

Frequently Asked Questions Single Hauler Refuse, Recyclables, and Compostables Collection Program

- 1. When does the new program start?*
Collection starts Thursday, June 4. Refuse is collected weekly on Thursdays. Single-stream recyclables and compostables are collected bi-weekly (alternating weeks) on Thursdays. Recyclables collection will also start June 4.
- 2. When do I choose my cart size for refuse, recyclables, and compostables?*
You will receive a mailing from the City with information on the program and a return postcard to indicate the cart sizes you want. Return the postcard **before April 24** Carts are available in three sizes: 32, 64 and 96 gallons. To select your service you may return the postcard that you will receive in the mail, or you may call Western at 303-444-2037. If you do not make a service selection by April 24, a 64-gallon refuse cart, a 96-gallon recyclables cart and a 64-gallon compostables cart will be delivered to your residence. Your monthly charge will be based on the levels of refuse and compostables service.
- 3. When will my carts be delivered?*
Western will be delivering carts the last two weeks of May. City-wide collection is on Thursdays, beginning June 4.

If you are a current Western Disposal customer, and do not have recycle service, a recycle cart in the size selected will be delivered (if a size was not selected, a 96-gallon cart will be delivered). Western will also deliver a compostables cart to all of its existing customers in the size selected, or a 64-gallon compostables cart will be delivered if a size was not selected. Your refuse cart will not be replaced unless you change your current refuse cart size. Exchanges will begin the first week of June after the initial city-wide delivery.
- 4. Do I need to cancel service with my current provider?*
If you do not have Western Disposal as your current provider, you will need to call your current hauler to cancel your service effective the end of May. If you are a Western Disposal customer, they will automatically close your account effective May 29th and refund any charges for unused service. If you have a balance due for services through the end of May, it must be paid to Western Disposal.
- 5. Where will my refuse be picked up if my home is on an alley?*
If you live on an alley and your home has access to the alley, your refuse, recyclables and compostables will be picked up in the alley. All carts will be delivered at the curb in front of your house to ensure they are delivered to the correct address. Your carts will be labeled with your address for easy identification. Please move your new carts to the alley for collection.
- 6. When can I change service levels if I discover I need a smaller or larger cart for any of the materials?*
You may call Western at any time to request a change that will take effect at month end. You may change your service level at the end of the month as often as needed.
- 7. Can I have more than one cart to make up my service level?*
Yes, you may have more than one cart to make up your service level and the charge for each additional cart is \$2.00. For example, if you request two 32-gallon carts for your refuse or compostables service, you would be charged for 64 gallons of service plus

\$2.00 per month for the additional cart. If you request a 64-gallon cart and a 32-gallon cart, you would be charged for 96-gallon service plus \$2.00 for the additional cart. A recyclables cart (any size) is included with your service at no charge.

8. *What if I have extra refuse that won't fit in my refuse cart?*

The service level you have selected includes the refuse that will fit in the cart with the lid closed. If the lid is open due to extra refuse in the cart, the extra refuse must be removed and set it out in a bag (no larger than 32 gallons) with a prepaid sticker attached. Another option would be to hold it until the next week for collection. If the cart lid is propped open due to excess refuse in the cart, the cart will not be collected.

The City of Louisville will be selling prepaid stickers for \$3.00 each at City Hall (749 Main Street) and the Recreation Center (900 West Via Appia). You may also call Western Disposal and give them a credit card number; they will pick up your extra refuse and charge your credit card accordingly.

9. *What if I have extra compostables that will not fit in my compostables cart?*

The service level you have selected includes the compostables that will fit in the cart with the lid closed. If the lid is open due to extra compostables in the cart, the cart will not be collected. To be composted, extra compostables must be placed in a fully compostable bag (no larger than 32 gallons) with a prepaid sticker attached. Compostables set out in plastic bags or any other noncompostable bag with a prepaid sticker will be collected as refuse.

If you do not have prepaid stickers, you may call Western Disposal and give them a credit card number; they will pick up your extra compostables and charge your credit card accordingly.

If you have extra compostables on a regular basis, you may want to increase your compostables service and cart size. Additional 32-gallon, bi-weekly compostable units can be purchased for \$2.75 per month.

The city of Louisville will also continue to have its branch drop-off on Empire Road open the first weekend of the month. Also, a drop-off at the Wastewater Treatment Plant, 1603 Empire Road is open daily from 7:30 a.m. – 3:00 p.m. for residents who wish to haul their own additional grass clipping or leaves.

10. *What if I have extra single-stream recyclables that will not fit into my cart?*

Unlimited amounts of recyclables placed in carts are included in your service. If your cart is not large enough, you may increase the cart size at no additional charge. If you can not fit all your recyclables into the largest cart, 96 gallons, contact Western for options.

11. *What if I have a large item that won't fit in a bag with a prepaid refuse sticker?*

Each resident included in the City program will be eligible for a free quarterly pickup of a large or bulky item on their regular collection day. Large and bulky items include furniture, appliances, small equipment, lawnmowers, barbeque grills, and mattresses. Items must be one single item, not a pile of branches or a pile of construction debris, to qualify for this service. Freon-containing appliances are not included as a free item, but can be collected for a fee.

To have a large or bulky item picked up, call Western's Customer Service Department at 303-444-2037 to let them know what you would like to have picked up, and they will let you know if any charges may apply. You will be asked to provide a credit card number if charges apply and will be billed directly to your credit card.

Note: Customers may not “accumulate” free quarterly bulky item collection. In other words, you may not have three items collected free-of-charge during the third quarter of a year because you did not have any collected during the first two quarters of the year.

12. *How will I be billed for refuse, recyclables and compostables service under the new program?*

The charge for this service will appear on your monthly City utility bill. You will be billed for your collection service the month after you receive the service. That is, your July utility bill will reflect the charge for collection during the month of June.

13. *What are the charges for the different levels of service?*

Refuse Cart Size	Compostable Cart Size	Cost for Refuse/Compost Service (includes a 50¢ administrative fee)	Cost for Recycling
32-Gallon	32-gallon	\$11.20/month	INCLUDED
32-Gallon	64-gallon	\$13.95/month	INCLUDED
32-Gallon	96-gallon	\$16.70/month	INCLUDED
64-Gallon	32-gallon	\$17.55/month	INCLUDED
64-Gallon	64-gallon	\$20.30/month	INCLUDED
64-Gallon	96-gallon	\$23.05/month	INCLUDED
96-Gallon	32-gallon	\$23.90/month	INCLUDED
96-Gallon	64-gallon	\$26.65/month	INCLUDED
96-Gallon	96-gallon	\$29.40/month	INCLUDED

Additional carts for trash and compostables are \$2 per month if at 96-gallon service.

14. *How will I know when each material will be collected?*

Refuse collections will be done every Thursdays. Recyclables and compostables will be collected bi-weekly (on alternating weeks) also on Thursdays.

A collection calendar will be mailed to you that designates your recyclables and compostables collection days and the change in your collection day to Friday if a major holiday falls on Thursday.

Western Disposal’s collection calendar is available at www.westerndisosal.com. The Louisville Collection Calendar is Thursday Schedule E.

15. *What determines who is and who is not covered under the program?*

The single hauler program includes all single family homes unless exempted. Exemptions are granted for neighborhoods with home owner associations that have a contract for refuse collection that includes separate collection of recyclables.

16. *Can I opt out of the program and sign up with a different company or haul my own refuse, recyclables and compostables?*

Yes, you may opt out of the program if you wish to use a different company or dispose of your own materials. However, you are still responsible for fees for the minimum level of service even if you choose not to participate.

The minimum level of service is one 32-gallon refuse cart and one 32-gallon compost cart. The charge for this service is \$10.70 per month plus the City’s administrative fee of \$.50 per month for a total of \$11.20 per month.

17. *Can I put lumber or wood, i.e. construction materials, in my compostables cart?*

No, wood waste is not allowed in the compostables collection program. No construction wood, fencing, deck boards, etc., are accepted in the compost program. Only yard waste

(materials that grow in your yard or garden) and food waste are accepted. The acceptable items are listed on the compostables guidelines, which will be mailed to each resident, and on a decal under the lid of the compostables cart.

Boulder County sponsors a wood waste drop-off for clean, unpainted, untreated lumber and a yard waste drop-off at Western Disposal's Trash and Recycle Center located at 5880 Butte Mill Road in Boulder. Boulder County residents receive a 40% discount from the normal rate to recycle this material.

18. How does the City's new pay-as-you-throw program meet the needs of residents with large amounts of yard waste?

You may increase your compostables collection service to accommodate for higher volumes of yard waste, during the growing season. The cost of each additional 32-gallon unit of yard waste collected bi-weekly is less than the same additional 32-gallon unit of refuse service. If you subscribe for 96-gallons of compostables service, you can obtain additional carts for \$2.00 each per month.

The City of Louisville will continue to offer residents the branch drop-off and leaf drop-off for those who wish to haul their own yard waste materials.

19. Can I still use bins to recycle instead of a cart?

Yes, you can use bins for your recyclables; but there will be an additional charge of \$3.00 per month for the extra time necessary for the hauler to exit the truck and empty the bins. Western's trucks are equipped with robotic arms that grab the carts and empty them. These arms cannot grab a bin to empty it.

20. Does Western provide roll-out service for residents who are handicapped?

Yes, Western Disposal will provide roll-out service for handicapped individuals at no additional charge.

21. Western Disposal currently provides my service, and I like their "House Calls" and "E-Minders" systems. These systems let me know how a holiday or a severe snowstorm will affect my collection schedule. Are these systems available to residents under the City program?

Yes, these services will be offered to residents under the City program for a fee of \$.60 per month.

22. Who should I call if I have further questions or would like additional information?

Western Disposal is providing all customer service functions for the City of Louisville. Please call their Customer Service Department at 303-444-2037 to talk to one of their representatives. Western is happy to help you and answer any additional questions you may have.