

WCID 17 Trash and Recycling Program

BE GREEN ~ SAVE GREEN

Frequently Asked Questions

Why is WCID 17 offering this service? WCID 17 is a government entity and has large numbers of customers that want to recycle and be green. Because 17 is a governmental entity, it is able to go out for bids and contract with a disposal company for a lower price (**\$18.00 per month base fee + 8.25% sales tax**) 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.

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 **WASTE CONNECTIONS**, a fully integrated solid waste services company which provides services to over 310 municipalities including the City of Lakeway and Lago Vista.

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 to provide residential customers of WCID 17 enhanced service.

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

The combined trash and recycling service, once per week, will cost \$18.00 per month plus 8.25% sales tax 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 65 gallon single stream recycling cart (provided by WASTE CONNECTIONS) 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

How will I be billed? Your bill for trash and recycling of **\$18.00** plus 8.25% sales tax 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 in full and any adjustment for proration will be reflected on the second billing of service.

Can I get 2 cans / bins? Yes, for an additional charge. The extra 96 gallon cart will cost an additional **\$7.70** per month and an additional 65 gallon recycle cart will cost an additional **\$4.40** per month. You may choose to have additional carts of one or both.

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. **You will be notified of your specific trash day** once your enrollment is approved. 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? You may elect to only participate in one service, but you will be billed the same for one or 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? WASTE CONNECTIONS 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.

I already get service through WASTE CONNECTIONS, how will this program affect me? You will continue to receive service from WASTE CONNECTIONS 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 WASTE CONNECTIONS. You will also want to contact WASTE CONNECTIONS of same.

I get trash service from another company now, how can I transition to WASTE CONNECTIONS? WASTE CONNECTIONS will deliver bin(s) to you within ten days of new service requested or you will be notified otherwise. 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. You will also want 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.

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 at the WCID 17 pricing from WASTE CONNECTIONS. 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? WASTE CONNECTIONS operates a weekly single-stream curbside recycling collection. Crews collect recycling with automated 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? WASTE CONNECTIONS currently takes trash to the Austin Community Landfill operated by Waste Management.

All of the recyclables are taken by the collector, WASTE CONNECTIONS, 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 ewall@wcid17.org. **Carts are ONLY delivered and picked up on Tuesday's after service arrangements have been set. When you end service, you must place the empty carts curbside on Tuesday to be picked up.**

Whom should I call if I have a problem with my trash service? Customers should call WASTE CONNECTIONS directly with any questions or **problems with trash service at 512-282-3508**. For any billing questions, customers should call Eddie at WCID 17: 512-266-1111 ext. 116.