



Borough of Ellwood City Residential Solid Waste FAQs

Q: Why did the Borough of Ellwood City change waste companies?

A: The Borough of Ellwood City held a bid opening on May 11th to review new options for trash, recycling and yard waste services as Valley Waste contract was expiring June 30, 2026. Valley Waste and Aiken Refuse both placed bids for the contract. At the Council meeting, held May 18th, Council has made the decision to change the vendor from Valley Waste to Aiken Refuse. The choice to change vendors is based off what is the most cost effective for the residents of Ellwood City. The rates for Aiken Refuse are a fixed rate during the term of the contract, which takes effect on July 1, 2026.

Q: How will I receive a bill and who do I contact for billing questions?

A: Residents will not receive a bill from Aiken Refuse. The Borough of Ellwood City Utility office will continue to send monthly bills and accept monthly payments from residents. **Please direct all billing related questions to the Borough of Ellwood City Utility office by calling 724-758-5576 or 724-824-7624.**

Q: Will there be any changes to collection days?

A: No, your current collection day will remain the same. We appreciate your patience, as our employees learn the routes. We also remind residents to place your contents to the curb the **night before your collection day**. We remind you that **pick-up times may vary from week to week** and various trucks are used to collect trash, recycling and yard waste separately. Collection may occur between 5:00am – 5:00pm. To verify your collection day please review the service area map or contact Aiken Refuse at 724-758-9400.

For holidays, collection will be one (1) day late for those scheduled on or after one of six major holidays. If the major holiday falls on a weekend, pick-up will not be affected. We always publicize our holiday schedules on our website www.aikenrefuse.com and Facebook page.

Q: What services will Aiken Refuse be offering to residents in the Borough of Ellwood City?

A: The Borough of Ellwood City's solid waste contract includes weekly trash, biweekly recycling and seasonal yard waste collection.

For trash collection, eligible residents may choose between the "pre-pay" Aiken Blue Bag program or enroll in our trash cart service which is billed monthly on your borough electric invoice. Aiken Trash carts are available in 95 gallon or 35-gallon sizes.

Q: I live within the Borough of Ellwood City, am I required to use services with Aiken Refuse?

A: Yes. Solid Waste and Recycling service under this contract between the Borough of Ellwood City and the waste hauler is mandatory for all single-family homes, and multifamily dwellings of three units or less. All such structures have mandatory inclusion, subject to any exclusions set forth in the specifications and/or the Solid Waste & Recycling ordinances of the Borough of Ellwood City.

The Borough of Ellwood City's Solid Waste Ordinance - Chapter 1060 and Recycling Ordinance Chapter 1062 can be found on the city's website <https://www.ellwoodcityborough.com/government/ordinances>.

Q: What carts will I be receiving from Aiken Refuse?

A: Aiken Refuse will provide 95 gallon or 35 gallon **TRASH carts** to eligible residents. If you had a trash cart with Valley Waste at the end June, you would receive the same size and quantity trash cart from Aiken Refuse. Your service information was shared with Aiken Refuse so that we could make delivery arrangements prior to July 1st. Residents on the Bag Program will not receive an Aiken Trash cart.

TRASH carts remain property of Aiken Refuse and cannot be removed from the assigned property by anyone other than Aiken Refuse. All Trash carts have a unique serial number that is tied to the service address for routing & billing purposes. If a trash cart is moved to another unauthorized address, it will not be serviced. The resident is responsible for the care and safety of our equipment. TRASH carts must be returned to Aiken Refuse at the end of the contract period.

Q: Where can I get a recycling bin or yard waste bin?

A: Recycling and Yard waste carts can be purchased from the Borough of Ellwood City Street Department while supplies last. These are high quality and commercial grade carts available at an affordable price. Contact the borough utility office by calling 724-758-5576 or 724-824-7624.

Once the borough's supply of recycling and yard waste carts are sold out, borough residents may contact Aiken Refuse to purchase a commercial grade recycling or yard waste cart.

Q: Can I use my own recycling cart or yard waste cart if I choose?

A: Yes. Residents may use their own personal recycling or yard waste containers as long as these containers are commercial grade carts and designed to contain and transport solid waste contents safely. Containers must be identified or labeled according to the type of contents inside those containers. For example, Recycling carts must have a visible recycling symbol. Barrels or Storage bins (storage totes) are not designed for waste disposal and will be left at the curb. Personal containers must be labeled with the house number to which it belongs. Aiken Refuse is not responsible for damages to any personal bins. Residents may also use brown biodegradable leaf bags for yard waste collection.

Q: What is the Bag Program?

A: AIKEN Blue Bags are a "pre-pay" trash service. Residents enrolled in the bag program will not receive a trash fee on their electric bill, instead residents purchase specific blue bags for their service. A roll contains a quantity of 10 blue bags for \$30.00. Bags are not sold individually. **The price of the blue bag includes the service and disposal costs of trash, recycling and yard waste collection.** On the Bag Program, customers must use Aiken Blue Bags to benefit from all waste collection services. AIKEN Blue bags will be available for purchase at Aiken Refuse's office located at 1613 Wampum Rd. Ellwood City as well as other convenient local businesses – Dave's Hometown Shop'N Save and Pete's Uptown Beer & Beverage.

Q: Will Aiken Refuse continue to collect the yellow Valley Waste bags?

A: No. All yellow bags purchased from Valley Waste must be used by June 30, 2026.

Q: What if I have extra trash that does not fit in my cart or a large item, like a dresser?

A: Residents may set out excess trash using AIKEN Blue Bags.

Large item collection is a separate pre-pay service available to residents. Arrangements can be made by calling Aiken Refuse at 724-758-9400. For large volume house clean outs, we recommend contacting our office to discuss our temporary roll off services.

Q: Can I place AIKEN Blue Bags into my own personal trash bin?

A: Blue Bags are designed to be visible from the curb. Residents may place AIKEN Blue bags into a commercial grade trash cart if the AIKEN Blue Bag is clearly visible to our employees. Personal containers must be labeled with the type of contents in the container and include the house number to which it belongs. Aiken Refuse is not responsible for damages to any personal bins.

Q: I would like to make changes to my services; can I request a different cart size or quantity?

A: Yes, you can modify your services after July 1st. Eligible residents are permitted to make changes to their services and trash cart sizes once per calendar year. These requests must be submitted to and approved by the Borough of Ellwood City's Utility office by calling 724-758-5576 or 724-824-7624. The Borough's Utility office will notify Aiken Refuse of changes to your service levels.

Arrangements have been made to coordinate delivery of the same size and quantity trash that you already had with Valley Waste. We are unable to adjust the preliminary cart supply and delivery for the last week in June. Once the initial carts have been delivered to eligible borough residents, you may request changes to your services.

Q: I have not received my cart(s) yet, am I on the delivery list?

A: Borough Residents are scheduled to receive their cart the last week of June, prior to July 1st. If you do not receive your cart by June 26th please contact Aiken Refuse at 724-758-9400 and we will verify the delivery address and account status with the Borough Utility office.

Q: I received the wrong size cart or wrong quantity of cart(s). What do I do?

A: Notify Aiken Refuse by calling 724-758-9400 immediately. We will verify the cart list provided by the prior hauler and will coordinate with the Borough Utility office to meet your service needs as soon as possible.

Q: I received an extra cart by mistake. What do I do?

A: Notify Aiken Refuse by calling 724-758-9400 immediately. We will make arrangements to pick up the extra cart so that the resident is not over charged on their bill. Please keep the extra cart in clean condition and in a safe place until we return for cart pick up.

Q: May I take a cart from another property or give an extra cart I am not using to my neighbor?

A: No. Each trash cart has a unique serial number on it that is linked to each service address and for billing purposes. DO NOT move trash carts to an unauthorized address or tamper with carts so the information in our database remains intact. Otherwise, the cart that is moved to the unauthorized address or set out with a tampered serial number will not be serviced on our routes. We will gladly make accommodations to your services to add, remove or change the size carts. Please contact the borough utility office to make modifications to your services. We appreciate your understanding and cooperation.

Q: I recently moved to the Borough of Ellwood City, how can I learn more about the waste collection program and enrollment?

A: Please refer to the Borough of Ellwood City's website <https://www.ellwoodcityborough.com/services/recycling-trash>. Contact the Borough of Ellwood City's Utility office at 724-758-5576 or 724-824-7624 to set up an account to start collection. The Borough Utility office will coordinate with Aiken Refuse to schedule cart delivery and start date for waste collection.

Residents may contact Aiken Refuse to discuss service-related questions by calling 724-758-9400 or email contact@aikenrefuse.com. Our office is open Mon – Friday 8AM to 4PM.