

WCID 17 Trash and Recycling Program **BE GREEN ~ SAVE GREEN**

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 WCID 17 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. WCID 17 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. WCID 17 is contracting for a period of three years.

Who is eligible to participate? This service is now being offered to all WCID 17 customers, only excluding those areas that have and continue their own HOA contract.

What company will be doing the collection? WCID 17 accepted bids and contracted 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 customers of WCID 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 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 WCID 17 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.

Can I set out bulky items for collection? Yes, with a maximum of **only three acceptable items per week**. You may place additional bagged garbage; bundled brush not to exceed (5) feet length, (4) inch diameter or weight more than 40 pounds; or, bulky waste such as washing machines, hot water heaters, dish washers, stoves and other household appliances. Any refrigerators or freezers must have a certificate attached stating that the CFCs have been removed.

Are there excluded items for collection? Yes, services **will not cover** collection, hauling or disposal of any hazardous waste, animal or human, dead animals, auto parts, used tires, concrete, dirt, gravel, rock or sand from any container provided by the service provider at curbside; provided however, that the customer may negotiate and make payment arrangements under a separate agreement with service provider.

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, **WCID 17 staff 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 on the same day each week. 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. **You will be notified of your specific trash day** once your enrollment is approved.

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 written 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. If you begin service 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 with WCID 17, you will be billed on your water bill instead of directly by IESI. You will also want to contact IESI of same.

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 when considering renewal of the current HOA dues and contract for service. If your HOA has a park or other common area which needs a dumpster, your management company may make arrangements with IESI.

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.

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. 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 WCID 17 at 512-266-1111 ext. 22.