

# Fully Automated Collection & Single Stream Recycling

## Frequently Asked Questions

### CART QUESTIONS/FEEES:

**Will I have to pay for my carts?** No. All residents participating in the curbside collection program will be issued 2 Town owned carts at no charge.

**What size are my carts?** All residents will receive two 65-gallon carts (one for trash and one for single stream recycling). 65-gallon carts have the capacity to hold approximately 5 kitchen sized trash bags. 65-gallon carts are 40 inches high and 26 inches wide.

**How will I know which cart is for trash and which cart is for recycling?** The lid of the recycling cart is Yellow and is labeled "RECYCLING ONLY". The lid of the trash cart is Black and is labeled "BAGGED TRASH ONLY".

**Why are my carts green?** The Town chose carts in earth tone colors so they will blend into the landscape. Recycling carts are forest green with a yellow lid, and trash carts are forest green with a black lid. All carts will have the Town seal on the side and will be linked to the location via a serial number and RFID tag embedded in the plastic.

**I already have a rolling cart at home. Can I use that one?** No. Only those carts provided by the Town will work with the Automated System to lift the carts. Town provided carts contain an RFID tag for data collection and tracking purposes. Trash and recycling put out in barrels and bins other than those provided by the Town will not be collected once Automated Collection has begun.

**What should I do with my old trash cans and recycling bins?** Clean and empty trash cans and recycle bins can be brought to The Whipple Ave. Recycling & Compost Facility to be recycled during normal business hours. Recycle bins that are in good shape will be separated and used in classrooms in our schools. Broken bins and barrels will be recycled with the other rigid plastics and metal items.

**If everyone's carts look the same, how will I know which cart is mine?** Each cart will have a serial number and barcode and an electronic RFID tag. The RFID tag is embedded in the plastic and will identify the serial number and the location. The lid to each cart will also have a white label where you can write your address.

**What do I do with my cart if I move?** Carts issued by the Town are the property of the Town and must remain at the property/address to which they are assigned. It is the responsibility of the new home owner to check and make sure both carts are on the premises prior to occupancy. Landlords are responsible for ensuring carts are available for renters or occupants for each dwelling unit. If you are moving, please inform the Recycling Coordinator of changes in occupancy by calling 568-4440 x12 or email to [ahall@burrillville.org](mailto:ahall@burrillville.org).

**The new carts look big. Are they easy to wheel to and from the curb?** The new carts are easier and safer to maneuver around than other barrels and bags. They are designed for weight distribution and safety and are easy to move to the curb even when they are full. They are senior friendly and roll easily on all types of terrain. It is easier to *pull* the cart uphill and *push* the cart downhill.

**I have a long driveway. How will I get my carts to the curb each week?** The new carts are extremely easy to wheel to and from the curb. Some residents with long driveways may wish to create a convenient area at the edge of their property to store their carts. Carts must be stored on the resident's property and cannot be left curbside for more than 24 hours.

**Won't the new carts be more difficult in snow and ice?** No. It is actually safer and easier to move the new carts in snow and ice than the standard rolling carts with narrow wheels.

**Will I have to shovel a larger area of snow to put these out?** No. Shoveling is actually less with the new carts as the square area they occupy is less than 2 bags/barrels and 2 recycling bins.

**Will I have to shovel snow off these carts in the morning like my existing bags and barrels?** No. The mechanical arm can reach in and pull the cart out of the snow.

**Will the new carts tip over in the wind?** The new carts are very stable and withstand winds up to 35-45 MPH when empty. The lids are attached and won't blow away.

**Are the new carts animal proof?** The new carts are the most animal proof available. If you store your cart outside and encounter a problem with animals, you can use a bungee cord to secure the lid to the lift bar, but please remember to remove the bungee cord on your collection day or your cart will not be emptied.

**Will the new carts take up more space?** Generally, no. The footprint of the trash cart is smaller than 2 barrels or bags of trash, and the recycling cart is less than 2 recycling bins.

**My trash/recycling cart is too big. Can I get a smaller cart?** Residents who want a smaller cart for trash or recycling will be permitted to exchange their Town owned 65-gallon cart for a smaller cart (35-gallon approximate) at no cost. Cart(s) to be exchanged must be clean and in good condition. A \$15 administrative charge will be assessed if the Town delivers and exchanges the cart(s). No administrative charge will be assessed if the resident exchanges the cart(s) at the designated Town facility. Exchanged carts are subject to availability.

**My recycling cart is too small. Can I get a larger cart?** Residents with an excess of recycling are permitted to exchange their Town owned 65-gallon cart for a larger (96-gallon approximate) at no cost. Cart(s) to be exchanged must be clean and in good condition. A \$15 administrative charge will be assessed if the Town delivers and exchanges the cart(s). No administrative charge will be

assessed if the resident exchanges the cart(s) at the designated Town facility. Exchanged carts are subject to availability.

**I have excess recycling that won't fit into my cart. What should I do?** Residents with extra recycling can take it to the Whipple Ave Recycling & Compost facility during normal business hours and place it in the Mixed Recycling Container.

**I have excess trash that won't fit into my cart. What should I do?** Town approved "Overflow Bags" will be available to residents for those occasions when there is excess solid waste that will not fit in the cart. Overflow Bags are \$3.00 each and are sold in sleeves of 5 at DPW. Overflow Bags must be placed next to the cart. Excess trash must be in a Town approved bag or it will not be collected. Visit [www.burrillville.org/refuse](http://www.burrillville.org/refuse) for more information on additional places to purchase Overflow Bags.

**My trash cart is too small. Can I get a larger cart?** Residents with an excess of solid waste are permitted to exchange their Town owned 65-gallon cart for a larger (96-gallon approximate) for a onetime charge of \$50. Cart(s) to be exchanged must be clean and in good condition. A \$15 administrative charge will be assessed if the Town delivers and exchanges the cart(s). No administrative charge will be assessed if the resident exchanges the cart(s) at the designated Town facility. Exchanged carts are subject to availability.

#### **WEEKLY COLLECTION SET-OUT:**

**How often will my trash and recycling be collected?** Both trash and recycling will be collected weekly, and on the same collection day as they are now. Please make sure that your carts are out the night before or by 7 a.m. on your scheduled collection day.

**How do I prepare my trash cart for weekly set-out?** All trash must be bagged before being placed in the cart. The lid to the cart must close tightly, and no material may be sticking out of the cart. Place cart no more than 3 ft. from the street and at least 4 ft. from obstacles such as mailboxes and telephone poles. Cart handles and wheels should be facing the house and arrows on the lid should face the street.

**How do I prepare my recycling cart for weekly set-out?** Place mixed recyclables loose in the cart. The lid to the cart must close tightly, and no material may be sticking out of the cart. Place cart no more than 3 ft. from the street and at least 4 ft. from obstacles such as mailboxes and telephone poles. Cart handles and wheels should be facing the house and arrows on the lid should face the street.

**Do I have to put both carts out each week?** No. Residents do not have to put both carts out each week, however it is mandatory that all residents recycle. Town Ordinance requires residents to separate recyclables and prohibits mixing of trash and recycling. There is a video camera that is installed in the truck to view what is being dumped, and collection routes will be monitored to ensure all residents are recycling. Penalties will be enforced for noncompliance as per Section 22-49 of Article II Solid Waste and Recyclable Materials.

**How will I know what items I can recycle?** Visit [www.burrillville.org/refuse](http://www.burrillville.org/refuse) or call the Recycling Coordinator at 568-4440 x12.

#### **CART CARE/REPLACEMENTS:**

**Who will maintain my cart?** DPW will be responsible for repairs including but not limited to wheels, axles, lids, hinge pins, RFID tags, and replacement of carts damaged by Town plows or Town vehicles. The trash contractor is responsible for replacement/repair of carts damaged by the contractor. Residents are responsible for regular periodic cleaning and disinfecting the carts, properly storing the carts each week and during extended absences, and replacement of the carts due to normal wear and tear.

**What if my cart is stolen?** If a cart is stolen, the resident must go to the Burrillville Police Department and file a police report. A copy of the report must be submitted to DPW with a written request for a new cart. Residents are allowed one Town owned replacement cart per dwelling at no charge only in the event that the cart is stolen on or before June 30, 2014. Property owners will be required to pay for replacement Town owned carts that are stolen on or after July 1, 2014 at the Town's cost per cart plus a \$15 administrative fee. No administrative charge will be assessed if the resident obtains the cart at the designated Town facility.

#### **OTHER:**

**How will I get rid of large Bulky Items that are not recyclable?** Large bulky items that are not recyclable will be picked up twice per month by calling 800-972-4545 and scheduling an appointment with Waste Management. There is a \$15 fee per bulky item.

**How will I get rid of large Appliances?** Large appliances will be picked twice per month by calling 800-972-4545 and scheduling an appointment with Waste Management. There is an \$18 fee per appliance. Non-Freon appliances can be brought to Whipple Ave for no fee. Local metal recyclers advertising in the Bargain Buyer will often pickup Freon appliances at no charge. Please call the Recycling Coordinator at 568-4440 x12 for more information.

**How do I dispose of excess trash resulting from a large cleanout or renovation?** Residents can rent a dumpster or hire a private hauler such as The Bagster Service offered by Waste Management. Visit [www.thebagster.com](http://www.thebagster.com) for more information.

**Will anyone know if something is put in the cart that doesn't belong there?** Town Ordinance prohibits mixing trash and recycling. There is a video camera that is installed in the truck to view what is being dumped. Penalties will be enforced for noncompliance.