no trash or recycling collection service on these observed holidays.

When one of these holidays falls on a weekday (Monday–Friday), collection service for the remainder of the week will be delayed by one day. Regular collection schedules resume the following week.



JOIN THE UWS FAMILY

Universal Waste Systems (UWS) is always looking for dedicated individuals to join our growing team. We offer rewarding career opportunities in a variety of positions, including drivers, helpers, mechanics, customer service representatives, dispatch, operations, and administrative support.

If you're interested in building a career with UWS, we'd love to hear from you!

Please email your resume to careers@uwscompany.com or apply in person at any UWS office location. Visit www.uwscompany.com to learn more about current career opportunities and our company.

WELCOME TO UWS

BULKY ITEM PICKUP

Town of Fountain Hills residents are eligible for four (4) bulky item collections per calendar year, with up to 10 items (approximately 6 cubic yards) per collection at no additional charge.

To schedule a bulky item pickup, please contact UWS Customer Service at (480) 697-4580 before placing any items at the curb. Once your pickup is scheduled, place your items at the curb by 6:00 a.m. on your scheduled collection day(s); items may remain at the curb until 5:00 p.m.

Accepted bulky items include furniture, mattresses, appliances, televisions, electronic waste, and other oversized household items.

Please note: Household Hazardous Waste (HHW), including paint, chemicals, batteries, motor oil, and other hazardous materials, will not be collected as part of the bulky item program.

CART USE & COLLECTION GUIDELINES

- Use the **TAN** cart for trash only.
- Use the tan cart with a **BLUE LID** for recycling only.
- Place all materials inside the cart with the lid completely closed.
- Set carts out by 6:00 a.m. on your scheduled collection day(s).
- Place carts at the curb with the wheels against the curb and the lid opening facing the street.
- Leave at least 3 feet of space between carts and from vehicles, mailboxes, poles, fences, trees, and other obstacles.
- Keep carts at the curb until they have been serviced. If collection is delayed, leave them out until 5:00 p.m.
- Do not overfill carts. Materials should not extend above the rim, and lids must close completely.
- Bag all household trash before placing it in the tan cart.
- Place recyclable materials loose in the tan cart with a blue lid and flatten cardboard to save space.
- Bulky items require a scheduled pickup. Please call UWS Customer Service at (480) 697-4580 to schedule a collection before placing items at the curb.
- Household Hazardous Waste (HHW), including batteries, paint, chemicals, motor oil, propane tanks, tires, hot ashes, and other hazardous materials, is not accepted in UWS carts.

TRASH & RECYCLING CART GUIDE

Separating Your Materials

TAN/LANDFILL

- Bagged pet waste & litter
- Broken glass
- Broken dishes
- Cardboard: wax and plastic-coated
- Ceramic
- Cereal liners
- Chip bags
- Dirty or soiled paper
- Disposable diapers
- Dry cleaner bags
- Egg cartons: styrofoam
- Empty motor oil and antifreeze containers
- Frozen food boxes
- Incandescent and halogen light bulbs only: no fluorescent tubes or bulbs
- Garden hoses
- Juice cartons and boxes
- Milk cartons
- Mini-blinds
- Mirrors
- Palm fronds
- Plastic bags
- Plastic bakery trays
- Stretch wrap
- Styrofoam and packing peanuts
- Tissue paper: Kleenex, etc.
- Toys: plastic
- Take-out containers
- Window glass

BLUE LID/RECYCLE

- Aluminum trays, plates
- Bleach bottles: #2 plastic
- Brown paper bags
- Cans: metal food and drink
- Cardboard boxes: corrugated
- Catalogs
- Cereal boxes: without liners
- Cigarette packages
- Computer paper
- Cream bottles
- Detergent boxes: laundry
- Dish soap bottles: #2 plastic
- Egg cartons: paper
- Envelopes
- Gift wrap: non-metallic
- Glass bottles and jars with lids
- Juice bottles: #1 plastic
- Junk mail
- Magazines
- Newspapers and flyers
- Office paper
- Paint cans: empty
- Paper towel tubes
- Photocopy paper
- Pizza boxes: clean
- Plastic containers
- Prescription bottles: empty
- Salad dressing bottles: rinsed
- Shampoo bottles: #1 and #2
- Shoe boxes
- Telephone books
- Tissue boxes
- Toilet paper tubes
- Tub containers: #1–#7
- Water jugs

TRASH

Acceptable Items

Styrofoam®

Clothing & Bedding

Diapers & Pet Waste

Dishes & Mirrors

Snack Bags

Non-Recyclable Plastics

Toys

Disposables

Not Acceptable Items

Recyclables

Hazardous Waste

For information on **Not Acceptable Items**, please call UWS Customer Service at (480) 697-4580

Contact Information

(480) 697-4580
Customer Service

RECYCLE

Acceptable Items

Paper & Cardboard

Metal Cans

Plastic (#1–#7) & Glass

Not Acceptable Items

Dishes & Mirrors

Furniture & Appliances

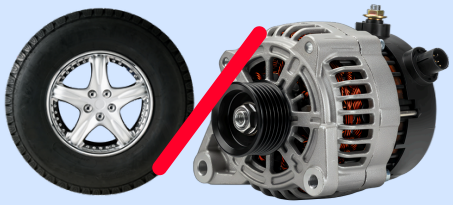
Clothing & Bedding

Hazardous Waste

Construction Waste

Yard & Food Waste

Carpet & Rugs



Tires & Auto Parts

For information on **Not Acceptable Items**, please call UWS Customer Service at (480) 697-4580

Contact Information

(480) 697-4580
Customer Service

FREQUENTLY ASKED QUESTIONS

What additional services does UWS offer?

Universal Waste Systems (UWS) offers a variety of additional services for Town of Fountain Hills residents, including holiday tree collection, bulky item pickup, Household Hazardous Waste (HHW) and electronic waste (e-waste) collection events, and walk-up collection service for qualified elderly and disabled residents. Some services may require an appointment or eligibility verification. For more information or to schedule a service, please contact UWS Customer Service at (480) 697-4580.

I'm elderly or disabled. Do you offer walk-up or backyard services?

Yes. Universal Waste Systems (UWS) offers complimentary walk-up collection service for qualified elderly and disabled residents. Upon approval, UWS can retrieve your carts from an approved location, such as a backyard or side yard, service them, and return them after collection. To learn more or determine if you qualify, please contact UWS Customer Service at (480) 697-4580.

My trash was not picked up. What can I do?

If your trash or recycling was not collected on your scheduled service day, please contact UWS Customer Service at (480) 697-4580 as soon as possible. If you report a missed collection before 11:00 a.m., UWS will make every effort to service your cart by 5:00 p.m. the same day.

What if my cart is damaged or stolen?

Your UWS carts remain the property of Universal Waste Systems (UWS) and should be properly cared for and kept secure at your residence.

If your cart is damaged during normal UWS collection service, it will be repaired or replaced at no charge. If your cart is lost, stolen, damaged due to misuse, or intentionally altered, replacement fees may apply.

If your cart is damaged or stolen, or if you need to request a cart exchange, please contact UWS Customer Service at (480) 697-4580 for assistance.

Are there items that cannot be placed in the carts?

Yes. Certain materials are prohibited from being placed in UWS trash or recycling carts because they pose safety and environmental hazards.

These items include Household Hazardous Waste (HHW) such as paint, chemicals, pesticides, motor oil, antifreeze, household cleaners, pool chemicals, propane cylinders, gasoline, and other flammable liquids. Medical waste, including sharps and needles, as well as batteries (especially lithium-ion batteries), electronic waste (e-waste), tires, automotive parts, hot ashes, explosives, and other hazardous materials are also not accepted in UWS carts.

These materials require special handling and must be taken to an approved collection or recycling facility. Placing prohibited items in your carts may create safety hazards, damage collection equipment, or result in service delays. For information on proper disposal options or upcoming Household Hazardous Waste and e-waste collection events, please contact UWS Customer Service at (480) 697-4580.

FREQUENTLY ASKED QUESTIONS

(CONTINUED)

How can I dispose of HHW?

Household Hazardous Waste (HHW) such as motor oil, antifreeze, paint, chemicals, pesticides, household cleaners, propane cylinders, and other hazardous materials cannot be collected in your UWS trash or recycling carts.

For information on approved HHW disposal locations, upcoming collection events, or to schedule a bulky item pickup for accepted e-waste, please contact UWS Customer Service at (480) 697-4580.

Do you offer temporary bin or roll-off services?

Yes. Universal Waste Systems (UWS) offers temporary bins and roll-off containers for projects such as home clean-outs, remodeling, landscaping, moving, and construction.

Our team can help you choose the container size that best fits your project and schedule delivery and pickup at your convenience.

Available container sizes include:

- 3-yard bin
- 10-yard lowboy
- 40-yard roll-off

Please note: If your temporary bin or roll-off will be placed on a public street or right-of-way, you may be required to obtain a permit from the Town of Fountain Hills before delivery.

For more information, pricing, or to schedule temporary service, please contact UWS Customer Service at **(480) 697-4580.**

Can I request a service level change or container exchange?

Yes. Residents may request a service level change, additional carts, or a container exchange. However, to avoid delays during the initial rollout, we ask that all requests be made after the six-week window, once the UWS cart delivery and exchange process has been completed.

UWS will be delivering and exchanging residential carts over a six-week period beginning Monday, February 1, 2027. After your new carts have been delivered, please contact UWS Customer Service at (480) 697-4580 to request any service changes or container exchanges.

FREQUENTLY ASKED QUESTIONS

(CONTINUED)

How are my trash and recycling services billed?

Your standard residential service includes:

- One (1) 96-gallon Tan Trash Cart
- One (1) 96-gallon Tan Recycling Cart with a Blue Lid.

Any additional carts will be billed at the applicable additional cart rate.

Residential trash and recycling services are billed quarterly, with each invoice covering three months of service in advance. Bills are mailed on the first day of each billing quarter, and payment is due by the last day of the first month of that quarter. For questions about your account or billing, please contact UWS Customer Service at (480) 697-4580 or azcustomerservice@uwscompany.com.

How can I pay my bill?

UWS offers several convenient payment options. You can pay your bill online, by phone, or by mail. Customers may also enroll in AutoPay and paperless billing for added convenience.

To manage your account, make a payment, or enroll in AutoPay, visit epay.uwscompany.com. For assistance, please contact UWS Customer Service at (480) 697-4580 or azcustomerservice@uwscompany.com.

UWS Customer Service Hours

UWS Customer Service can be reached
Monday through Friday, 8:00 a.m. to 5:00 p.m.

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