

FREQUENTLY ASKED QUESTIONS

Will my pickup time be the same?

At this point, pickup days are remaining the same. However, your pickup time on that day may change. Please have all of materials out by 7 a.m. on your collection day.

When will the every other week recycling start?

The collection of the recycling carts every other week will begin at the beginning of April 2011. There is a scheduled enclosed with this information that tells you what week your recycling will be picked up.

Will my garbage be picked up every other week also?

No, your garbage will continue to be picked up every week. ONLY the recycling carts will be picked up every other week.

What should I do if I currently rent a cart?

Monthly rental fees will be stopped now that the distribution has begun. Residents that have rented carts will use those carts in lieu of having a new cart delivered.

What should I do if I currently own a cart?

You are still receiving a new garbage and a new recycling cart. The cart you had purchased may be used in addition to the garbage cart provided, or for yard waste by applying a free "YARD WASTE ONLY" sticker available at Joliet City Hall, Jewel Osco and Dominick's stores.

What should I do with my old recycling bin?

You must first use the recycling cart provided. The old 18-gallon recycling bins may be used for overflow of recyclables or you can mark "THROW OUT" on the bin and leave it with the rest of your garbage and it will be collected on your collection day.

What should I do if I have excess garbage material?

After you have filled up your 96-gallon garbage container, you can place excess garbage into a store bought rigid container not to exceed 45-gallons in size. Non-acceptable containers include: those larger than 45-gallons, non-standard containers, homemade drums, milk crates, fiber drums, 55-gallon drums, and stand alone plastic bags. For the safety of its drivers, Waste Management recommends that residents use containers no larger than 33-gallons. To rent or purchase additional carts, call Waste Management at 815-280-7854.

Who owns the carts?

Waste Management owns the carts. In the event that you move, the carts should be left at the home for the next resident. If your cart breaks or becomes damaged through normal wear and tear, Waste Management will repair or replace the cart. Simply call 815 280-7854. Carts damaged from negligence or abuse, must be replaced at the homeowners expense. In the event

that a resident moves, the carts must be left at the home for the next resident.

What should I do with my regular cans?

You may use them in addition to the carts on occasions when you have extra material. If you have an old container that you want thrown out, simply write, "Throw Out" on the container, leave it with the rest of your garbage and it will be collected on your collection day.

What if I do not wish to use either cart?

The new carts should be used as the primary receptacle before any others are used. The carts will enhance the appearance of the City, as well as increase the amount of materials recycled per household. However, you may call Waste Management at 815 280-7854 and they will retrieve the carts. Not using the carts will not decrease your water/sewer and garbage bill.

How can residents tell the difference between the garbage and the recycling cart?

The garbage cart will have a green body with a green lid. The recycling cart will have a green body with a yellow lid. The recycling lid will have a bilingual in-mold graphic containing the instructions for the placement of the containers and the list of accepted recyclables.

What can be placed in the carts?

Regular household trash and garbage can be placed in the cart with the green lid. The carts are large enough to accommodate the weekly garbage needs of most families. Recyclables can be placed in the cart with the yellow lid. At the beginning of April 2011, the recycling carts will be picked up on an every other week basis. The calendar for recycling pickup is enclosed with this brochure.

Can residents still rent or purchase an additional 96-gallon cart?

Yes, additional carts may still be rented or purchased by calling Waste Management's customer service department at 815 280-7854. The cost to rent a cart is \$6.00 per month. The cost to purchase the cart is \$105.00, which includes the delivery. The carts are sturdy, have hinged lids to reduce litter and keep animals out. In addition, the carts have wheels and are easy to move. Carts that are rented remain the property of Waste Management and Waste Management will repair or replace the cart if it becomes damaged through normal wear and usage.

What if this cart is too big or too small and I want a different size?

If you want to exchange the cart(s) you have received for a different size cart, please call Waste Management at 815-280-7854. Waste Management will charge the customer an exchange fee of \$15 for a single cart exchanges and \$20 for a double cart exchange.

**For more information: please go to www.cityofjoliet.info/RecyclingGarbage
Questions – call 815-280-7854 or e-mail cityofjoliet@wm.com**