

City of New Berlin

City-Wide New Garbage and Recycling Program

Frequently Asked Questions

(Updated 4/10/2015)

I currently contract for garbage pick-up. Will this save me money?

Absolutely! – The average cost to privately subscribe for recycling and refuse collection is \$360/year/household. This city-wide contract will save you over 50% annually. **The fee will be \$144 for a full year. However, in 2015 the fee will be only \$108.00 since we are starting service on Monday, March 30th 2015.**

Is the fee included on my property tax bill?

Yes, as a separate line item fee: “Garbage/Recycling Fee”

When will this begin and when will we be receiving these new carts?

The new program will begin Monday, March 30, 2015. Carts will start getting delivered around mid-March.

Residents will be issued a 64 gallon garbage cart and a 96 gallon recycling cart. Can I opt for a different size?

Residents will be required to utilize these carts for a period of not less than 60 days from the date of initiation of service or until June 1, 2015. After that time, residents may for a period of 60 days thereafter or until August 1, 2015 request a 96 gallon garbage container at no charge to them. After August 1, 2015 any such request for a 96 gallon garbage container will result in a charge of \$30 from Advanced Disposal Services. Keep in mind, residents will only be allowed to opt for the *larger* 96 gallon *garbage* cart. (Current Advanced Disposal customers will keep their current trash carts.)

How will I be able to set these carts out when there are snow banks at the end of my driveway?

The carts will not be easy to set onto banks of snow. Instead, residents should place the carts at the end of their driveway, where presumably it is plowed or shoveled. Carts should NOT be placed in the street.

Do I have to use these carts?

Yes, if a residence is given a cart they must use it for service. Non-approved carts for curbside service will not be picked-up.

Who owns the carts?

The carts are owned by Advanced Disposal. Residents do not own the carts and the carts *must stay at the property if residents move away.*



Am I (the resident) responsible if the cart breaks or gets stolen?

If the cart breaks due to normal wear-and-tear or if the garbage/recycling company accidentally breaks it, the cart will be fixed or replaced for free. However, if a resident breaks the cart doing something out-of-the-ordinary, loses it, or if it gets stolen, the resident will be responsible for purchasing a replacement cart. Call ADS for a new cart.

What if I have more garbage or recycling than fits in the cart?

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

Large bulky items such as old furniture which do not fit in the cart will still be picked up. The basic service includes the collection of one bulk item per week. However, if the item is heavy (over 50 lbs) or large enough (longer than 60 inches) to require 2 people to pick it up, there will be an additional charge. Residents should call the hauler in advance for more details.

Extra recyclables outside the cart 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. Please remember to breakdown boxes, cardboard etc. and utilize the City’s recycling center for larger recycling items.

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

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

Will the schedule be the same as it is currently?

Yes, garbage will be picked up weekly and recycling will be picked up every other week as it is now. **However, your day of service *may* change.** You will be notified of your new day when your carts are delivered. Residents must be sure to have their carts out by 6:30 am on the day of pick-up.

About recycling, do I still have to separate my bottles/cans/juice cartons from my paper/cardboard in the recycling cart?

No – The new system is called “Single Sort Recycling” – meaning all recyclables can be mixed together in the cart and do NOT have to be separated. The recyclables should still be loose, not placed in paper or plastic bags.

About recycling, can I now put more recyclables (plastics) into the recycling cart?

Yes! The new system for recycling accepts more recyclables, including plastics #1, #2, #4, #5, and #7 and small scrap metals like pots and pans, for example. Plastic bags are NOT accepted and should not be placed in the recycling cart.



I will not be home in March when the carts arrive.....what should I do?

All households getting carts will have them delivered sometime in mid-to-late March. 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, to the garage or near the house. Residents do NOT have the option to pick up the carts early or delay the delivery.

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

- Current Advance Disposal Customers: Residents are welcome to keep their blue bins for home use, but they will no longer be needed for garbage/recycling pick-up service. If a resident wishes to get rid of their containers, old & broken blue bins may be placed in the new recycling container on your NEXT collection day and they will be recycled.
- Current Waste Management Customers: During the week of March 22nd 2015, residents must place their trash and recycling containers curbside by 6 am on their regular collection day for removal at no additional charge. If your containers are not out for removal that week you will be charged for the containers. If you are not able to place the containers out that week, please contact Waste Management at 888-960-0008. Waste Management customer accounts will be cancelled effective March 28, 2015 and any unused credit balance will be refunded.

How should the carts be 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 will be instructions on the lid itself. Please place your trash and recycle carts on opposite sides of your driveway, NOT NEXT TO EACH OTHER, to accommodate the mechanical arms of the garbage truck. Please place the cart at least 3' away from any objects (i.e. your mailbox).

Can I have a second cart for garbage or recycling?

Yes, a resident may purchase a second cart for garbage or recycling for an additional annual fee. Only residents who already have a 96 gallon garbage or recycling cart may request a second cart. This would require the resident contacting Advanced Disposal directly to make the arrangements.

I currently have drive-up service. Can I keep it?

Yes – but you will need to make that arrangement yourself with Advanced Disposal. Residences with long driveways (150' or greater) are eligible. **There will be an extra charge of \$167.04 per year for that service which will be payable directly to the hauler.** The City's contract will limit the cost of that premium service, and the associated annual increases, to a reasonable amount.



Will this now include pick-up of yard waste and/or leaves?

Yard waste collection is *not* automatically included. **However, residents may contract for yard waste pick-up directly with the hauler at the city-negotiated price of \$91.75/household/year. This will include a monthly Wednesday collection of yard waste between April 1st and November 30th.** The City’s contract will limit the cost of that service, and the associated annual increases, to a reasonable amount.

I don’t currently contract for garbage collection. Can I continue to opt out?

No. In order to receive the lowest rates, the City had to agree to an exclusive contract that includes the participation of all residents living in single-family dwellings or multi-family dwellings with 4 or less units. There are no opt-out provisions, or adjustments for seasonal services.

I don’t generate very much garbage, so I currently utilize the “bag & tag” option. Can I continue to do so?

No - The “bag & tag” option is being discontinued by the hauler whether the City contracts for city-wide pick-up *or not*. You will, however, be reimbursed for any “bag & tag” vouchers which you have already purchased and are unused as of April 1st, 2015. **If you have stickers, please return the stickers to Advanced Disposal, 559 Progress Drive, Hartland, WI 53029 with your name, address and phone number. Advanced Disposal will then process your refund. The last day to return stickers is April 30th, 2015.**

Once city-wide collection begins March 30th, who should I contact with problems or questions regarding pick-up or service?

Please contact Advanced Disposal Services directly at **262-367-6040**.

Will the City Recycling Center remain open?

Absolutely! – The City will continue to accept yard debris, oil, glass and other recyclable items.

ATTENTION WASTE MANAGEMENT CUSTOMERS:

Residents that have service with Waste Management should NOT pay for services beyond March 28th, 2015. This may require proration of payments. If necessary, please contact Waste Management. Remember, city-wide collection will begin March 30th.

ATTENTION “AUTOPAY” CUSTOMERS:

Any automatic payment arrangements, which you may currently have set-up to facilitate payment of bills, should be cancelled at this time.

