

**Why is The Colony changing contractors?**

The previous contracts for both residential solid waste (IESI) and recycling (Waste) were due to expire in May of 2007. The City issued a call for competitive proposals from all waste hauling firms, and Allied Waste was selected by City Council as the firm that presented the most desirable proposal.

**When does the new service start?**

You will be receiving new waste and recycling containers (polycarts) during the last week of May. After your last service date in May, please begin using your new containers for disposal. The new contractor will begin servicing the new carts on Tuesday, June 5, 2007. There may be a small delay between removal of your old and delivery of your new containers. Please be patient the last week of May. There will be a lot of activity coming and going to get you set up for service with the new vendor.

**Are there limits on the amounts of materials I can set out for collection?**

Yes. All of your household solid waste must fit in the supplied 95 gallon capacity green waste cart and will continue to be emptied once per week. Because the collection system is semi-automated (with mechanical side loading trucks), only the waste placed into the container will be collected. Extra items placed alongside the cart **WILL NOT** be collected. If you consistently need more volume for your wastes, an second cart can be obtained for an additional monthly fee.

Also, you may place up to 5 cubic yards of yard waste (grass clippings, bundled brush, leaves) out in your normal collection area on Mondays for collection. Yard waste must be placed in special kraft paper yard waste bags (available at area retailers), or tied in bundles less than 4 foot in length and less than 40 pounds per bundle, or placed in a reusable can that you provide, such as a 30 gallon metal or plastic garbage can.

Bulky waste (furniture, appliances, etc.) are limited to two items per collection, and are also collected on Mondays. Please refer to your trash brochure for more information about regular collection days and green and bulky waste collections.

**Why can't I set out extra waste in bags or boxes like before?**

The Solid Waste Working Group recommended changing the City's collection policy to: 1) help improve the appearance of our City; 2) encourage residents to reduce the amounts of waste that have to be land

filled; 3) stimulate recycling; and, 4) to eliminate the problem of animals digging into bags/boxes and spreading trash around the City.

### **What if I can't get all my trash into the container?**

You may subscribe for an additional cart for an extra monthly charge. The rate for an additional 95 gallon container is \$6.33 per month. For busy weeks, you might need to save one bag or two to be collected the following week. This should work well for parties, birthdays, big sporting events, or other temporarily high waste events.

### **Why have collection rates been increased?**

The new rate for residential solid waste collection represents a small increase over previous rates. However, the City will also receive income from the sale of clean recyclable materials, and those funds will be credited back to our customers within the first few months of the new contract and the more effectively we all recycle, the potential for even greater rebates exist.

It's hard to pinpoint specifically why rates are increasing, although it's very likely that the increased cost of fuels is playing a large part. A large percentage of costs for waste haulers are tied directly to energy costs.

### **The trash truck used to come in the afternoon, and now they're hard to predict. What should I do?**

By ordinance, all wastes must be placed out for collection no later than 7:00 am on your collection day. Therefore, it would be best to adhere to the 7:00 am requirement. Collection crew staff rotates often, so collections may occur anytime between 7:00 am and 7:00 pm on your collection day. Waste trucks will not be dispatched to return and collect late set-outs (after 7:00 am).

### **I like to bag my grass clippings, but I don't want to pay for special bags. Why are they required and what options do I have?**

All yard and green wastes that are collected on Mondays are transferred directly to a composting facility, where they are ground and spread in wind rows to create new mulch and top soil. Plastic and other contaminants will hinder the natural composting process. That is why everything that arrives at the composting facility must be organic in nature so that natural decomposition can occur.

You may also dispose of your grass and leaves if you purchase a sturdy plastic or metal container of your own and set it out for collection. The collection crews will empty and return your container, thereby

eliminating the need for paper bags. Please remember to keep the load in each container at or below 40 pounds.

**I've done a huge garage cleanout. How can I get rid of all this stuff?**

You have a few options. You can come up to City Hall (at North Colony and Main St.) during normal working hours and ask the receptionist for a land fill pass that will enable you to dispose of up to one pickup load and one trailer load (on the same trip) at the Allied Waste Services Camelot landfill at no charge. Please see additional information about this program on the City's web site and in your Trash brochure. Or, you can contact Allied Waste Services at 972-422-2341 and request that they perform a special pickup at your residence. Allied charges a fee for this special pickup and will provide you with an estimate upon request.

If you can time your cleanup with the City-wide cleanups which occur every April and October, you can transport your items to the City cleanup site (usually for 4 hours on one designated Saturday morning) and dispose of your discards for no additional charge. Check the City's web site for time and location of the City wide cleanup programs.

Finally, if the load is large, you can contact Allied Waste and they can deliver a large open top metal box (from 15 to 30 cubic yard capacity) that you can fill at your leisure and pay Allied for rental and disposal. This option is usually the most costly, but may be the best option for extra large loads.

Remember, a lot of your old items may be recyclable (magazines, papers, cardboard, plastics, etc.). Please refer to your Recycling Brochure and the City web site for more information about recycling in The Colony.