

PLEASE READ FIRST



FREQUENTLY ASKED QUESTIONS

On **April 1, 2015**, the City of Saint Anthony Village will begin implementing Organized Waste and Recycling Collection. The collectors are:



❖ Why is the City changing to Organized Collection?

In September 2014, the City Council approved a five year contract for organized solid waste and recycling collection that will begin on Wednesday, April 1, 2015. Initiating a plan for organized collection has been a long standing objective of the City Council and one of the city's goals for building and cultivating environmental responsibility. "Organizing the Collection Services" means that each trash and recycling company will handle their work in designated zones of the City---rather than having their customers scattered throughout the City and crisscrossing each other all day to serve their customers." The Three collectors (Walter's, Republic and Waste Management) have been assigned designated areas for collection, proportionate to their current market share. Billing and customer service will remain the responsibility of the collectors. The city will ensure all provisions of the agreement are enforced.

Along with lessening physical and environmental impacts such as road degradation and wear, organized collection also provides consumer protection for the residents of the City of St. Anthony. It is well-established and well-documented that rates charged for the collection of solid waste and related services in an "open hauling system" can vary from customer to customer. In organized collection, licensed collectors do not have the ability to raise rates over time and impose additional fees and surcharges beyond the negotiated base price for services. This includes a ban on add-on fees such as fuel charges, environmental fees and administrative fees. In addition, pricing will be both competitive and equitable.

❖ When will this transition happen?

*Walter's, Republic and Waste Management will begin providing the garbage and recycling collection services under this new plan/territories on **April 1, 2015**.*

❖ Do I have to abide by this new change and new plan being done by the City?

Yes. The City operates this new system, which requires all single-family dwellings, duplexes, triplexes and all other residential units who receive City water and sewer are required to have waste-hauling and recycling collection service from the City's designated collector.

❖ Who will be my Waste and Recycling collector?

See map



❖ What if I can't figure out, by looking at the map, who my collector is?

You can email City Hall at city@ci.saint-anthony.mn.us or call 612-782-3313 and we will assist you in determining your collector.

❖ When will I receive my new garbage, recycling and yard waste carts?

Each household will receive a cart for garbage and a cart for recycling. If you previously subscribed to yard waste service you will receive this cart also. Delivery of the carts will take place on **March 25, 26 and 27th**.

❖ What size garbage and recycling carts will I receive? Can I exchange them for a different size?

You will receive the same size of garbage and recycling cart as you had previously. If you need to adjust the size of your carts after they have been delivered to your home, you may do that with a simple phone call to your waste/recycling company.

❖ Is there a cost difference between size of the refuse carts?

Yes. There is a difference in costs for the refuse carts and it is entirely based on the size of the cart.

WEEKLY GARBAGE

Small Cart (35 gal)	\$12.35 per month*
Medium Cart (65 gal)	\$14.26 per month*
Large Cart (95 gal)	\$16.52 per month*
Add an Additional Large Cart	\$12.00 per month*
Overflow trash	\$3.50 per bag*

EVERY OTHER WEEK RECYCLING

Every other week Single Sort Recycling	\$3.62 per month*
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*Prices are for base collection services only, prior to adding the taxes. County and State taxes will be billed to the residents by the collector.



❖ What will happen to my current carts?

*If you are in an area of the City where you will be switching to a different company, your current carts will be picked up on **March 25, 26 or 27, 2015** by your previous collector. PLEASE leave all of your carts at the curb that week. Your new carts will be delivered to your home during those three days as well.*

❖ Will collection of garbage and recycling still be on Wednesday's?

Yes, the collection of your garbage and recycling will remain on Wednesday. Recycling service will be provided every other Wednesday.

❖ By what time do I need to have my garbage and recycling carts on the curb?

Place your carts out on the curb before 6:45 a.m. each service day.

❖ Does it matter where I place my refuse and recycling cart for pick up?

Place your carts on the curb approximately 3 feet from one another and at least 5 feet from any parked cars, mailboxes, trees, shrubs or any other items.

Also, remember the storage of refuse and recycling containers may not be kept in the front yard setback without proper screening or fencing.

❖ How do I report missed pickup?

If the service has not been provided by 4:00 p.m. on your service day, please give your collector's Customer Service people a call. They can check with the driver and make sure it is handled for you.

❖ How will the billing transition work?

Customers normally billed by their collector for February-April will only be billed for February and March.

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All St. Anthony Village customers will then be billed on the same billing cycle, getting billed with the new rates starting April 1st.

❖ What if I have paid for services past April and I am changing collectors?

If you have paid for service with your current collector past April 1st, that collector will issue you a refund directly.

❖ How do I pay my bill?

Your waste and recycling company will invoice you directly and you will pay them directly.

❖ Is a “Snowbird” option available?

Yes, simply contact your waste and recycling company and they will handle it for you.

❖ How do I dispose of yard waste?

Yard waste services are available and can be set-up by calling your waste and recycling company.

❖ What type of bags can we use for yard waste?

Your waste and recycling company can provide you with a specific Yard Waste cart or you can use special compostable yard waste bags that are acceptable under State law. Your local hardware store sells these bags.

❖ How do I get rid of old appliances or furniture?

You can now dispose of “large bulky” items through your waste and recycling collector. You MUST call your collector to schedule a pick up. Items include by are not limited to furniture, lawn furniture, lawn mower (all liquids must be removed), dehumidifier, ottoman, chairs, bookcase, tables, desk, mattresses, sofa, love seat, headboard, reclining chair, stove, refrigerator, snow blower, chest freezer, washer/dryer, dishwasher, DVD players, TV’s and computer monitors. All items MUST be placed at the curb for removal/disposal.

❖ What is the cost for large bulky items to be removed?

The cost for a large bulky item is \$38.00 per item.

CONTACT INFORMATION



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