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TRASH AND RECYCLING FREQUENTLY ASKED QUESTIONS

TRASH COLLECTION

Will this affect my trash collection?

No. Trash will be collected the same way as before. Same day. Same way.

Will a trash can be provided?

No. See above. Trash will be collected the same way as before. However, if you are interested, Waste Connections provides a can rental option. See Billing and Scheduling below for details.

Can I continue to use my old trash can or use a sealed bag?

Yes. See above. Trash will be collected the same way as before. City code allows for 35 gallon or less containers / sealed bags or any larger can on the approved can list (currently TOTER Brand).

Will we have big trash day?

Yes! See above. Trash will be collected the same way as before. There will be two events per year. Same as before. *We are working to reschedule the day the one that has been postponed due to COVID-19.*

RECYCLING COLLECTION

Will recycling come back?

Yes! Better than ever! You will be provided with a 64 gallon recycling cart that will take place of the green bin. It will be picked up on your 1st and 3rd trash pick-up day of the month.

What can I place in the recycling cart?

Paper, flattened cardboard, plastic bottles & containers, glass bottles & jars, metal food and beverage cans, food & beverage cartons. All items must be placed in the cart and must be clean and dry. **Do not** place items not listed in the recycling cart.

Do I have to take a recycling cart?

Yes. At this time, it is required, and they will be provided to your address. Try it! We are confident you will like it!

What do I do with my old green recycling bin?

We are working out the details, but the City will be working to collect them and recycle / repurpose them. You can keep them if you like, but they will not be serviced anymore. If you set them out, we will assume you want to dispose of them.

Why is the recycling cart so big?

The old green bins are 18-24 gallons and were serviced once a week. Cardboard was also not allowed. With the schedule of 2 pickups per month per house, and the introduction of cardboard being allowed, you are going to need the space. Remember, all clean, dry recyclables must be in the cart to be picked up.

Do I need to check my plastic numbers still?

No! You are able to place all plastic bottles and containers in the recycling cart, regardless of number. Items that are plastic, but aren't bottles or containers, are not accepted. Don't place your plastic toothbrush, kids toys, or your favorite retro fake plant in it... they aren't containers

YARD WASTE + LEAVES

Will this affect leaf pickup?

No. This modification has nothing to do with leaf pickup. The service will continue as-is.

Will this affect yard waste pickup?

No. This modification has nothing to do with yard waste pickup. That service will continue as-is.

COMPOST + RECYCLING CENTER

Will this affect the compost center?

No. This modification has nothing to do with the compost center. That service will continue as-is.

Will this affect the recycling center?

Yes. We are currently working with Waste Connections to provide recycling dumpsters that will be located at the facility. They will take place of the current system of required sorting.

PERSONNEL

What happens to my favorite City Trash + Recycling worker?

They still work with us! We were able to transition those workers into open roles within the City organization, specifically the Water + Wastewater + Street + Treatment Plant + Parks Departments. Those roles were purposely left vacated (due to retirements and vacation of positions) through winter to ensure we could absorb the manpower back into the various departments. If you see them, say hi! They will be working diligently with the rest of the staff to do the great things we all expect.

BILLING & SCHEDULING

When does this start?

June 1st is the scheduled day to transition this operation. Until June 1st, the City will continue operating as-is.

Are there additional services offered?

Yes! For \$3.00 / month a trash cart or an additional recycling cart can be rented from Waste Connections. On-call bulky trash is also available for \$25.00 per occurrence. Should you want to take advantage, you will need to call Waste Connections direct and schedule and pay.

How will this affect my bill?

Billing will remain the same. There will not be an increase to rates. The service will continue to be included in your water + sewer + trash as it is today. Should you choose to opt into an add-on service (trash cart rental or on-call bulky pickup) you will need to work those billing issues out with Waste Connections directly.

Will this change my holiday schedule?

Yes. Trash will not be collected on: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day. If a holiday occurs on or before your pick-up day, services will be delayed by one day for the remainder of the week.

How will inclement weather or other unforeseen factors affect service?

Safety is the number one priority. When snow, storms, pandemics, etc. are experienced by the City the trash and recycling will be picked up the first day weather allows. These situations are very rare occurrences.

Why are we doing this?

To increase service options, keep costs as low as possible (same), and increase the life of our landfill. Recycling's annual deficit approaches \$300,000 /yr. In order to ensure we would continue to offer it without increasing cost, we developed the current procedure. It should save approximately \$150,000/yr + we won't have to purchase new worn out equipment. In the world of Amazon and package delivery, cardboard into our landfill has greatly increased. By providing an option that diverts cardboard away from filling up our landfill, we are able to save space, thus increase the remaining life of the landfill. This saves a significant amount of money over the next 5-7 years. We are able to do all this by increasing service options and keep your bill the same!

**SHOULD YOU HAVE ANY FURTHER QUESTIONS, PLEASE CONTACT CITY HALL AT 636-390-1010.
ONCE THE START DATE GETS CLOSER, WE WILL BE PROVIDING WASTE CONNECTIONS' CUSTOMER SERVICE HOTLINE**