

Residential Solid Waste Collection Contract Improvements Take Effect June 5th

Waste Management is the City's exclusive solid waste collection contractor and will introduce operational improvements effective June 5, 2017. The improvements are designed to promote cleaner streets and neighborhoods, more consistent and reliable service and a more environmentally friendly operation. The improvements also incorporate the latest collection technology, reduce staff costs and provide more value to customers. The following frequently asked questions and answers highlight the upcoming changes:

1. Every single-family residential address that does not already have 96-gallon cart supplied by Waste Management will receive one in May, 2017.



Q: When will I get my new trash cart?

A: Waste Management will deliver one cart to each residential address sometime during the month of May. Instructions for use will be attached to the cart and should be retained by the customer for future use as a reference.

Q: Are there new rules for setting out the trash and recycle carts with this change?

A: Yes, and those rules will be provided in the material attached to the trash cart when it is delivered.

Q: Will there be a charge for the trash cart?

A: No, the cart will be provided at no extra charge, just as the recycling cart is today.

Q: I'm currently renting a single Waste Management cart for \$3 month – how will that change in June?

A: You will keep your cart, since it's a Waste Management provided cart, but the \$3 per month will no longer be charged.

Q: Can I rent a second trash or recycle cart for my residence?

A: Yes, the first trash cart and recycle cart are provided at no additional cost. Additional carts can be rented from Waste Management for \$3 per month per cart.

Q: I bought a cart at a local store for trash. Can I use that cart after June 5th?

A: No, only carts issued by Waste Management (which are compatible with the automated collection trucks) are acceptable on or after June 5th.

Q: Can I still set out trash in plastic bags in addition to (outside) the carts?

A: No, beginning on June 5th, only the trash in the carts will be collected. Plastic bags will be placed in the carts with the lids closed and then set out at curbside for collection. Trash bags left outside the carts will not be collected. Families who routinely have more than one weekly container of trash or recycling materials may rent additional carts for \$3/cart. For occasional excess trash (more than one container), and where residents choose not to rent an additional monthly container, trash will need to be re-managed or taken to the landfill by residents.

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Q: Do recycling and trash collection schedules or routes change?

A: No, the days you are currently collected and the route you are currently on will not change. However, bulk materials will be collected monthly along with the brush material collection (see following Q & A)

2. Waste Management will transition its existing fleet of rear end load diesel trucks to a new fleet of all new, fully automated, Compressed Natural Gas (CNG) fueled collection trucks.

Q: Why is Waste Management making these changes?

A: The City has asked Waste Management to introduce collection operations that are cleaner and quieter, and provide more consistent, reliable service. These vehicles with their cleaner fuel and quieter engines, along with reduced truck staffing meet these goals.



3. In order to be more efficient and more consistent with the type of vehicles used for these collections, bulk/bulky items will be collected once per month along with brush collection.

Q: Does the collection quantity of bulk/bulky material change?

A: Yes, bulk items are currently limited to 1 item per collection, but effective June 5th, the quantity will increase to 4 cubic yards.

Q: Does the quantity of brush material change?

A: No, the quantity for brush material remains at 10 cubic yards

Q: Since they will be set out on the same day, can I mix the brush items and the bulky items?

A: No, since the brush items are green waste they are recycled. Bulk items are taken to the landfill so they need to be kept separate at curbside on your collection day.

Q: What if I have more than 4 cubic yards of bulk waste?

A: After June 5th, residential customers may call Waste Management for a second monthly pickup of 4 cubic yards of bulk waste once per month per address at no additional charge. Waste Management will schedule the pickup with the customer during the call.

4. The collection rate for trash and recycling collection services will increase effective June 5th. A rate increase is necessary to account for the rising costs of providing collection services independent of the improvements listed above. In fact, implementing the improvements listed above reduces the increase necessary to meet costs due to increased efficiency and reduced staff cost. Residential rates will increase approximately \$2 per account per month.

5. Further questions? Contact Ubilling@cedarhilltx.com, or call 972.291.5100