

WCID 17 Trash and Recycling Program

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Frequently Asked Questions

Why is WCID 17 offering this service? In our last survey, many customers expressed interest in having both solid waste and recycling service available. Since the District is a government entity and has large numbers of customers, it is able to go out for bids and contract with a disposal company for a lower price (**\$20.00 per month**) than would be available to individuals. The District is also interested in protecting water quality and the environment, and recycling does both. This program will save customers money, keep materials out of the waste stream which could be recycled, protect the environment and watershed, help consolidate bills, and reduce truck traffic in the neighborhoods. The District is contracting for a period of three years.

Who is eligible to participate? The District started this pilot program for residents from Mansfield Dam to Eck Lane including the communities of Hudson Bend, Commander's Point, Canyons at Lake Travis, Mountain View, Lakewind, Windmill Bluff, and Highland Club Village. Service is now being offered to customers from Mansfield Dam to FM 2222, excluding Panorama and Mountain Trail due to the steep slopes of the streets and Steiner Ranch due to their HOA contract. Other areas requesting service will be considered for expansion by contacting District 17.

How can I get my neighborhood added to the program? The District initially asks that a representative from any interested areas canvass their neighbors and call to request being placed on the list for expanded service areas.

What company will be doing the collection? The District has gone out for bids and is contracting with **IESI TX Corporation**, a fully integrated solid waste services company which provides services to over 310 municipalities including the City of Lakeway, Lago Vista and Steiner Ranch to name a few.

Am I required to sign up for this service? No, you may continue to use whatever trash service you wish. This is an optional service for residential customers of Water District 17.

What services will be offered and how much will it cost?

The combined trash and recycling service, once per week, will cost a flat \$20.00 per month (\$60.00 per quarter) which will be billed monthly on your water bill. There is no separate fee for only one service; it is one price for all or part.

Services offered will be once per week trash collection of a single 96 gallon receptacle and one 18 gallon single stream recycling bin (provided by IESI) to recycle paper, aluminum and metal cans, glass jars and bottles, and plastics including yogurt and margarine tubs. For details, please visit the District website, www.wcid17.org

Can I get 2 cans / bins? Yes, for an additional charge. The 2nd 96-gallon can will cost an additional **\$7.00** per month and an additional 18-gallon recycle bin will cost an additional **\$1.50** per month. You can choose to have one or both additional cans/bins.

What can I recycle? Glass – Green, amber and clear bottles and jars. No need to remove labels. Metal lids from jars may go into recycle bin. Corrugated Cardboard – Cardboard flattened or cut down to 2' by 2' to fit into the bin and set in or next to the recycle bin. Paper – Newspapers, magazines, catalogs, phone books, other paper mail items, paper bags, office paper. Metal – Aluminum cans, tin cans and steel cans (excluding scrap metal). Plastic – Containers including all varieties of the types designated as #1, #2, #3, #4, #5, #6 & #7.

What can NOT be recycled? Mirrors, windows, light bulbs, dishes & cups, ceramics, broken glass, ornaments & decorations. Wet paper of any kind; pizza boxes or any cardboard with food residue. Scrap metal.

When will this service be available? You may enroll at any time and upon completion of your enrollment request, **the District will notify you of your specific start date** via mail and/or email. You will be responsible for notifying your current provider of a stop date.

When will the trash and recyclables be collected? The pickup day for both trash and recycling will be **Fridays**. Customers should have their trash and recycling out by 7a.m. on collection day. All collections should be completed by 6 p.m. by two separate trucks.

Can I sign up for trash, or recycling only? No. You may elect to only participate in one service, but you will be provided a container for both services. This program is for trash and recycling combined as a single price contract and WCID 17 encourages everyone to take advantage of the recycling service.

What if I have a disability? IESI will provide special house side collection for customers who are physically challenged. Submit a request for this service, with proof of disability, to WCID 17.

How will I be billed? Your bill for trash and recycling of **\$20.00** will be included on your monthly water bill.

How will I be billed if I start in the middle of a billing cycle? Your bill will be prorated accordingly. The first month of service will be billed at \$20 and any adjustment for proration will be reflected on the second billing of service.

I already get service through IESI, how will this program affect me? You will continue to receive service from IESI as usual, however, after completion of a Trash Collection/Recycle Service Enrollment Form from WCID 17, your bill will likely be lower and you will be billed on your water bill instead of directly by IESI.

I get trash service from another company now, how can I transition to IESI? You will want to consult with your current service provider to stop their service after your enrollment with WCID 17 has been approved and you have been notified. IESI will deliver bin(s) to you within ten days of new service requested or you will be notified otherwise. You will need to make arrangements with your current provider to retrieve their bin(s).

What if I get service through my HOA? Each HOA will need to determine if they wish to have the home owners continue with their current program or allow home owners to enroll through WCID 17.

What if my HOA needs a dumpster, are these available? If your HOA has a park or other area which needs a dumpster, you may request one from IESI. An evaluation may be done to see how many home owners in your neighborhood are using this service.

Does recycling really help the environment? Yes! Making products out of recycled materials saves natural resources, energy and water. For instance, making an aluminum can out of recycled aluminum cans saves 95% of the energy used when making a can out of virgin materials (bauxite.) In fact, recycling one aluminum beverage can saves enough energy to run a TV for 2 hours! Producing new plastic from recycled plastic uses only 2/3rds of the energy required to manufacture plastic from virgin materials (petroleum.) Recycling five 2-liter plastic bottles produces enough fiberfill to make a ski jacket, saving petroleum. Recycling one ton of paper saves 17 trees, 7,000 gallons of water, 2 barrels of oil and enough electricity to power the average American home for five months.

Why does the recycle truck look like a trash truck? IESI operates a weekly single-stream curbside recycling collection. Crews collect recycling with automated rear load compaction collection trucks similar to the trucks that collect municipal solid waste. The recycling collection trucks will be distinguished by a recycling placard on the side of the truck. When recyclables reach the recycle processing center, the materials are then sorted by hand.

Where will the trash and recyclables be disposed of? IESI currently takes trash to the Austin Community Landfill operated by Waste Management, south of the airport on SE FM812.

All of the recyclables are taken by the collector, IESI, to the City of Austin's materials recycling facility in Austin Texas. After sorting they are then sold to manufacturers who offer the best price. Plastic bottles can be made into pellets that are sometimes used to make Polar fleece, rugs, plastic lumber for decks, etc. Corrugated cardboard is used to make new corrugated cardboard and cereal boxes are used to make lesser grade cardboard. Aluminum cans are usually used to make new aluminum cans. The recycling industry provides more than 20,000 private-sector jobs in Texas!

How do I sign up for trash and recycling service? Customers wishing to take advantage of this cost saving service will be required to complete the **Trash Collection/Recycle Service Enrollment Form provided by WCID 17**, and return it in person, via facsimile to 512-266-2790, by mail to 3812 Eck Lane, Austin TX 78734, or email to lvickery@wcid17.org.

Whom should I call if I have a problem with my trash service? Customers should call IESI directly with any questions or **problems with trash service at 512-282-3508**. For any billing questions or problems with trash service, customers should call 512-266-1111 ext. 22.