

# Solid Waste Twice a Week Automated Service FAQs

## What time should the cart be at the curb?

- Place the cart out for pickup by 7:00 a.m. on the day designated for pickup at your address and remove cart the same day of service.

## Where should I place the cart?

- Place cart in front of curb or street gutter at least 5 feet away from any obstacle with wheels and handle away from the street.
- If you have more than 1 cart, or live in a residence that has several carts, there needs to be no less than 3 foot separation between each cart.
- Corner houses should place cart on the side their driveway is located on, unless the Solid Waste Supervisor approves of another location.

## Where should cars be parked on collection days?

- Park vehicles at least 5 feet away from the cart so that the truck can easily approach the cart.

## Who owns the cart?

- The City of Bay City owns the cart.
- Carts are assigned to individual service (water meter) addresses, not to individual customers.
- Each cart has a serial number stamped on its side. Please record the cart's serial number for your information.

## Can I take the cart with me if I move?

- No, the cart is the property of the City of Bay City and must remain at the assigned address.

#### How do I care for my cart?

- Complete instructions on cart care will accompany the cart when delivered.
- To prevent odors place food waste, pet waste or smelly garbage in plastic bags and tie/seal shut. PLEASE PAY PARTICULAR ATTENTION TO INFORMATION ON ITEMS, PRODUCTS, OR HAZARDOUS MATERIALS THAT SHOULD NOT BE PLACED IN THE CART.

#### Where do I store the cart?

- The cart's design is 47.5" tall, 35" deep (front to back) and 27" across. The base of the cart (footprint) is slightly larger than a regular 32-gallon garbage can, so it should fit where you store your cans now.

#### May I use my old garbage cans for trash?

- No, residences with automated garbage service may NOT use garbage cans other than the City issued cart.

#### What do I do with my old trash cans if I no longer want them?

- You were issued pink stickers with your cart, you can place the stickers on your old can and put it out curbside on your large item/brush day for removal. If you need stickers contact the office at 979-323-1107.

#### How will the elderly or handicapped move the carts?

- For those that are physically or medically unable to place the cart at the curbside, call

(979)323-1107 to set up an appointment for a Solid Waste supervisor to visit your home and verify eligibility for waiver.

- Once a waiver is issued, Solid Waste drivers will move carts from a predetermined storage location and return it to that location after it is emptied.

#### What is the waiver eligibility and requirements?

- Residents must be temporarily or permanently disabled and unable to place cart at curb.
- There is no one else living or employed at the residence that is able to place cart at curb.
- City personnel or contractors will not enter any door or gate.
- City personnel or contractors will pick up cart from designated location verified by Solid Waste supervisor.

#### How will the city collect on cul-de-sacs, alleys and small streets?

- An automated truck will be used in most cases.
- Some streets may have all carts on one side.
- Each address will be notified individually if there is a special circumstance.

#### Is a 96-gallon cart going to hold all my garbage?

- Yes, a 96-gallon cart holds as much garbage as three standard 32-gallon garbage cans which is the average for most American households.
- If you have excess garbage, plan to distribute large quantities over a couple of weeks.
- Trash placed in other cans or bags outside the cart will NOT be collected.
- Do not fill the cart above the rim so that the lid will close.

#### How can I conserve space in the cart?

- Crushing containers and flattening boxes and packaging will help conserve space.

### What do I do with my yard waste?

- Yard waste (leaves, grass clippings, shrub trimmings, etc.) will be composted if placed at the curb in compostable bags (located at Wal-Mart, Sisk Hardware and Tractor Supply).
- Residential customers needing collection and disposal of yard waste comprised of grass clippings or leaves must contain items in city approved compostable bags. No more than 20 bags shall be placed curbside at one time. No other solid waste shall be placed in a container containing yard waste. Yard waste must be placed separate from any municipal solid waste container or other sanitary container, other rubbish, bulky waste or brush. [Chap 90-24a]

### Will I receive a yard waste bags from the city?

- No, the bags can be purchased from Wal-Mart, Sisk Hardware and Tractor Supply

### Can I put yard waste in my cart?

- Only residential refuse is to be placed in municipal solid waste containers. Yard waste, brush and limbs, construction waste, tires, dead animals, hazardous waste, hot ashes/coals and stable matter such as dirt, brick and rock will not be accepted. [Chap 90-26-7]

### Can I get another cart if I need one?

- You may order an additional cart for a setup fee and an additional monthly fee. Contact
- City Hall Utilities at 979-323-1141 to set up account.
- Additional carts are assigned to the water meter and cannot be moved to another residence. Please call the City if you move so that the additional cart can be collected.

### Who do I contact if the cart is damaged or stolen?

- The City will replace defective carts.
- If a cart is damaged, through no fault of your own, contact Solid Waste at

(979) 323-1107 for a replacement

- A stolen container shall be reported to the police department and the solid waste division. If a container is stolen at any time other than from 7 a.m. through 10 p.m. on a regularly scheduled collection day, the customer shall be assessed a fee to replace the container. If the container is later recovered, the replacement fee will be refunded to the customer. [Chap 90-26-13]