

Refuse/Recycling FAQ's

1. Who is affected by the refuse/recycling services contract?

All residential homes within city limits must use WM (formerly Waste Management).

2. What are the new rates and when does the new contract begin?

The new contract begins on July 1, 2023. The new rates are as follows:

- \$24.83 monthly for rolling-can customers
- \$44.93 monthly for in-ground customers

3. Will my waste pickup days or frequency change?

Current pickup days and frequencies will remain the same: twice weekly for refuse and once weekly for recycling.

4. Where can I find my pickup schedule?

Create an online account at wm.com to see your upcoming collection schedule.

5. How will bulk pickup change?

Bulk pickup will now be up to six times per year, per residence, upon citizen request to WM.

6. Can I still use my old garbage container?

Customers who have rolling can service must use a WM provided can, either 65 gallon or 96 gallon. Both sizes are the same price.

7. Can I switch from in-ground service to rolling can service?

Yes, citizens may switch to rolling can service and pay the lower monthly rate. WM will send instructions for changing mid-June.

8. Can I request additional cans?

Citizens may request additional refuse or recycling cans for a one-time delivery charge of \$25 (per can) and a monthly fee of \$10.35 (per can).

9. When will I receive more information?

WM will mail a packet to all residential customers in mid-June. This will include instructions on how to switch from in-ground or personal cans, how to request an additional can and how to schedule bulk pickup.