

Frequently Asked Questions Solid Waste & Recycling Collection Services

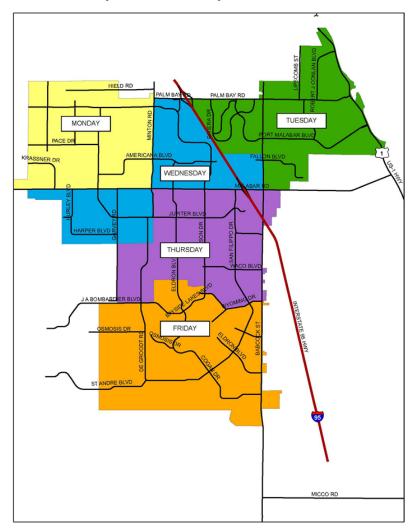
Whom do I contact for collection service inquires?

Please contact Waste Management at 321-723-4455 or <u>palmbayservice@wm.com</u>. Waste Management can assist with service inquires including: bulk item and large yard waste collection requests.

Whom do I contact for account/billing inquires?

Please contact Palm Bay Customer Service at 321-952-3420 or ucs@pbfl.org. Palm Bay Customer Service can assist with account/billing inquiries and additional cart rental requests.

What day of the week is my collection day?



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

Each residential customer receives a 64-gallon cart for garbage (teal lid) and one 64-gallon cart for single stream recycling (yellow lid). Garbage, recycling and yard waste will be collected once weekly as part of your regular collection service.

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.

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

Third party carts may be used for <u>yard waste only</u>. Regular garbage and recycling is required to be in City issued carts only. Waste Management carts used in other cities or counties are not allowed for regular garbage and recycling pick-up.

What if my collection day falls on a Holiday?

Solid Waste collection services <u>will not be provided</u> on the following Holidays because the Brevard County Landfill is closed:

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

If the Holiday falls on a <u>Monday</u> or <u>Tuesday</u>, collection will be made the <u>prior Saturday</u>. If the Holiday falls on <u>Wednesday</u>, <u>Thursday</u> or <u>Friday</u>, collection will be made the <u>following Saturday</u>.



What should I do when items do not fit inside my cart?

All household garbage and recycling must be placed in a City issued cart for Waste Management to collect. In alignment with the established <u>statewide recycling goal of 75% by the year 2020</u>, the City of Palm Bay in partnership with Waste Management strives to reduce the amount of household waste by recycling. However, residential customers can rent an additional cart for \$0.50 per month per cart. Please contact Palm Bay Customer Service at 321-952-3420 or ucs@pbfl.org.

>> Bulk Item Collection

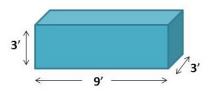
Please contact Waste Management at 321-723-4455, <u>palmbayservice@wm.com</u>, or visit their website at <u>www.wm.com</u>, to schedule a special pick up. Bulk items (load not to exceed three cubic yards in size) are collected on your regular collection day as part of your service and should be place at your curbside.

Examples of bulk items include:

- Furniture Rolls of carpet Stoves, hot water heaters, refrigerators or similar appliances
 - Electronic items such as TVs or computers tires

If you have more than 3 cubic yards of bulk items, Waste Management will contact you regarding collection options. Collections above the three cubic yards threshold will require an additional charge (not included with regular service).

Diagram 1.1: 3 Cubic Yards Dimensions (L x W x H)



3 CY = 9' L x 3' W x 3' H

For quick comparison, your city issued carts are approximately 3.5 feet tall.

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

Your options include:

- Renting a roll-off dumpster from one of the city's approved providers (see <u>list</u>)
- Taking the items to the Brevard County Landfill (charges may apply)
- Purchasing a Bagster® from a local hardware store or online at http://www.thebagster.com/

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 garbage 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, <u>should not</u> 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.

What can I recycle?

>> Items Approved for Recycling in your Cart (yellow lid)

Waste Management'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 much recyclable material as in the past. This new program will help Palm Bay comply with the 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

Rinse 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?

Brevard County Sheriff's Bike Program

Waste Management will pick up bicycles that are left curbside in Brevard County in conjunction with the <u>Brevard County Sheriff's Bike Program</u>. 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 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.

<u>Tires</u>

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

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 it 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. Waste Management will place you on their list.

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

The "Non-Ad Valorem Assessment" for "Solid Waste Disposal" that appears on 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. The solid waste charges on your City of Palm Bay utility bill are for the collection service that Waste Management provides.

For a complete listing of rates please visit the City's Solid Waste & Recycling page.

How do I terminate or suspend my account?

You may contact Palm Bay Customer Service at 321-952-3420 to terminate or suspend your account. Please note that all occupied residential units, multi-dwelling units and commercial units are required to receive and pay for solid waste collection services.

What happens if I don't pay for solid waste?

All services included on the bill must be paid. If you are a utility customer, failure to pay for solid waste 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.

Waste Management will place a "Stop Service" flag on your address, and will no longer collect your garbage or recycling. Once your account is paid in full, Waste Management will be notified to remove the "Stop Service" flag and your collection will resume. Your carts may also be subject to recovery.

How often will I be billed?

Palm Bay Utilities bills for Water/Sewer Services (if applicable), Solid Waste Services and Stormwater Utility on one combined bill. Customers who have utility services will be billed monthly. Customers who do not receive a monthly utility bill will be billed quarterly, in advance, for solid waste services.

To view the complete billing schedule, check out the City's Customer Service page.

Waste Management is responsible for billing commercial properties and other multi-family residential properties (apartment homes, etc.).

I am a tenant; will I receive a solid waste bill?

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

What happens if my cart becomes stolen or damaged?

If your cart is stolen, please report it to the Police Department to get a complaint number, and then contact Palm Bay Customer Service at 321-952-3420. If your cart is damaged, contact Palm Bay Customer Service directly. Carts will be repaired or replaced. The Customer is responsible for maintaining City property located on the Customer's property (e.g., meter boxes, meter, solid waste carts, backflow prevention assemblies). The customer may be responsible for the cost to repair or replace these items if lost or damaged. (Code of Ordinances §200.03G and §150.50D)

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 <u>state-mandated</u> <u>recycling goals</u>, 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. Additionally, increased collection frequency (great than one time per week) would result in a higher per unit cost to the customer.