

YOUR GARBAGE PICK UP SCHEDULE

Cart Pick Up Days of the Week:

M T W TH F

Waste Management, Inc. currently has the contract for **Commercial Curb Side Cart Service once a week** and **Residential Cart Service once a week**.

Garbage MUST be in a green Waste Management cart for both Commercial Cart Customers and Residential Customers. The carts are provided by and remain the property of Waste Management. An \$80 replacement charge will apply to any address requiring a cart replacement for any reason.

Waste Management begins work in our City at 7:00 a.m. and they change up the routes so
**** Carts MUST be out on your garbage day by 7:00 a.m.****

A missed pick up due to customers' cart not out at curb on time will be handled on the customers' next regularly scheduled garbage day. (*Determination is made by the City Staff based on information provided by Waste Management's Staff.*) Should this cause you to have garbage that will not fit in the cart for the next week you will need to purchase an 'extra trash' sticker at City Hall for \$1.50 for each bag that doesn't fit in the cart.

A missed pick up due to Waste Management's negligence or equipment trouble will be handled within 1 business day. (*Determination is made by the City Staff based on information provided by Waste Management's Staff.*)

Commercial Curb Side Cart Service customers can **ONLY** place a cart for each service day per week. Commercial customers will not receive service for bulk, large items bagged yard waste, white goods or limbs. Commercial is limited to the cart only.

Commercial Accounts with dumpster service will be required to send a copy of the service agreement with one of the Commercial haulers authorized to do business in Orange to City Hall. The City has franchise agreements with several commercial haulers to provide dumpster service within the City. Any time there is a change in haulers you will need to send a copy of your new service agreement to City Hall. **Commercial Accounts will be charged for cart service until the service agreement is received and any charges will not be adjusted off.**

Residential Cart Service Customers can place a cart, and up to two bulk items for each service day per week.

Bulk, large items, bagged yard waste and "white" goods will be collected at the curb, once a week by Waste Management with your cart on the day marked above. ***This service is provided ONLY to Residential Cart Service Customers.***

Limit to 2 items a week

***All Freon Gas must be removed by a professional and a sticker must be

affixed to the item that certifies this item is free from Freon Gas or it **WILL NOT BE PICKED UP.*****

Unacceptable items WILL NOT be picked up. They are Hazardous Household Waste and other items included, but not limited to gasoline, motor oil, oil filters, paint, carpet, tires, batteries, propane tanks, large pieces of metal, and construction debris, etc.

TRASH COLLECTION HOLIDAY SCHEDULE

There will be no service on the following holidays. Service will resume on the next day. Thus any holiday that falls on Monday thru Friday will cause all subsequent service days, for the week, to be pushed to the next day. All services will return to regular schedule the next week. If the holiday falls on a weekend it will not affect your service days.

For example: Should a holiday fall on Wednesday regularly scheduled service will be completed on Thursday; Thursday on Friday; Friday on Saturday. Then the next week would resume on your normal day of the week.

Thanksgiving Day

Christmas Day

New Years Day

Frequently Asked Questions

Questions: I have family gatherings at my home sometimes and could have extra trash, how do I get rid of it?
Answer: You can purchase Extra Household Service Stickers. City Hall will have at the Utility Department Counter of \$1.50 per sticker.
1-Sticker for 1 bag of household trash

Questions: Can my yard waste go into the cart?
Answer: Yes. Please put all household and yard waste in the cart each week. You can also put yard waste that doesn't fit in the cart in a bag as 1 of your bulk items(two items per week).

Questions: What if I have some bundled limbs. How can I get rid of those?
Answer: You can put the limbs using the bulky pickup each week. You get two (2) items per week.

Questions: The Waste Management cart wheel has come off. What do I do?
Answer: Please report it to city hall and they will get a repair order into Waste Management, it will be repaired or replaced.

Questions: The cart has a bad odor. How do I clean it?
Answer: You can wash it out with your water hose and a little household soap.

Questions: How do I get rid of existing garbage cans if I no longer need want them?
Answer: You can put them out as your two (2) bulk items one week. Or reuse them for other purposes.

Questions: I just moved in and my cart is missing. I was told it will cost \$80 to replace. Can I cancel my garbage service?
Answer: No the City is required by law to provide garbage service to all active accounts. Waste Management and the City require the use of the green cart.