



## Garbage Cart / Can FAQ's:

### Cart Information

**Q: When should I start using the new carts?**

**A: As soon as you receive your cart, you can begin using it.**

**Q: Should I paint/write my name and address on the cart?**

**A: No. The carts have serial numbers on them that are assigned to the residence. Do not write anything on the cart.**

**Q: Do I have to use the new carts or can I continue to use my own cans?**

**A: We ask that all customers use the City provided cart as this allows the workers to attach to the cart tippers on the back of the trucks, eliminating the need for them to pick up the can/cart.**

**Q: Do the new carts have wheels? Are they easy to use?**

**A: The new carts have wheels to allow the cart to be easily wheeled to the curb.**

**Q: If my cart gets broken am I responsible to replace it?**

**A: If a cart is damaged, the City will repair or replace it, unless the cart has been intentionally damaged.**

**Q: How much does the new cart weigh?**

**A: The carts weigh between 25-40 pounds and have wheels on them to easily move the cart from place to place.**

**Q: What is the weight limit for items to be placed in the cart?**

**A: 95 gallon = 335 pounds**

**65 gallon = 240 pounds**

**35 gallon = 122 pounds**

**While the carts and can tippers can handle extensive weight, the sanitation workers still have to move the cart to the truck. Please be mindful of the City workers.**

**Q: I received a very large cart? Are there other smaller sizes?**

**A: Cart sizes available are 35, 65, and 95 gallons. If you find you need a different size cart, you may exchange it one time in a 24 month period free of charge.**

## Garbage Cart / Can FAQ's - Page Two

### What Can and Can't Go In the Cart?

**Q:** Do I need to bag my garbage before placing it in the cart?

**A:** Bagging your garbage provides another barrier for sanitation workers who handle the garbage. Bagging your garbage will also keep the can cleaner to prevent attracting bugs, rodents or other animals.

**Q:** Can the new carts be used for yard waste collection?

**A:** Yes. However, the cart should be free of any household garbage.

**Q:** What do I do with items that do not fit into the cart?

**A:** Place the item(s) next to the cart if it will not fit into the cart.

**Q:** How many carts am I allowed to put out?

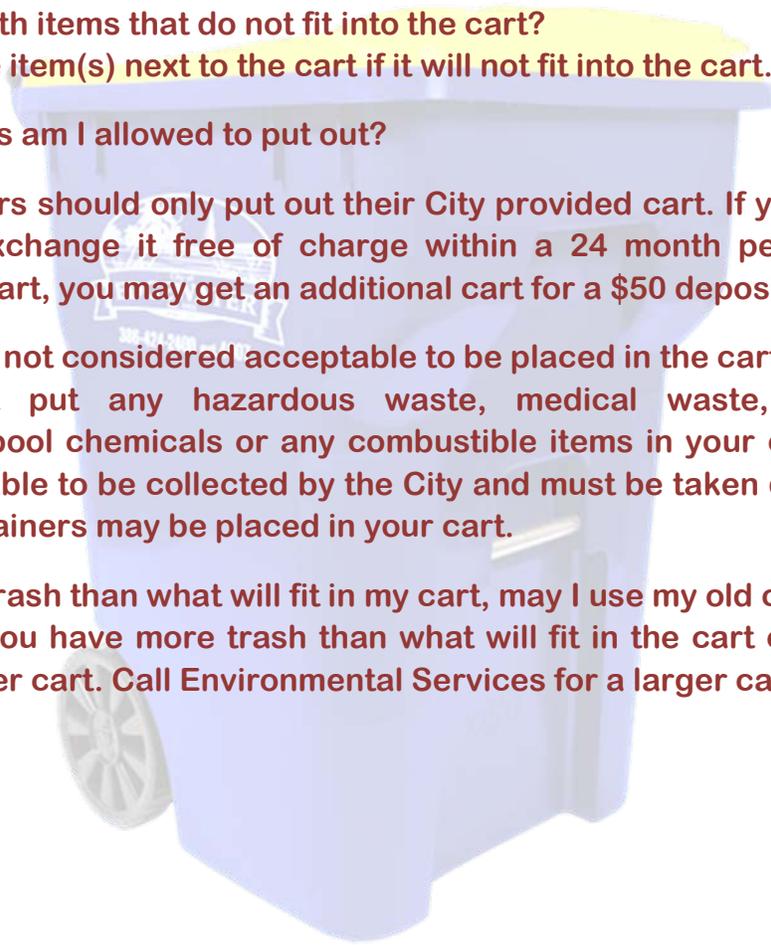
**A:** Customers should only put out their City provided cart. If you need a larger one, you may exchange it free of charge within a 24 month period. If you need an additional cart, you may get an additional cart for a \$50 deposit.

**Q:** What items are not considered acceptable to be placed in the cart?

**A:** Do not put any hazardous waste, medical waste, paint, auto fluids, household/pool chemicals or any combustible items in your cart. These items are not acceptable to be collected by the City and must be taken directly to the landfill. Empty containers may be placed in your cart.

**Q:** If I have more trash than what will fit in my cart, may I use my old cans?

**A:** Yes. If you have more trash than what will fit in the cart consistently, you may need a larger cart. Call Environmental Services for a larger can.



## Garbage Cart / Can FAQ's – Page Three

### Miscellaneous Information

**Q: How can my cart be cleaned?**

**A: You should rinse out your cart(s) occasionally using mild detergents. Ammonia cleaners may discourage animals.**

**Q: What do I do if my cart is stolen?**

**A: Contact the Edgewater Police Department to obtain a case number. Fill out the form on the City's website and either mail or email the form to the Environmental Services Department. Once the form is received a new cart will be delivered to you.**

**Q: With the new carts is the City still continuing twice a week pickup?**

**A: Yes. Twice a week pickup of household garbage will continue.**

**Q: If I move from my current location to a new location within Edgewater, do I take my cart with me?**

**A: No. The carts have serial numbers that are assigned to the residence. If you do not have a cart at your new residence, call Environmental Services to have one delivered. There is a \$50 deposit for the cart that will be refunded once the account is closed and the cart remains at the house. (Only new accounts will be subject to the \$50 deposit)**

**Q: If I move into the City, how do I get a cart?**

**A: There should be a cart at the residence. Carts have serial numbers on them and are to remain at the same residence. If you do not have a cart at your new residence, or need a different size, call Environmental Services to have one delivered. There is a \$50 deposit for the cart that will be refunded once the account is closed and the cart remains at the house. (Only new accounts are subject to the \$50 deposit)**

**Q: How will this affect my utility bill?**

**A: All utility rates are evaluated annually and the rate resolution this year has a DECREASE in your solid waste rates. For residential customers, the rate for solid waste will be reduced from \$29.04 per month to \$25.41 per month beginning October 1, 2020.**