

# New (2023-2024) Trash & Recycling Program FAQs

Details at <https://www.plainville.ma.us/329/Trash-Recycling>

## General

### Why is the trash program changing?

The current Municipal Refuse Collection contract expires June 30, 2023. Over the past 6 months, the Board of Health has worked diligently to obtain the most qualified and cost-effective service for the new program beginning July 1, 2023. The department of health has explored all possible options and are committed to providing the residents of Plainville with the most cost effective and comprehensive Municipal Refuse Collection Program. Careful consideration has been given to determine the level of participation, cost, funding, convenience for the user, and level of service provided. The Board of Health believes that the town-sponsored program offers a better value for most residents as compared to private haulers. Residents are encouraged to try the program for six months to see if it can work for their families.

### Who can use the Municipal Collection Program?

The program is available to single-family, two-family and three family-households.

### What is included in the Municipal Collection Program?

The program fee includes weekly curbside collection of one town provided full 35-gallon sized trash cart (no trash stickers required), one town provided full 64-gallon sized recycling cart and one Recycling Center access pass.

### Who can we talk to about changing the program?

The current structure of the new program will remain the same for at least six months. The Board of Health is aware that the new program may not fit all the needs for some of the households in town. The program will be continuously evaluated to determine if any changes should or can be made. Residents are encouraged to try the program for six months so they may be able to provide feedback on ways in which the program may be improved to meet their needs (e.g. need more recycling space). The Board will consider the feedback and usage for future consideration.

### When will the town provided trash carts be delivered?

The town provided trash carts will be delivered to your residence within the last two weeks of June.

## Annual Fee and Billing

### Do I have to pay the whole annual fee at once?

No, partial 6-month payments will be accepted. For example, if you are a single family and charged \$410.00 per year, you have the option to pay \$205.00 for the first six months. You will

then also be billed for the remaining \$205.00 in November. For partial payments, a \$3.00 processing fee will be added to the second payment which will be due in December. Partial 6-month payments equal to half of the annual fee are also accepted for two and three family households. All payments for trash pick-up starting in July are due by June 16<sup>th</sup>.

*The information provided says the increase is only \$158 a year for single family homes, but \$410 - \$174 is \$236. What's up with that?*

The new program fee includes 52 weeks of a full 35-gallon sized trash cart. When doing the price comparison, it is assumed that the average single-family household disposes of one bag of trash per week. Therefore, under the old program, you would have paid (\$1.50 x 52 weeks) \$78 to put out one bag of trash per week. The addition of \$174 and \$78 is \$252 and \$410 subtracted by \$252 is \$158. The sticker cost is also staying consistent. Therefore, even if you put out two bags of trash per week the increase remains at \$158 per year.

*When do I have to pay by to start the new service on July 1, 2023?*

Payment is required by June 16, 2023, for service starting July 1, 2023. This due date is required to allow time for the new carts to be delivered.

*Will I have to pay a separate fee to rent or purchase the carts?*

No, the use of the carts is included in the annual fee. The carts are rented from E.L. Harvey, and they are responsible for the delivery of carts to each residence as well as damaged or broken carts.

## **Trash Pickup**

*Do I have to use the 35-gallon sized trash cart?*

Why wouldn't you? Trash that can fit into the town provided 35-gallon cart, with the lid closed, **WILL NOT** require a trash sticker. The cost for disposal is included in the annual fee. All trash must be bagged. Generally, you can fit two 17-gallon sized kitchen bags into the cart.

*What if I have extra bags of trash that do not fit in the town supplied cart?*

Trash that does not fit in the town provided cart can be put curbside in "overflow bags" with a \$1.50 trash sticker attached to the neck of each bag, just as you do now. The overflow bags cannot exceed a maximum 35-gallon size and 35-pound weight limit. You may use 35-gallon maximum sized trash barrels to hold the stickered overflow bags (a barrel is preferred to reduce rodent activity). There is no limit to the amount of overflow bags used.

*Did the trash bag sticker price increase?*

NO, the per bag sticker price for overflow bags remains at \$1.50 per 35-gallon bag.

*Can I use my own barrel or bin for trash?*

Personal barrels can only be used for “overflow” trash. A 35-gallon sized trash barrel may be used to hold the stickered overflow bag (a barrel is preferred to reduce rodent activity) and the driver will manually empty the overflow barrel. NO other sized barrels will be serviced since the truck will not be able to use the automated arm to pick up barrels that are not town provided.

*Does my trash need to be bagged inside of the cart?*

Yes, your trash must be bagged for sanitary reasons. Kitchen bags, small waste baskets bags, etc. can all go in the cart. No loose trash.

*How large is the trash cart?*

35 gallons.

*Do I have to put a sticker on the trash bags inside the supplied cart?*

No, any bagged trash that fits in the cart is now included in the fee.

*Will my collection day stay the same?*

Yes, all collection days will remain the same.

## **Curbside Recycling**

*Can I use my own barrel or bin for recycling?*

No. You must use the town provided 64-gallon cart because the trucks will use the automated arms to pick up the carts. NO other carts will be serviced.

*What if I have extra recycling that does not fit into the cart?*

At this time, there are no provision to collect extra recycling that does not fit into the town provided 64-gallon recycling cart. To maximize space in the recycling cart please remember that cardboard can be brought to the Recycling Center on Mondays & Saturdays for no charge, with a valid recycling center pass.

*What can I put in the recycling cart?*

The list of curbside recycles has not changed. Please see the full list at <https://www.plainville.ma.us/353/What-Can-Be-Recycled-Curbside>. Or RecycleSmartMA.org.

*Should my recycling be loose inside the cart?*

Yes, your recycling must be loose inside the cart. Do not bag your recycling.

*How large is the recycling cart?*

64 gallons.

*Can I take extra recycling to the Recycling Center?*

No, you cannot take extra recycling to the Recycling Center except for cardboard. Cardboard must be flat and no larger than 5' by 5'. No other items that are curbside recyclable can be taken to the Recycling Center.

*I just got my program sticker after paying the fee, where should I place the sticker?*

Place the new red recycling sticker on the 64-gallon recycling cart provided and delivered by the town for pick-up starting July 1, 2023. DO NOT put red sticker on any other personal containers.

## **Bulky Waste**

*What is considered "bulky waste"?*

Any non-metal, household item too large to fit in the 35-gallon trash cart or overflow bag is considered bulky waste (does not include mattresses and box springs and some other exceptions may apply).

*How do I dispose of bulky waste?*

Call E.L. Harvey & Sons directly at 800-321-3002 to schedule a bulky waste pickup. E.L. Harvey & Sons will also be paid directly for collection.

*Do I have to be part of the Plainville trash & recycling program to have EL Harvey pick up my bulky waste?*

Yes.

*How much will disposal of bulky waste cost?*

The cost for collection is:

- \$25.00 per item that is 4' x 4' or smaller and 50 lbs. or less that can be handled by one person.
- \$50.00 per item that is over 4' x 4' and 75 lbs. or less and can be handled by one person.
- For extra-large items call E.L. Harvey for pricing.
- If you have a mattress and/or box springs, you may find it more cost effective to contact a company that just deals with these items.
  - Hands Up Mattress
    - [www.handupmattress.com](http://www.handupmattress.com)
    - 774-271-8744
    - e-mail: [info@handupus.org](mailto:info@handupus.org)
  - Green Mattress Recycling
    - [www.greenmattressco.com](http://www.greenmattressco.com)
    - 800.837.9611
    - e-mail: [pickup@greenmattressco.com](mailto:pickup@greenmattressco.com)

*Do I still pay for bulky waste pickups with trash stickers?*

No, you will pay E.L. Harvey & Sons directly.

### **Other Options**

*Do I have to use the town trash & recycling program?*

You do NOT have to use the town trash & recycling program. The town program is opt-in. Therefore, private haulers can be contracted for trash and recycling.

*Can I use the town curbside program for just trash or for just recycling for a reduced rate?*

No, the full fee (annual or partial payment) must be paid to use trash or recycling. This fee will also always include both services.

*If I use a private trash hauler, can I still use the recycling center?*

Yes, a Recycling Center pass can be purchased at the Town Hall for \$25 annually. This pass is automatically included for those using the town trash & recycling program. Only vehicles registered to Plainville residents or property owners are allowed to use the recycling center.

*If I use a private hauler for trash (single family or dumpster for multi-family), what do I do with items that would be curbside recycled?*

If a private hauler is providing a trash service to a residential customer, they must also provide a recycling service. If they are offering to provide just a trash service and not recycling service, they are in violation of local regulations (see <https://ecode360.com/33578101>, Section 721-8, Part A).

### **Unusual Situations**

*I bought a lot of stickers that I won't be using. Will the Board of Health buy them back?*

No, not currently. Hopefully you can use most of them in the remaining weeks of the current sticker-based program. Any that you have left on July 1, you can use for overflow bags in the coming year.

*What if one of my carts disappears (e.g., blows away, stolen)?*

If you file a police report, the company will replace the cart at no charge.

*What if I am going to move soon? Can I get a refund on unused months?*

No, refunds will not be provided. The trash & recycling program is purchased for the home, not the residents; service will continue uninterrupted with the new owners for the length of time that was paid for. However, if discussed with new owners, you may be able to arrange for compensation from the buyer for the remaining months of trash service at the closing.