

# Automated Refuse and Recycling Collection

## What is it?

Automated Collection is a service provided by the Town of Grand Chute that facilitates safe and cost-effective collection of household refuse and recyclables.

## How does it Work?

All single-family, duplex and 3 & 4 unit households participating in the Town of Grand Chute's mandatory automated collection program will be provided one **refuse container** and one **recycling container** per dwelling unit. A yearly fee for these services is charged to the property tax bills. The carts are supplied, maintained and owned by The Town of Grand Chute. If additional cart(s) and/or exchange in size of cart(s) is requested, there is a \$100.00 fee due prior to the delivery of said cart(s). All carts have individual serial numbers which are assigned to a specific address for tracking purposes. Carts must remain with the address where it was distributed. These carts must be used for your weekly refuse and bi-weekly recycling pickup. Automated collection trucks are equipped with specially designed arms that grasp, lift and empty the carts. Refuse outside of the automated cart(s) will not be collected.

If there are extenuating medical or physical circumstances where a larger or smaller cart is required, please contact the Public Works Department at the Town Hall (920-832-1581) to request a change. A physician's written affirmation that an individual is not able to handle the standard cart sizes can result in a no-cost change to a smaller cart.

	64 GALLON UNIVERSAL Std. Refuse Cart	96 GALLON UNIVERSAL Std. Recycling Cart
		
<b>Width</b>	24"	26"
<b>Depth</b>	27"	34.5"
<b>Height - Lid to Ground</b>	41.5"	46"
<b>Wheel Diameter</b>	10"	10"/12"
<b># of Bags</b>	5	8

## General Rules

- The carts must be placed **curbside by 6:00 a.m.** on the day of collection or the night before. Carts shall not be placed curbside before 6:00 p.m. on the night before collection.
- Carts must be removed within 24 hours of the 6:00 a.m. collection.
- All solid waste and/or recyclables must fit in the cart without packing too tightly and the **lid must close**. Any waste or recyclables set outside the cart **will not be collected**.
- Do not place any hazardous waste or hot ashes in the cart for collection.
- Recycling is required by Wisconsin State Law.
- If a cart is not collected, a tag will be affixed to the cart explaining why. Resident must correct the issue in order for collection to resume.

## Placing of the Cart

- Set carts on a flat surface near the edge of the curb or at the end of the driveway apron.
- Carts **must be a minimum of five (5) feet away from any object** such as mailboxes, trees, utility poles, snow piles and the other cart.
- Do not place carts under low wires.
- The wheels and handles of the carts should be facing the home (away from the road).
- If carts cannot be reached for any reason, the **contents will not be picked up**.
- Carts cannot be placed on snow piles. **They must be placed at ground level.**

## Frequently Asked Questions

### 1. How many bags will each cart hold?

64-gallon cart holds approximately 5 average filled 13-gallon refuse bags. A 96-gallon cart holds approximately 8 average filled 13-gallon refuse bags.

### 2. Can we put more bags out next to our carts?

No. All refuse must be placed inside the cart for collection. The cover must be completely closed.

### 3. What can we put in our refuse carts?

The cart is to be used for regular household waste; **no construction debris will be collected in the cart.**

### 4. What will happen during the holidays when I have excess refuse?

If all of your refuse will not fit into your container you can either ask a neighbor if they have room in their container or you may have to hold non-perishable refuse (i.e. wrapping paper, boxes and packaging material) until the following week.

### 5. If I need additional carts at my home, is there a charge?

If an additional cart(s) is requested, there is a \$100 fee per cart that is required before delivery can be made. Billing for refuse/recycling services will be on a yearly basis and will not be pro-rated or split. There would be an additional yearly service fee charged to the homeowner on their property tax bill based on the number of carts located on the property location.

### 6. Will you still come to pick up my refuse and recycle during inclement weather?

Routes may be delayed during inclement weather, but our hauler will make every effort to collect your recyclables and refuse. When in doubt, have your recycle and refuse out by 6:00 AM on your collection day.

### 7. Can this cart roll through the snow?

Yes it can, but like anything, there are limitations. You may have to clear a path to the curb.

### 8. What if snowing so hard and the snow is so deep I can't roll the container to curbside?

Our Hauler makes every effort to collect all recycle and refuse on your normal collection day. You will either have to clear a path to the curb or put your cart and recycling out the following week.

### 9. Where do I place my cart if there is a snow bank?

If it will not fit in the driveway opening then you will have to shovel an opening in the snow bank where the cart can be properly placed. **Carts cannot be placed on top of the snow bank.**

### 10. What time do I need to have my carts out by?

6:00 a.m. on your refuse collection day. If carts are not out at time of pickup, you will have to wait until the following week. Collection time begins at 6:00 am and the driver(s) can start at different locations on that scheduled route.

### 11. Is this cart mine to keep?

The cart does not belong to the homeowner. Should you move, even within the town, **the cart remains at the residence.**

### 12. What is the policy for damaged carts?

If the damage is the result of normal wear and tear, (example: broken lid or wheel), it will be replaced or repaired by the Town of Grand Chute at no charge to the homeowner. If damage is the result of abuse, there will be a charge to the homeowner to replace the cart (\$100 per cart). All repairs or replacement of cart will be handled by the Town of Grand Chute.

**13. My cart is dirty. Can I get a replacement?**

The housekeeping of the cart is the responsibility of the homeowner. If you bag all your refuse, maintenance is minor. An occasional washing with water and a little ammonia or disinfectant cleaner will keep your cart from smelling.

**14. Are these carts animal proof?**

They are the most animal proof carts currently available.

**15. This new cart won't fit in my garage? Where should I store it?**

The cart can be placed alongside your home, garage or shed, but it cannot be stored beyond the front of your house.

**16. Will there be an appearance issue if I store my cart outside?**

No, it is no different than refuse cans that are currently stored outside.

**17. Will it have to be enclosed or screened like a dumpster?**

No.

**18. Can I put leaves, grass or other mandated recyclables in the refuse cart?**

No, these and any other items that have been banned by law or regulation from the waste stream are prohibited. The recycling is single stream, meaning that paper, cardboard, glass, tin, aluminum and plastic can all be placed in the cart together.

**19. Why the change from manual to automated refuse collection?**

The refuse collection industry is moving away from manual collection because automated collection is safer, faster, and quieter. It requires fewer employees and is more aesthetically pleasing.

**20. Who owns the carts?**

The carts are owned and maintained by The Town of Grand Chute.

**21. How many carts will a residential two or three family dwelling receive?**

Each dwelling unit will receive one refuse and one recycling cart.

**22. I am moving and need to dispose of more refuse than will fit in my cart. What should I do?**

There are several options: 1) You can begin to dispose of refuse well in advance of the move, 2) You can sell the items at a garage sale or on-line, 3) You can use an on-line service to give your items away, 4) You can donate usable items to a social agency, 5) You can secure a dumpster (they come as small as 2 cubic yards), 6) You can contact Advanced Disposal at 800-279-1930 for a special pick-up (fee charged), or 7) You can take the items to the Outagamie Landfill yourself (Call 920-832-5277 for directions/disposal costs).

**23. Won't these new carts blow over more easily since they are larger?**

The new automated carts are very stable. They have been tested and the 96-gallon cart can withstand winds up to 45 mph empty and the 65-gallon cart can withstand winds up to 40 mph empty. In addition, the lids are attached so they won't blow away.

**24. What if I need a larger cart?**

We encourage residents to take the larger cart if they have any doubt as to what size they need. A cart exchange fee, per cart, will be collected from the property owner prior to delivery of the new requested cart if you need to change the size of your cart once the original carts are ordered.

**25. Do the automated collection carts have any other benefits?**

Yes, they do. Besides helping the town look neater they also help control the rodent and other animal issues as well. Rodents and other animals tend to reside at and visit locations where food is available. These carts help ensure that refuse is no longer a food source for such animals.

**26. How do I begin service at a new construction home?**

To begin service and have carts delivered you should call the Public Works Office at 920-832-1581. You will be asked what size carts you want.