

## **CITY OF SPRINGFIELD** TRASH FEE CHANGE/DISPUTE FORM (please select applicable numbers below)

Print Name	Signature		Date			
	Note: Unly check this box if you are ret returning all bins, please check box 2) (	urning additional bins beyond the one as Dpt-Out.	ssigned to each living unit. If you are			
	Number of trash bins you would like to		reigned to each living unit. If you are			
6) Bin Return	Number of trash bins at the location:					
	Bin is defective (how?		)			
	Bin has been destroyed	1 7				
5) Bin Replacement       Why do you need a replacement bin?         Bin stolen or missing (please attach a Police report)						
5) Bin Replacement						
	I am planning to hire a private hau Property has been or is now vacant					
Receiving City trash service						
4) Opt-Out (discontinue	Reason for opt-out					
	*Note: license information is used	for tax certification purposes				
	Spouse Date of Birth	Spouse Driver's License #				
	Please note the serial numbers if e Property Owner Date of Birth	existing bins Property Owner Driver's L	icense #			
	Number of bins already in the Property	?				
trash service)	Number of dwelling units?					
3) Opt-In (begin receiving	q City Is this new construction?	No				
	Other:					
	What is the correct service loca	ation:				
	The service location on my bill is in					
		of your payment: (date)	(amount)			
	My prior payment(s) are not reflected					
	How many bins have you been How many bins do you have: _					
	The number of bins on my bill is in How many bins have you been					
2) Dispute Bill	What is the reason you are disputing yo					
	Indigent (attach written proof of cu	irrent gross annual income for your hous	sehold)			
	_	py of your award letter issued by the Vet				
		<ul> <li>Blind (attach whiteh proof age)</li> <li>Blind (attach a copy of your current visual impairment certification from the MA Comm. for the Blind)</li> </ul>				
	What discount are you applying for: Senior (attach written proof age)					
	document showing that the property is held in trust and that the occupant of the property is a beneficiary of said trust.					
	For all categories of discount, if the	e property is held in trust, submit a				
1) Discount Application	Property has to be owner occupied an (utility bills, driver's license, prope					
_						
Please check all Applicable re	quests (detailed instructions on reverse side	of form):				
Type of Property:	Residential single-family	Residential multi-family	Other:			
Daytime Phone Number:		Alternate Phone Number:				
Owner Mailing Address:						
Trash Service Location:						
Name of Owner(s):						
Trash Bill Number:		Trash Bill Date:				
Parcel ID:						
or for assistance in complet	ing this form, please call 3-1-1 (or 736-31					
provide proof of ownership. Until approved by the City, <b>THE FILING OF THIS FORM DOES NOT RELIEVE YOU FROM PAYMENT OF THE TRASH FEE</b> <b>AS BILLED</b> . The payment of the trash fee is due thirty (30) days from the bill date, and may incur interest and charges if paid late. For more information						
<b>Instructions:</b> Please complete form, attach required documentation, sign, date and return within forty-five (45) days of the bill date of your trash bill to the City Collector's Office, 36 Court Street, Room 112, Springfield, MA 01103. If your name is different from the property owner's name on the trash bill, you must						
Not taken at the			-			

## Trash Fee Policies and Form Instructions:

**1) Discount Application** – If you are eligible for a discounted trash fee, please complete section 1 of this form and attach 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.
- Those who are blind may apply for a discount by attaching a current copy of their visual impairment certification from the MA Comm. for the Blind.
- Veterans with a disability may apply by attaching a copy of their award letter issued by the Veterans Administration.
- 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 2021 and the amount if changed are: \$12,880 (1 person); \$17,420 (2 ppl); \$21,960 (3 ppl); \$26,500 (4 ppl); \$31,040 (5 ppl); \$35,580 (6 ppl); \$40,120 (7 ppl.); and \$44,660 (8 ppl.).

2) Bill Dispute – If you are disputing either the information found on your trash bill (number of bins, service location, etc.) or are reporting that a prior payment has not been credited to your account, please complete section 2 of this form. If you believe you qualify for a discount on your trash bill you should complete section 1 of the form.

- Trash bills are not pro-ratable except as allowed in the Trash Fee Rules & Regulations; therefore, you cannot apply to dispute an amount on the basis of when service commenced or was terminated.
- If you are disputing the number of bins 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 bins 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 cancelled 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.

**3) Opt-In** – To begin receiving City trash service for a given property, please complete section 3 of this 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.

- In some cases, existing City of Springfield trash bins may be present on the property. If this is the case, please indicate the number of bins and their serial numbers on this form.
- Properties are entitled to no more than one trash bin per dwelling unit and these will be delivered upon receipt of a completed form for an eligible property.
- Properties that are ineligible to receive City trash service are multi-family residences with more than three (3) living units.
- Trash service will not commence until all outstanding fees, fines, interest, and other charges have been paid to the City.
- 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.

**4) Opt-Out** – To discontinue City trash service for a given property, please complete section 4 of this form. Any property receiving City trash service may opt-out at any time (call the city 311 Service Center to schedule a pick up date). When a property opts-out, it becomes the responsibility of the property owner to provide for waste removal.

- 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 properties that are residences with three (3) or fewer dwelling units will be permitted to opt-in to receiving City trash service once the service has been discontinued.

**5) Bin Replacement** – If you need a trash container replaced or repaired, please complete section 5 of this form. The City will decide whether to repair or replace a damaged trash container at its discretion.

- If a trash container is missing or stolen, please complete a Police report at the Springfield Police Department and attach a copy of the report to this form (the Incident Report form can be downloaded from the City's website at http://www.springfieldpolice.net/police/incident.0.html).
- In the case of stolen, missing, damaged, or destroyed trash containers, the property owner will not be responsible for the purchase price of the new container.

**6) Bin Return** – If a property owner has more than one (1) trash container for each dwelling unit on a property, the additional bins may be returned to the City by completing section 6 of this form.

- As the trash fee is not pro-ratable except as allowed in the Trash Fee Rules & Regulations, additional bins must be returned prior to the start of a fiscal year to avoid being charged for the bin(s) for the year.
- Every residential property receiving trash service from the City must have at least one trash container. If a property wishes to discontinue receiving City trash service they should complete section 4 of this form to opt-out.

For City Use Only					
		Initials	Date	Comments	
	<u>3-1-1</u> : Information has been checked			Results of check:	
	Finance: Approved or denied?				
	Approved Denied			Reason for denial:	
	<u>3-1-1</u> : Account updated				
	<u>3-1-1</u> : Determination letter mailed to property owner				
	DPW: Bins delivered/picked up Num. delivered Num. picked up			Serial numbers of bins.	
	Finance: Bill updated				