



Frequently Asked Questions

Garbage Collection Services

Whom do I contact if my carts were not emptied?

Please contact Waste Management at 321-723-4455, palmbayservice@wm.com, or visit their website at www.wm.com.

What do I do about items that do not fit inside the cart?

All garbage and recycling must be placed in a City issued cart for Waste Management to pick them up. If you find that you require additional space for garbage and recycling on a frequent basis, you may contact Palm Bay Customer Service at 321-952-3419 to request an additional cart. There is an additional charge of forty cents (.40) per month per additional cart. If you have bulk items such as furniture, rolls of carpet, etc., those items can be placed at the curb side for collection. If you have stoves, hot water heaters, refrigerators or similar appliances, electronic items such as TVs or computers, or tires, you should contact Waste Management at 321-723-4455, palmbayservice@wm.com, or visit their website at www.wm.com, to schedule a special pick up of these items.

Whom should I contact for an additional cart and what is the fee?

You may contact Palm Bay Customer Service at 321-952-3419 to request an additional cart. There is an additional charge of forty cents (.40) per month per additional cart.

Is there a limit to the number of carts that I can have?

There is not a limit to number of carts that you can have. There is an additional charge of forty cents (.40) per month per additional cart.

What if my collection day falls on a Holiday?

Waste collection services will not be provided on the following Holidays:

- Memorial Day
- July 4
- Veteran's Day
- Thanksgiving
- Christmas

If the Holiday falls on a Monday or Tuesday, collection will be made the prior Saturday.

If the Holiday falls on Wednesday, Thursday or Friday, collection will be made the following Saturday.

What can I recycle?

Items Approved for Recycling in your Cart

WM's innovative sorting technology allows residents to put all their recyclables - plastic, metal, paper and more- into a single bin. This approach allows us to recover up to three times as many recyclable material as in the past. This new program will help Palm Bay comply with the new state 75% recycling goal, to be achieved by the year 2020. The city and county can be subject to penalties and residents may be subject to a "pay as you throw" system if this goal is not met.

The cart with the yellow lid is to be used for recycling only. The following items can be placed in your recycling cart:

Aluminum, Tin and Steel Cans

Lightly rinse beverage and food cans. Empty aerosol cans are accepted. Clean aluminum foil and disposable aluminum pans can also be placed in your recycling cart.

Glass

Lightly rinse glass jars and bottles and throw lids away. **Do NOT** include window glass, ceramic cups, or dishes, light bulbs, mirrors or broken glass.

Paper Products

Please keep these items dry and remove plastic bags, which can cause the automated sorting system to fail.

- Newspapers / Magazines
- Phone Books
- Catalogs
- Paper Bags
- Envelopes (including those with windows)
- Paper / Junk Mail
- Paperboard Boxes
- Milk / Juice Boxes
- Corrugated cardboard boxes*
 - Corrugated cardboard boxes should be broken down so they lay flat and should be of a size that will fit in the recycling cart (for example, refrigerator boxes should be flattened and cut into smaller pieces). If you have several boxes, and they will not all fit in the recycling cart, place them next to the cart in the broken down state, and the driver will load them into the cart and deposit them into the truck.

Plastics

Recycle bottle with necks. Rinse the bottles and throw away the caps or spray pumps. **Do NOT** include bottles that contained automotive products, pool chemicals, pesticides, fertilizers or any other household hazardous waste.

- Water / Beverage Bottles

- Laundry Detergent / Bleach Bottles
- Shampoo Bottles

If you have further questions regarding recycling, you can contact Waste Management at 321-723-4455, palmbayservice@wm.com, or visit their website at www.wm.com.

Are things such as the Styrofoam trays that meats are purchased in and Styrofoam cups and plates recyclable?

Styrofoam is not a recyclable product. These items should be placed in with your regular household waste.

Are plastic bags recyclable?

Plastic bags should not be placed in your recycling cart. Although they are recyclable in bulk, they require a different process of recycling due to their petroleum product content. Plastic grocery bags can be recycled at most local supermarkets. In addition to grocery bags, other plastic retail bags, dry cleaning bags and newspaper bags can be included wherever plastic bags are collected for recycling.

What other types of recycling is available?

Bikes for Tykes

Waste Management will pick up bicycles that are left curbside in Brevard County in conjunction with the [Brevard County Sheriff's Bikes for Tykes program](#). Customers wishing to dispose of a bicycle can place the bikes beside their trash on their regular garbage collection day, and a WM supervisor will come by and pick up the bike. The bicycles will be transported to the Sheriff's work farm where they will be fixed up by jail inmates, then donated to Brevard County's three sharing centers and other non-profit agencies for children or adults in need.

Electronic Waste

Customers can call Waste Management to arrange for a pickup of items including computer equipment, printers, cell phones, televisions, VCRs, stereos, radios, electronic clocks, electronic toys, small appliances and CDs and DVDs.

Fluorescent Bulb Recycling

Customers can call Waste Management to request special vapor-locked bags. When these are delivered to your home they will be attached to your door knob or entry gate. Place the bulbs in the bags. Put them in a safe place away from children and keep the bag sealed. If bulbs break inside the bag, do not re-open the bag. The bags can then be set out at the curbside, next to the recycling cart for collection.

Printer Cartridges

Printer cartridges can be placed in a bag and placed on top of the recycling cart for collection.

Tires

Waste Management will collect four tires per household, per year. Rims must be removed. Contact Waste Management to schedule a pickup.

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I heard that Home Depot recycles Fluorescent Bulbs. Is this true?

Home Depot will recycle your Compact Fluorescent Bulbs only. They do not recycle Fluorescent Tubes.

Customers can contact Waste Management at 321-723-4455, palmbayservice@wm.com, or visit their website at www.wm.com to request special vapor-locked bags. When these are delivered to your home they will be attached to your door knob or entry gate. Place the bulbs in the bags. Put them in a safe place away from children and keep the bag sealed. If bulbs break inside the bag, do not re-open the bag. The bags can then be set out at the curbside, next to the recycling cart for collection.

What if I have a large item such as furniture or appliances to discard of?

If you have bulk items such as furniture, rolls of carpet, etc., those items, up to 3 cubic yards, will be collected on your regular collection day. If you have more than 3 cubic yards of bulk items, Waste Management will contact you regarding pick up options. If you have stoves, hot water heaters, refrigerators or similar appliances, electronic items such as TVs or computers, or tires, you should contact Waste Management at 321-723-4455, palmbayservice@wm.com, or visit their website at www.wm.com, to schedule a special pick up of these items.

I have heard about The Bagster[®]. What exactly is it?

The Bagster[®] is a heavy duty bag that can hold up to 3,300 pounds of waste and construction debris. It is the perfect cleanup solution for many types of projects, including:

- Renovations/remodeling
- Organizing a garage or attic (Spring Cleaning)
- Move Outs
- Roofing
- Concrete and stone work

It is as easy as Buy. Fill. Gone.[®]

1. Buy. Buy the Bagster bag at your local home improvement store.

It comes in a compact package, so it's easy to carry and set up. Simply buy as many as you need and fill them up with waste from your project. The cost is \$29.95. You can also order them on-line through some retailers.

2. Fill. Fill your Bagster[®] bag with up to 3,300 lb of debris or waste.

Since the Bagster[®] bag is yours to use whenever you want, for as long as you need, you don't have to wait for a dumpster to be delivered or finish your project within a rental time period.

3. Gone. Schedule your collection online or by phone.

When you're done, go to TheBagster.com or call 1-877-789-BAGS (2247) to schedule and pay for a pickup. A 3 cubic yard bag with a mixed waste load is \$99.00 to pickup. If you have more than one to pick up at the same time, the price to pick up the second one is \$79.00.

What are my options in a “Move Out” situation where there will be a lot of items discarded?

Your options in the case you are moving out, or have had a tenant move out and leave debris behind that you must dispose of are:

- Taking the items to the landfill
- Utilizing a Bagster® (Information above)
- Utilizing a Roll-off container provided by one of the City's approved providers (a list can be obtained from the Public Works Department, the City's Customer Service Department, or on-line at www.pbfl.org/publicworks).

How should I prepare my yard waste and where should I place it for pick up?

Yard waste is collected the same day as your regular trash and recycling. It will be collected from the front of your property, near the street (or curbside). It should be placed in an area where the equipment used will not damage or destroy existing sod, pavement or other ground cover or material.

Small items such as grass clippings, weed remains, and small pieces of brush are required to be placed in containers and should not be placed in bags of any kind. These items however, should not be placed in City issued carts.

Brush, tree limbs, tree trunks, and palm fronds less than six (6) inches in diameter should be cut in lengths of no greater than four (4) feet.

Brush, tree limbs, tree trunks, and palm fronds greater than six (6) inches in diameter should be cut in lengths no greater than two (2) feet.

No item should exceed fifty (50) pounds in weight.

Whom do I contact to request the claw truck for large yard debris?

A claw truck is part of your collection now. The truck drives each route and picks up large yard waste on your collection day. If for some reason your yard waste is missed, please contact Waste Management at 321-723-4455, palmbayservice@wm.com, or visit their website at www.wm.com.

What time should I place my carts out, and where should I place them?

On your collection day, carts should be placed at the roadside or curb in such a manner that allows for the mechanical arm of the equipment to safely pick them up and set them back down. They should not be placed near mailboxes or trees and should be separated approximately 3 feet to allow the arms of the equipment to reach between them. Carts should be placed out by 6:00am on collection day, but not prior to 5:00pm the evening before. Carts should be removed from the roadside by the end of the collection day.

What if I am handicapped/disabled and cannot get my carts to the curb?

A note from your physician can be faxed to Waste Management at 1-866-442-9533 or you can send via email to palmbayservice@wm.com. The note should state that you are handicapped/disabled, are unable to get your carts to the curb, and that you would like to request doorstep pick up. You will need to clarify whether you will need this service for trash, recycling or both. Waste Management will place you on their doorstep pickup list.

Why am I being billed by the City each month for Sanitation Services when I pay for Solid Waste Disposal on my taxes every year?

The “Non-Ad Valorem Assessment” for “Solid Waste Disposal” that appears your tax bill, is a county assessment that goes toward the operation and maintenance of the landfill(s). These funds do not go to the City of Palm Bay, they go to Brevard County.

How do I terminate or suspend my account?

You may contact Palm Bay Customer Service at 321-952-3419 to terminate or suspend your account.

If I have utility service, what happens if I don't pay for sanitation?

All services included on the bill must be paid. If you are a utility customer, failure to pay for sanitation services will result in disconnection of utility services. Unpaid accounts may also result in a lien being placed on the property and/or referral to an outside collection agency.

If I don't have utility service, what happens if I don't pay for sanitation?

The City will request that Waste Management place a “Stop Service” flag on your address, and Waste Management will no longer collect your garbage or recycling. Once you have brought your account up-to-date, and paid a \$25 reactivation fee, Waste Management will be notified to remove the “Stop Service” flag and your collection will resume.

How often will I be billed?

Customers who have water service from the City will be billed for sanitation on the same monthly bill. Customers who do not receive a monthly utility bill will be billed quarterly, in advance, for sanitation services.

I am a tenant; will I receive a sanitation bill?

If the utility account is in your name, you will be billed for sanitation services. If you are not a utility customer, bills will be mailed to the property address unless other arrangements are made by the tenant or property owner.

What happens if my CART becomes damaged or is stolen?

If your cart is damaged or stolen, please contact Palm Bay Customer Service at 321-952-3419. Carts will be repaired or replaced at no charge to you.

May I use containers from a third party carts that are compatible with Waste Management's equipment?

Third party containers may be used for yard waste only. Regular garbage and recycling is required to be in City issued carts.

Why does the City of Palm Bay offer waste collection one time per week?

There are two reasons why the City offers one time per week pickup. First, under the state-mandated recycling goals, the reduced frequency will encourage more residential recycling efforts. If the City (and the County) does not reduce its municipal waste stream by 75% by 2020, the City and County can be subject to fines and residents may be subject to a "pay as you throw" system. Second, twice a week pick-up for household garbage would result in a higher per unit cost to the City. In this regard, the City's cost for sanitation service is locked in for 10 years, with only inflationary increases.