



VILLAGE OF IOLA

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"Collectively upholding our relevancy for today, responsiveness for tomorrow; readiness in the future to address the needs of our entire community."

Dear Village of Iola Resident:

The Village of Iola Board has voted to go with Harter's for village wide garbage and recycling pickup. The cost will be per month for one (1) garbage container \$10.80 and one (1) recycling container \$7.20, to equal \$18.00 per month, plus a minimal service charge. If you wish to receive additional garbage or recycling containers, please call the clerk's office to make arrangements and you will be billed accordingly. If you are currently with Harter's and receiving additional containers, the containers will stay, and you will be billed accordingly. If you have rental properties within the village the bill will be the responsibility of the property owner.

The service will be weekly pickup for both garbage and recycling beginning Monday June 5th, 2023. This will not be a service that can stop and start when you would like it to. A list of services to be provided by Harter's is included and a Statement of Harter's Requirements.

It will be your responsibility to cancel your current provider if it is not Harter's. When cancelling out your current provider, let them know that your village passed a village wide ordinance regarding garbage pickup, and this is not an option for you.

Harter's will be providing containers with information attached to them for any residents within the village that currently do not use Harter's. The information will tell you the day of pickup and where you will need to place your containers and a customer service number to call or email address to contact regarding any service problems.

Billing will be handled in the village clerk's office, you can call: (715) 445-2913, email: info@villageofiola.com or stop in with any concerns regarding billing. Billing will show up quarterly on your utility statement in the amount of \$54.00 plus a minimal service charge. This is a charge that Harter's will be charging the village. The service charge is based on the cost of diesel fuel. If you have rental properties within the village the bill will be the responsibility of the property owner.

Charges will not start until the next utility billing cycle. This bill will reflect one (1) Garbage and (1) Recycling container at \$0.00. If you do not see this on your bill, please call us to verify we did not miss you for the June 1 start-up.

Sincerely,
Village of Iola Board of Trustee's