



CITY OF SPRINGFIELD

TRASH SERVICES FORM (please select applicable options below)

Instructions: Please submit the completed form, signed and dated, with the required documentation attached, to the City Collector's Office, 36 Court Street, Room 112, Springfield, MA 01103. You can also scan and email as PDF, or fax, the completed form and documentation to: 311@springfieldcityhall.com or 413-886-5138. If your name is different from the property owner's name on the trash bill, you must provide proof of ownership. Payment of the trash fee is due within thirty (30) days of the bill date and may incur interest and fees if paid late. **THE FILING OF THIS FORM DOES NOT EXTEND THE DUE DATE OR RELIEVE YOU FROM PAYMENT OF THE TRASH FEE AS BILLED.** Please allow 1-2 weeks for processing.

For more information, assistance in completing this form, or damaged and defective barrels, please call: 3-1-1 (or 413-736-3111) or visit www.SpringfieldCityHall.com.

Name of Owner(s):			
Trash Service Location:		Parcel ID:	
Owner Mailing Address:			
Daytime Phone Number:		Alternate Phone Number:	
Type of Property:	<input type="checkbox"/> Residential Single-Family	<input type="checkbox"/> Residential Multi-Family	<input type="checkbox"/> Other: _____

Print Name	Signature	Date
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1) Discount Application – If you are eligible for a discounted trash fee, please complete this section of the form and attach the appropriate supporting documents as noted below.

- Seniors aged 65 and older by July 1, of the fiscal year may apply by providing proof of age and residency.
- Households with a current gross annual income below the Federal poverty level may apply for an indigent discount. Written proof of current gross annual household income must be attached to this form. The Federal Poverty Levels for 2023/2024 per person are: 1 - \$15,060, 2 - \$20,440, 3 - \$25,820, 4 - \$31,200, 5 - \$36,580, 6 - \$41,960, 7 - \$47,340, 8 - \$52,720.

☐ **Discount Application** **Property must be owner-occupied and proof of residency is required (Utility Bills, Driver's License, Property Ownership Deed)**

For all discount types, if the property is held in Trust, please submit a certification of trust or similar document showing that the occupant of the property is a beneficiary of said trust.

Check off the discount you are applying for (only one discount is permitted):

- ☐ Senior (attach written proof of age: Birth Certificate, Valid ID, or Driver's License)
- ☐ Blind (attach a copy of your current visual impairment certification from the MA Comm. for the Blind)
- ☐ Veteran with disability (attach a copy of your award letter issued by the Veterans Administration)
- ☐ Indigent (attach written proof of current gross annual income for your household)

2) Opt-In – To begin receiving City Trash Service for a given property, please complete this section of the form. Any residential property with up to three (3) dwelling units that is not currently receiving Trash Service from the City may Opt-In by completing this form. Properties may Opt-In after having been vacant, after a change in ownership, after having previously Opted-Out, or if properties are newly constructed.

- If there are existing barrels at the property, please indicate the number of barrels and their serial numbers on this form.
- Properties are entitled to no more than one trash barrel per dwelling unit.
- Businesses and Multi-Family residences with more than three (3) living units are not eligible for Trash Services.
- Trash Service will not commence until all outstanding taxes, fees, fines, interest, and other charges have been paid to the City.
- Barrels will only be delivered to an eligible property upon approval.
- The annual trash fee is not pro-ratable except as allowed in the Trash Fee Rules & Regulations; therefore, an owner who Opts-In will be billed for the trash fee for the entire year, regardless of when the Opt-In form is filed.

☐ **Opt-In** Is this a new construction? ☐ Yes ☐ No
(Begin Trash Service) Number of dwelling units? _____
Number of barrels already in the Property? _____
Please note the serial numbers of existing barrels: _____

PLEASE ATTACH A COPY OF A VALID ID OR DRIVER'S LICENSE FOR ALL OWNERS

3) Missing or Stolen Barrel Replacement – For missing or stolen trash barrel replacements, please complete this section of the form.

- If a trash barrel is missing or stolen, please obtain a Police Report from the Springfield Police Department and attach a copy of the report to this form.
- If a trash barrel caught on fire, please obtain a report from the Springfield Fire Department and attach a copy of the report to this form.
- In the case of a stolen, missing, damaged, or destroyed trash barrel, the property owner will not be responsible for the purchase price of the new barrel.

- ☐ **Missing or Stolen Barrel**
- ☐ Trash (Green) ☐ Recycling (Blue)
- ☐ Barrel stolen or missing (please attach a Police report)
- ☐ Barrel caught fire (please attach a Fire report)

4) Bill Dispute – If you are disputing either the information found on your trash bill (number of barrels, service location, etc.) or are reporting that a prior payment has not been credited to your account, please complete this section of the form. If you believe you qualify for a discount on your trash bill please complete section 1 of the form.

- Trash bills are not pro-ratable except as allowed in the Trash Fee Rules & Regulations; therefore, you cannot dispute an amount based on when service commenced or was terminated.
- If you are disputing the number of barrels for which you have been billed, or you have been billed and you do not receive City Trash Service at the location in question, the Department of Public Works will investigate the number of barrels on your property and whether you receive City service.
- If you have made a payment that is not reflected on your bill, please note the date and amount of your payment and attach a copy of a receipt or cleared check. Proof of payment is required to dispute on the grounds of a misapplied or missing payment.
- For all other Bill Disputes, please note the reason for your dispute and attach any relevant documentation.

- ☐ **Dispute Bill**
- Trash Bill Number: _____ Trash Bill Date: _____
- What is the reason you are disputing your bill?
- ☐ The number of barrels on my bill is incorrect
- How many barrels have you been billed for? _____
- How many barrels do you have? _____
- ☐ My prior payment(s) are not reflected on my bill
- What is the date and amount of your payment? _____ (date) _____ (amount)
- Please attach Proof of Payment (Receipt, Copy of Cleared Check, or Online Confirmation)
- ☐ The service location on my bill is incorrect
- What is the correct service location? _____
- ☐ I do not have City Trash Services
- ☐ Other: _____

5) Opt-Out – To discontinue City Trash Service for a given property, please complete this section of the form. Any property receiving City Trash Service may Opt-Out at any time. When a property Opts-Out, waste removal becomes the responsibility of the property owner. Barrels will be removed on the next scheduled pick-up day.

- The annual trash fee is not pro-ratable except as allowed in the Trash Fee Rules & Regulations; therefore, if a property Opts-Out during a fiscal year, the trash fee for that entire year will remain due to the City.
- Only residential properties with three (3) or fewer dwelling units will be permitted to Opt-In to receiving City Trash Service once the service has been discontinued.
- **If the property is changing ownership, the barrels should remain at the property, and billing will automatically roll over to the new property owner(s).**

- ☐ **Opt-Out**
(End Trash Services)
- Reason for Opt-Out (Optional):
- ☐ I am planning to haul my own trash
- ☐ I am planning to hire a private hauler
- ☐ Property has been or is now vacant