



OFFICE OF THE REFUSE COMMISSIONER
CITY OF ST. LOUIS



4100 SOUTH 1ST STREET
ST. LOUIS, MO 63118

Dear Customer:

I am writing to let you know that you will notice some changes on the invoice enclosed with this letter. First, as of July, 2010, per a new Ordinance, the City of St. Louis is charging a fee of \$11 per dwelling unit per month for City residential solid waste services (e.g., trash/refuse, yard waste and bulk waste pickup and disposal). The charge for these services is separately stated on the invoice—your water bill is also separately stated on the same enclosed invoice. Second, you will notice that this combined statement looks different from the water bill you have been receiving: it has a yellow envelope and is full-page in size. We hope that you will find this bill both informative and easy to read.

The City supplies quality and comprehensive trash service: we provide twice weekly collection of solid waste, weekly collection of yard waste during “yard waste” season, and monthly pickup of bulky items (including furniture and tree branches, as well as appliances, tires, waste motor oil, and car batteries). Although the City now charges for this trash service, City solid waste services are still one of the best values in the region: the new City fee is lower than fees charged in most areas surrounding the City, and includes more frequent and varied trash/refuse, yard waste, and bulk waste services. Recycling is also being implemented and we will contact you with additional information when we are ready to begin recycling services in your area. You can find information about our solid waste services at www.stlouis.missouri.org/citygov/refuse.

The enclosed combined invoice includes your July and August fees for the solid waste services the City provides to the dwelling units at the service location shown at the top of the bill. The number of dwelling units and the solid waste services fees due for those units for the months of July and August is located in the middle section of the bill. Your next invoice, in December, and each quarterly invoice thereafter, will include the total due for solid waste services for the preceding 3-month calendar quarter for each dwelling unit. The total due will be calculated as follows: number of units multiplied by \$11 per unit per month multiplied by 3 months.

Thank you for the opportunity to provide you with solid waste services. Please contact the Citizens' Service Bureau if you have any questions—we will respond to you as quickly as possible.

Citizens' Service Bureau
Telephone: (314) 622-4800 Fax: (314) 622-4310
Twitter: @stlcsb
<http://stlouis.missouri.org>

Sincerely,

A handwritten signature in black ink, appearing to read "Nick Yung", with a long, sweeping underline.

Nick Yung
Commissioner of Refuse

www.stlouis.missouri.org/citygov/refuse