

Waste Management 2013 - FAQs

When will weekly recycling begin?

November 4, 2013

I don't want a new gray refuse cart from Waste Management. How to I prevent its delivery?

Call Waste Management (WM) at 800-796-9696.

What should I do if I currently rent a cart?

Residents that have rented carts will retain those carts instead of having a new cart delivered. Monthly rental fees will be stopped effective October 1, 2013. Refunds will be sent for any balance paid beyond October 1, 2013.

Will WM continue to pick up my personal refuse cart if I choose to not receive a new gray refuse cart?

Yes, the Village will continue to be a "take-all" program. If you have a refuse cart that is 64-gallons or larger and is **not** gray, you must apply *GARBAGE ONLY* stickers on the lid and both sides. As always, you can continue to use trash cans that are 45-gallons and smaller and weigh less than 50 lbs.

If you have previously purchased a gray or burgundy cart from Waste Management you can continue using the cart. If you own a gray cart you do not need *GARBAGE ONLY* stickers. If you would like to continue using your burgundy refuse cart then you will need to apply *GARBAGE ONLY* stickers to its lid and sides.

I purchased a 96-gallon refuse cart from Home Depot, will WM collect its contents?

Yes, however, you will need to apply a *GARBAGE ONLY* sticker on the lid and sides. Carts purchased from retailers such as Lowe's or Home Depot are made from lower grade materials and typically only last one year before breaking from normal use. Waste Management will not replace or refund residents for non-Waste Management issued rented or purchase carts that become damaged or deteriorate from collection operations.

In what instances will I need to apply GARBAGE ONLY stickers to my refuse cart lid and sides?

All refuse carts that are 64-gallons or larger and are **not** gray will need a *GARBAGE ONLY* sticker applied to sides and the lid of the cart.

Where can I obtain a GARBAGE ONLY sticker?

Village Hall, Public Information Desk	14700 S. Ravinia Avenue
Public Works	15655 S. Ravinia Avenue
Sportsplex, Registration Office	11351 W. 159 th Street

What should I do if I currently own a cart?

You will still receive a new refuse cart unless you call 800-796-9696 and request to not receive one. 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 Village Hall.

What containers can I use for yard waste?

Yard waste must be placed out for collection in one of the following ways

- a. 30-33 gallon kraft paper bags available at grocery and hardware stores
- b. A 96-gallon green cart that has been rented or purchased from WM
- c. In securely tied bundles, cut to four feet in length and weighing no more than 50 pounds
- d. If you own a WM cart that is not green and you want to designate it for yard waste then you will need to apply a *YARD WASTE ONLY* sticker to sides and to the lid.

I physically cannot handle a 64-gallon or larger cart or do not have the space for a large cart. What are my options?

The village will continue to have a "take-all" program, which means WM will collect trash from any non-WM issued cart that is 45-gallons or smaller and less than 50 lbs.

If you were issued a 96 or 64-gallon cart and you want to begin using your personal 45-gallon or smaller cart, call WM at 800-796-9696, and they will take back your WM issued cart.

Since residents are receiving new carts and weekly recycling, will our monthly bills increase?

No, the new refuse carts are designed to be picked up by an automated arm on Waste Management trucks. Because this will increase their efficiency, they were able to lower their prices. Your current monthly bill for Waste Management services is \$19.40. Beginning November 1, 2013, your monthly rate will be \$18.58, and will increase 2.5% each year for ten years.

Who owns the carts?

WM owns the gray 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 800 796-9696. 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.