



## **Falls Township – Automated Cart Collection System**

### **Frequently Asked Questions**

#### **Why are you changing my collection service to carts?**

WM has invested in automated side load collection trucks to service our customers in Falls Township and surrounding communities. Using these trucks in conjunction with carts, is a more efficient way to collect trash and recycling and creates a safer environment for our employees and the community. The truck has an arm that extends from the side of the vehicle, grabs the cart to lift and empty the contents into the truck. The arm then returns the cart to where it was picked up. WM will begin using these automated trucks on June 28 to pickup trash and recycling from residents.

**Why did you change my service days?** Our automated collection trucks manage collection differently than our employees picking up your trash by hand. It is more efficient, safer and quicker to service you and your neighbors. This change affects how we service the entire township and so some residents' service days have changed as a result.

#### **I didn't receive a postcard with my new service days. What do I do?**

Please contact WM Customer Service at 800-869-5566 to let us know. Our customer service department can confirm your new collection days. Most residents were not affected by the service day change, but we wanted to inform all the Township residents in the event there was a question or concern.

**When will we receive our trash and recycling carts?** Deliveries are expected to begin at the end of May. The carts will be placed at your home where you normally have your trash and recycling located for pickup. Do not begin using your carts until June 28<sup>th</sup>. Starting June 28<sup>th</sup>, only the carts should be used for trash and recycling collections. Please do not place additional bagged materials outside of the carts.

**How will I know what to do with the new carts?** Each resident will receive an informational brochure by mail at their home in early June. The brochure will also be posted on the Township website for information.

#### **Do I have to put my carts out the night before?**

Your carts must be at the curb before 6 am on collection days, and no less than 3 feet apart from each other and other obstacles. Most people prefer to place them out the night before rather than taking them to the curb in the early morning. Remember, your service time on your service days can vary. You may now be collected at 6 am, when you used to be collected later in the day.

**Do I have to use the new carts for trash and recycling?** Yes. The carts work with the automated collection trucks. All trash and recycling must be in the carts. Please cut or flatten cardboard boxes so they fit in the recycling cart. Do not bundle or tie your



cardboard. Bulk items should NOT be put into your carts. It should be left at the curb for collection on your second trash day service of the week. In addition, use of the carts keeps trash and recycling from getting wet and/or becoming litter during windy days.

**What if the new carts are too large for me to handle? Can I get a smaller one?**

We know that some residents have mobility issues, and the 95-gallon cart may pose a difficulty. We have 64-gallon carts available for those who need it. Contact Customer service at 800-869-5566 to ask for the smaller cart. This will be delivered directly to your home.

**I don't have enough trash for a large cart, do I have to put it out twice a week?**

Twice a week trash service is provided for your convenience. You do NOT have to place out your trash cart twice a week. You can wait until your cart is ready to be emptied.

**What if my new cart isn't big enough, can I get 2 carts?** Yes. WM can provide a 2<sup>nd</sup> cart to residents who need them. Keep in mind that the waste carts are still serviced twice a week.

**How do I schedule a bulk item for pickup? What if I have more than 1 item?**

WM recommends that residents call customer service to let us know if you will have a bulk item for pickup that week. If you have extra bulk items, you can put 1 item out per week on your 2<sup>nd</sup> collection day. Or, if you want extra items picked up at the same time, you will need to call customer service to schedule those items, and there is a charge for extra bulk.

**Why do I have to bag my trash to go in the cart?** All household waste should be in a bag before placing it in your cart. This keeps your cart clean and from smelling over time. It also reduces the risk of litter when it is picked up and emptied during collection.

**Why can't I bag my recycling before it goes into the recycle cart?**

There is no need to place your recycling in bags before putting in the recycle cart. All items should be placed in there loosely. Plastic film and plastic bags of any kind CANNOT be recycled in our system. Plastic bags get tangled in the sorting equipment at the recycling processing center and can cause a fire.

**Will I still be able to get rid of yard and leaf waste?** Yes, special collection days for yard waste are scheduled in the Spring and Fall. The Fall dates have not yet been announced. On a regular week, residents may place bagged yard waste in their waste carts with their trash. Never place yard waste in your recycling cart.

**What happens if my service day is on a holiday?** Services will not occur on a holiday, including New Year's Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving and Christmas. Your service(s) will be delayed until the next scheduled collection day for that specific service.