

# Frequently Asked Questions (FAQ)

**Note: The curbside collection policy will be updated to correct some errors.**

## **When can I use my carts?**

As soon as you receive carts you may begin using them.

## **Will I be fined for violations?**

Repeat violations that are confirmed by the DPW may lead to termination of curbside collection service. Violators will not be assessed a monetary penalty.

## **Why are we getting 96 gallon carts?**

- Going from unlimited set out of bags and barrels to a requirement that all items have to be placed into one cart for recycling and one for trash is a big change so we went with the largest cart size to accommodate all scenarios. To encourage and increase recycling we went with the same size.
- Since the carts stay with the property address, we had to look long-term at who might be living at the house over the ten-year expected life span of the cart. For example, it could be a retired couple today but then be a family of five three years from now.
- These are used in communities all over the country.
  - Easy to move
  - Not much different in size and maneuverability than a 64 gallon cart
  - Other municipalities have regretted getting smaller carts
  - Clear, easy to use instructions on the lid.
- Offering an a la carte menu of cart sizes for folks would be problematic for delivery and more expensive. We might also have to switch it out again later if the house is sold. Uniformity is the most efficient method.
- We ask that residents give the new program a chance. There will be a break-in period through Veterans Day, November 11, 2016, where all items will be picked up. Afterwards, compliance with the “all-in” rule will apply. Those that are having extreme difficulty using the carts should call the DPW at 508-759-0600, extension 3.
- Residents who purchase a sticker are always able to use the residential recycling center if they do not wish to utilize a curbside collection service on a particular week or at all.

**What is single stream recycling?** It means that, after rinsing items of residual food and liquids, all recyclables go into one cart. No more separation.

**What recyclables do I put into the cart?**

- **All fiber:** newspapers, magazines, catalogs, cardboard, chipboard/paperboard, cereal boxes, milk cartons, clean pizza boxes, juice cartons, office paper.
- **All plastic containers #1 - #7** (do not crush and please do keep the lids on): Soda bottles, water bottles, deli tubs, milk jugs, plant pots, yogurt cups, detergent bottles.
- **All metal containers:** tin cans, aluminum cans, clean aluminum foil and pie plates.
- **All glass containers:** loose glass bottles and containers. Take off the caps.

**Quality is key. Do not put these items in the recycling cart:**

- No shrink wrap, plastic bags or bubble wrap
- No hoses
- No plants, food waste or liquids
- No dishes, Pyrex glassware
- No shredded paper
- No polystyrene/Styrofoam
- No tires
- No plastic pouches
- No textiles
- No batteries
- No electronic waste
- No toys
- No K cups
- No plastic utensils

**Can I still use plastic bags for my trash?**

Yes. Trash disposal remains the same as before. The only requirement is that you utilize the cart with the black lid.

**What do I do with my old barrel and/or recycling bins?**

You may bring them to the residential recycling center for recycling by putting them in the rigid plastic container.

**The curbside collection policy says that I can put all items not wanted in the recycling cart into the trash cart, is this true?**

No. The trash cart is for household trash. Computers, monitors, televisions, tires, textiles, scrap metal and yard waste should still be separated for recycling at the residential recycling center. Alkaline batteries can go into the trash, but all other batteries (button batteries such as NiCad, auto/marine batteries) should be separated for recycling at the residential recycling center along with mercury containing devices such as compact fluorescent bulbs, thermostats and thermometers.

**Do I have to put out recycling carts or risk a violation?**

No. There is no requirement that you put out carts weekly. The violations are related to the way that you use the carts if you put them out. Summer residents or those that only use the residential recycling center for recycling, will not be penalized.

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