

# City of Twinsburg Service Department

## **BRANCH PICK-UP**

Branch pickup begins on the first Monday of each month from April through November. To ensure collection, please put branches out on the 1<sup>st</sup> day, and they will be collected by the crews as they make their way thru the City. Branches should be no more than 10” in diameter. Branches should be piled at the curb with the cut ends facing the street. Branches can also be put out on Tuesdays to be picked up by Waste Management; however, branches must be bundled and cut to 4 ft. in length or less if this option is chosen.

## **LEAF PICK-UP**

Leaf Pick-up begins Mid-October and runs continuously through December or until the crews switch to plowing snow. The Service Department asks that all leaves be raked to the tree lawn and that piles be free of twigs, grass clippings, and other garden materials. Note that raking of leaves to cul-de-sac islands or into the street is not permitted.

## **SNOW REMOVAL**

The Service Department is responsible for clearing the streets of snow and ice. Plowing of the neighborhood streets begins after all major roadways have been cleared.

Per City Ordinance, public sidewalks that abut your property are the homeowner’s responsibility to clear, and snow & ice removed from your driveway or sidewalk should not be pushed into the street or neighboring properties.

Senior snow plowing service is available for a nominal fee to residents 65 years of age or older. Contact the Senior Center for program details and registration information at [330-963-8722](tel:330-963-8722).

## **REFUSE & RECYCLING**

The City of Twinsburg has a contract with Waste Management for residential waste collection services and provides residents with containers for refuse & curbside recycling services. Collection is every Tuesday between the hours of 7:00AM and 7:00PM. To ensure pick up, place containers curbside by 7:00AM, but preferably not before 6:00 PM on the evening prior. Contact the Service Dept. to request refuse and recycling containers at 330-425-7161.

### ***Grass Clippings:***

All residents are encouraged to compost; however, Waste Management will collect up to four bags of grass clippings per week.

### ***Large Items:***

Three large items per week is permitted for residential pickup. A separate truck will collect items such as sofas, hot water tanks, TVs, etc. Prior notification is not required.

### ***Recycling Center:***

Twinsburg also has large recycling bins for residential use located at 10260 Ravenna Road. (This is behind the school buses next to Chamberlin Middle School).

### ***Holiday Schedule:***

The six holidays Waste Management honors are: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. If your service day falls on or the day after one of these six major holidays, collection will be on Wednesday for that week. Signs will also be posted throughout the City as a reminder.

Christmas trees can be taken to Liberty Park for chipping after the Holidays, or you can place the tree curbside next to your refuse containers for the trash hauler to collect (no larger than 4’).

### ***Recycle these Items:***

Glass bottles & jars, plastic bottles, aluminum & tin cans, cardboard boxes, newspapers, magazines, envelopes, junk mail, white or colored paper

### ***Trash these Items:***

Food or organic waste, liquids, plastic bags, plastic wrap, used paper cups & plates, used paper towels & tissues, waxed paper & cardboard, wet or soiled paper, Styrofoam, cloth and carpet, food soiled cardboard, pizza boxes and candy wrappers.

## **REWORKS HOUSEHOLD HAZARDOUS WASTE CENTER**

The Summit/Akron Household Hazardous Waste Recycling Center is in Stow at 1201 Graham Road. For accepted items and further information about shredding events in the area, please call (330) 374-0383.

[www.summitreworks.com](http://www.summitreworks.com)

## **SEWER BILLS**

Sewer bills are collected quarterly at a flat rate as established by City Ordinance.

### ***Payments:***

Payments can be mailed to the PO Box listed on your bill, dropped off at the 24-hr drop box located at Public Works (10231 Ravenna Rd), paid online via your personal banking website, or you may elect to have the amount automatically withdrawn from your checking account on the due date. Credit card payments can be made over the phone by calling (855) 939-1480. A 3% Service Fee is charged on credit card payments.

## **WASTEWATER DEPARTMENT**

The Wastewater Department performs plant tours Monday – Friday from 7a.m.-3:30p.m. If you are interested in a plant tour and would like more information please contact Aaron Hixenbaugh at (330) 425-7161.

If you are experiencing a sewer backup and need assistance please call the emergency wastewater line at (330) 963-6267.

## **IMPORTANT INFORMATION**

If you have questions regarding mosquito spraying or for any mosquito concerns please contact Summit County Environmental Health at (330) 926-5600

Northeast Ohio Public Energy Council  
(NOPEC) (855) 667-3201

Cleveland Water (Water) - Customer Service:  
(216) 664-3130

24-hour Water Emergency: (216) 664-3060

Dominion Gas (Natural Gas) (800) 362-7557

Ohio Edison (Electric) (888) 544-4877 to  
report power or streetlight outages.

Spectrum (Internet/Phone/TV) (877) 772-2253

Windstream (Internet/Phone/TV)  
(800) 843-9214

*Vendors are seen by appointment only.*  
Please call (330) 963-6212.

## **Directory**

**Nathaniel Zuege**  
Director of Wastewater Treatment  
[nzuege@twinsburg.oh.us](mailto:nzuege@twinsburg.oh.us)

**Dennis Szydłowski**  
Service Director  
[dszydłowski@twinsburg.oh.us](mailto:dszydłowski@twinsburg.oh.us)

**Simone Forgan**  
Administrative Assistant  
Wastewater Department  
[sforgan@twinsburg.oh.us](mailto:sforgan@twinsburg.oh.us)

**Jen Miller**  
Administrative Assistant  
Service Department  
[jmiller@twinsburg.oh.us](mailto:jmiller@twinsburg.oh.us)

**Jamie Terry**  
Sewer Billing Accountant  
[jaterry@twinsburg.oh.us](mailto:jaterry@twinsburg.oh.us)

*Hours of Operation*  
Monday – Friday  
7 a.m. – 3:30 p.m.

**Twinsburg Public Works**  
10231 Ravenna Road  
Twinsburg, Ohio 44087  
(330) 963-6212  
[www.mytwinsburg.com](http://www.mytwinsburg.com)

