

# City of Pewaukee New Garbage and Recycling Program

## Frequently Asked Questions

**1) Why am I getting a bill?**

Since 1995 we have charged the garbage and recycling collections costs as a special charge on the end of year tax bill. The City Attorney has told us that state statutes require us to give you a chance to pay the bill first. This year we sent out the first annual bill for these services. If you did not pay, the amount will be put on the property tax bill with no penalty or interest.

**2) What did the garbage/recycling cost last year?**     \$195 per household unit.

**3) What is the basic service (curbside) cost this year?**     \$155 per household unit.

**4) Why is it less expensive this year?**

The City is changing the service from up-the-drive pickup to curbside pickup. By moving the service to curbside collections, the cost is less due to the efficiencies of using automated collection equipment.

**5) Can I keep my up-the-drive service?**

Yes, you may subscribe for up-the-drive collections directly by arranging for the up-the-drive service at an additional fee, paid directly to the contractor Johns Disposal. The UTD service cost for 2015 is \$165.00 per year per household unit (\$13.75 per month), which is in addition to the basic service (curbside) fee of \$155.

**6) Why is the City going away from the up-the-drive service?**

Currently all of the City residents pay for up-the-drive service, but only about ½ use the up-the-drive service. We believe it more fair, city-wide, if those who use or need the up-the-drive service pay for that level of service, and those who don't use the service don't subsidize those that do.

**7) I have a disability or handicap and cannot roll those carts down to the curb. What can I do?**

You can either subscribe for the up-the-drive service or you can apply for a Special Hardship (due to disability, handicap, or age) and if approved by the City, the contractor will roll the carts down to the street and back up to the garage at no charge.

**8) I live in a residential condo with private streets, and we don't want the larger curbside trucks on our private streets. Do we have to take this curbside service?**

No, as a condo association, the association could subscribe to the up-the-drive service. Condominium developments on private streets are encouraged to negotiate with Johns Disposal a subscribed service as one entity through the condo association—the subscription cost for up-the-drive service depends on the density and number of condos receiving the service.

**9) I am a "snowbird" that leaves Wisconsin for the winter. May I suspend the subscribed up-the-drive extra service for the time I am away?**

Yes, with some conditions. Johns Disposal will provide a seasonal discount for residents that are gone for no less than four consecutive weeks. Seasonal discounts are not available for the basic curbside service. Please contact Johns Disposal for additional information.

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### 10) Why the large recycling carts/can?

Our recycling process is coordinated by Waukesha County, and the County is changing the processing facility from the current dual stream (blue bins with separate paper, cardboard, and cans/bottles) to single stream (larger carts with all of the paper, cardboard, cans and bottles mixed together). In most communities a change from dual stream recycling (blue bins) to single stream recycling (carts/can) will lead to an increase in the amount of material recycled by about 15% to 25%. The more material that is recycled instead of being placed in a landfill saves the City/you \$45 per ton in landfill disposal costs.

### 11) Why should we care about recycling—it's all waste?

1) Its state law to recycle; and 2) There is a cost savings for each ton diverted to recycling instead of the landfill.

### 12) Will the Company we had in the past be picking up our garbage and recycling?

No. The City has selected Johns Disposal. Johns is based in Whitewater and serves over 50 communities in southeastern Wisconsin—those nearest to Pewaukee are the Village of Lannon, Village of North Prairie, City of Franklin, City of Greenfield, Town of Genesee, the Village of Big Bend and the Town/Village of Mukwonago.

### 13) Why is the City changing contractors?

The City joined 20 communities in a Waukesha County RFP (Request for Proposal) process. The County evaluated the proposal and bids using a complex formula that recommended the best contractor for each community over a 7-year contract. For the City of Pewaukee, Johns Disposal (from Whitewater) was determined to provide the best value of service for the automated curbside collections.

### 14) Will everyone be getting the new carts/can?

Yes but it depends on the service you select.

- a. We will provide each household unit 1-64 gallon cart for garbage and 1-96 gallon cart for recycling. Johns Disposal will collect the garbage every week and the recycling every other week.
- b. We will provide each household that opts for the up-the-drive service 1-32 gallon plastic can for recycling. The homeowner will use their own garbage can. Both garbage and recycling will be collected weekly.

### 15) When will we receive these new carts/can?

The carts will be delivered to all households near the end of December. **DO NOT USE THE CARTS UNTIL JANUARY OF 2015.** The 32-gallon UTD can will also be delivered near the end of December to residents that subscribe for UTD service. Additional information will also be attached to the carts/can outlining the program, recycling, and a calendar showing collection dates.

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### 16) Will the carts/can cost me anything?

No, residents do not have to pay anything for the carts, unless the cart gets damaged, lost or stolen, in which case the resident will pay for a replacement.

### 17) Are we just getting one cart and can we throw garbage and recycling mixed together in it?

Residents will receive two carts, one for recycling and one for garbage. Garbage must be kept separate from recycling. Recycling will be single stream recycling, this means that all recycling can be mixed together in the recycling cart. Residents subscribing for UTD service will receive one blue 32-gallon can for single stream recycling. UTD subscription residents will use their own cans and bags for garbage.

### 18) Do I have to use the cart/can provided?

Yes, if a household is given a cart/can they must use it for service. Other cans or bags left outside the cart/can will not be picked up. Johns Disposal will continue to service the blue bins for subscription UTD service, which can be used in addition to the 32 gallon can you will receive for recycling.

### 19) Who owns the carts/can?

The carts/can are jointly owned by the City and the garbage/recycling company, Johns Disposal. Residents do not own the carts/can and the carts/can must stay at the property if residents move away.

### 20) What if I have more garbage or recycling than fits in the cart/can?

Extra bags of garbage that do not fit in the cart/can will not be taken. The lid of the cart/can does not have to be closed – it is OK if the lid is propped open by bags.

Large collection items such as old furniture which do not fit in the cart/can will still be picked up the same as the current system. These items should be set out at the curb or up-the-drive and will be taken on normal garbage days in addition to the cart/can pick up.

Extra recyclables outside the cart/can will not be taken. Household recyclables are not bulky by nature and therefore cannot be a large item by itself sitting next to the cart.

### 21) Do I have to place items in bags within the carts/can or can I put stuff loose into the carts/can?

It is advisable to place your garbage in plastic bags and then into the carts/can, but not necessary. It will work if you place loose garbage directly into the cart/can, but may leave your cart/can messy. Plastic bags should NOT be used for recyclables at any time – rinse and dry bottles/cans/jugs before placing into cart/can to avoid spills and messes.

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### 22) How big are the carts/can?

The 'standard issue' carts/can for curbside service will be a 64-gallon for garbage and a 96-gallon for recycling (dimensions below). However, residents who select the Up-the-drive option will receive a 32-gallon can for recycling (dimensions below).

	32-gallon	64-gallon	96-gallon
<b>Width</b>	22"	24"	29"
<b>Depth</b>	28"	32"	36"
<b>Height</b>	28"	41"	41"
<b>Weight</b>	8.5 lbs	29 lbs	40 lbs

### 23) Do I have to separate my bottles/cans/juice cartons from my paper/cardboard in the recycling cart/can?

The new system is called "Single Stream Recycling" – meaning all recyclables can be mixed together in the recycling cart/can and do not have to be separated. The recyclables should still be loose, not placed in plastic bags.

### 24) Can I now put more recyclables (plastics) into the recycling cart/can?

Yes! The new system for recycling accepts more recyclables, including all plastics #1 - #7 and small scrap metals like pots and pans or metal clothes hangers, for example. Plastic bags are not accepted and should not be placed in the recycling cart/can. (Plastic bags CAN be recycled, but must be taken back to a grocery or retail store which accepts them.)

### 25) I will not be home in December when the carts arrive...What should I do?

All households getting carts will have it delivered at the same time and within the same week near the end of December. Residents who are not home at that time are encouraged to make arrangements with a family member, neighbor, or friend to move the carts up from the curb where they will be delivered up to the garage or near the house.

Residents do not have the option to pick up the carts early or delay the delivery.

### 26) How will I be able to set the carts out when there are snow banks?

The carts will not be easy to set onto banks of snow. Instead, residents will be encouraged to place the carts at the end of their driveway, where presumably it is plowed or shoveled. Alternatively, residents may want to keep an area clear of snow at the curb or roadside for the carts to be placed. Carts should not be placed in the street.

### 27) What can I do with my old recycling blue bins or containers I have been using for garbage?

Residents are welcome to keep their blue bins and garbage canisters for personal use, but they will no longer be needed for garbage/recycling pick up service.

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If a resident wishes to get rid of their containers, old and broken blue bins will be able to be picked up, either place the bin inside the recycle cart or place the bin next to the cart with a note attached requesting that they remove the bin.

**28) Do the carts have wheels?**

Yes, the 64-gallon and 96-gallon carts have wheels and handles. They tilt back for easy pushing.

**29) Which way should the carts face when placed at the street?**

The cart should face the street so that the opening of the lid is on the street side. The handles and the hinge of the lid should be closer to the house. There are instructions on the lid telling you which side should face the street.

**30) How will the company know the difference between the carts on pickup day?**

The larger cart is for recycling and the small cart is for garbage.

**31) Where can I find more information on the changes?**

The City and Johns Disposal will be providing more details as additional information becomes available. You can consult the City's website at [www.cityofpewaukee.wi.us](http://www.cityofpewaukee.wi.us) or the Johns Disposal website at [www.johnsdisposal.com](http://www.johnsdisposal.com).

**32) For information on the Waukesha County recycling program studies, check out the Waukesha County website ([www.waukeshacounty.gov](http://www.waukeshacounty.gov)), click on Parks and Land Use tab and then on the Recycling and Solid Waste tab.**