

INFORMATION SHEET

CITY OF NORWICH AUTOMATED GARBAGE & RECYCLING COLLECTION

- The City of Norwich is excited to inform residents that starting on Monday, June 29th, 2015 we are switching City garbage and recycling collection to a process known as automated garbage and recycling collection. Norwich Public Works is managing this change.
- The City has contracted Willimantic Waste Paper, Inc. (WWP) as the hauler for all garbage and recycling collection. Norwich Public Works and WWP are both dedicated to providing exceptional customer service. WWP can be reached at (860) 423-4527 or at www.williwaste.com. Norwich Public Works can be reached at (860) 823-3798 or at www.norwichct.org.
- Automated garbage & recycling is a new method of collecting household garbage and recyclables where customers (residents) are provided specific heavy duty garbage and recycling carts that allow waste to be collected by a specialized truck (see pictures below). Many surrounding cities and several cities around Connecticut have successfully switched to automated collection in recent years.



FREQUENTLY ASKED QUESTIONS:

Q. What is automated collection service?

A. Automated trash collection is where a truck with a mechanical arm operated by the driver empties the carts into the truck with the robotic arm instead of workers manually lifting the carts.

Q. How does it work?

A. Each residential customer will place the trash cart & recycling carts at the edge of their property closest to the road or on the edge of the sidewalk the night before collection. Trucks will come by on your service day to empty the carts.

Q. Where do I place the trash and recycling cart?

A. Please place your carts on the edge of your property closest to the road or on your sidewalk no more than 18" from the curb or roadside. Do not place the carts in front of a car, telephone pole, or behind a mailbox. The truck will need direct access to the carts in order for the system to work. The blue recycling cart and green trash cart should be side by side, about two feet apart from each other. The robotic arm needs the clearance to service the cart.

Q. Is trash picked up weekly?

A. Yes, trash will be picked up weekly.

Q. Is recycling picked up weekly?

A. No, Recycling is currently scheduled for every other week pick up. Please see the pick up schedule at www.norwichct.org or www.williwaste.com.

Q. What are the pick up weeks for every other week recycling for 2015?

A. Recycling will be picked up the following weeks: July 6, 20; Aug 3, 17, 31; Sept 14, 28; Oct 12, 26; Nov 9, 23; Dec 7, 21; Jan 4 2015. The start of the collection week is Monday.

Q. What time is collection?

A. The trucks will start their routes at 6:00am. Please place the carts out the night before your collection day or before 6:00am on your collection day.

Q. When will I receive the trash cart and recycling cart?

A. We will start distributing the carts on June 8th, 2015. We anticipate that it will take us approximately three weeks to distribute all the carts to everyone. Please be patient, your carts are on the way.

Q. When can I start using my new carts?

A. Please DO NOT use the carts for collection prior to Monday, June 29th, 2015.

Q. What are the serial numbers on the side of the carts for?

A. Each cart has a unique serial number, which coincides with the property. The carts belong to the City of Norwich and should remain with the property upon moving or sale of the property.

Q. Do I have to buy the carts?

A. No, the carts are provided by the City.

Q. Do I need more than one cart?

A. The average family, who properly recycles, will find that one cart is adequate for weekly trash collection service and every other week recycling collection service.

Q. Can I get an extra cart?

A. Please contact the Norwich Public Works at (860) 823-3798.

Q. How much trash will these carts hold?

A. The carts are designed to handle the amount of 3-normal size trash cans or between 8 and 10 - 13 gallon sized bags of trash.

Q. Do I need to be home when the trash and recycling carts arrive?

A. No, you do not need to be home when the carts arrive. WWP staff will distribute the carts starting Monday, June 8th until we are done.

Q. Can I pile trash or recycling on the outside of the cart?

A. No, our trucks are only equipped to collect what is inside the cart.

Q. What can I put into the green trash cart?

A. Regular bagged household trash. Please bag all trash before placing it inside the cart. No construction debris. No hazardous waste. No recyclables!

Q. What can go inside the blue recycling cart?

A. Newspaper, cardboard, junk mail, cereal boxes, magazines, rinsed glass bottles, tin cans, aluminum cans, and plastic carts can be placed loose in the blue cart. For more information, please refer to the included "Single Stream Recycling" flyer or visit www.williwaste.com.

Q. Will my collection day change?

A. For the majority of the City of Norwich customers, the collection day will change. Please see the included flyer to find the day your street will be picked up.

Q. What if my cart is stolen?

A. Please contact Norwich Public Works at (860) 823-3798 for further instructions.

Q. Can I still place my own carts at the curb?

A. No, the automated collection system only works with our specially designed carts.

Q. What are some common problems that can arise?

A. Residents place carts too close to cars, mailboxes, or utility poles. Residents sometimes place the carts too far away from the curb. Please follow the instructions to avoid service interruptions.

Q. Is it mandatory that we use the carts?

A. Yes, the City has contracted Willimantic Waste Paper to pick up the trash and recycling only in the provided carts. Trash and recycling not in a cart will not be picked up.

Q. What if it snows?

A. Please place the cart in the same location as normal.

Q. How many carts am I going to receive?

A. Family size # of carts
 Trash and Recycle
 1 family = 1 trash & 1 recycle 4 Family = 3 trash & 3 recycle
 2 Family = 2 trash & 2 recycle 5 Family = 3 trash & 3 recycle
 3 Family = 3 trash & 2 recycle

Q. Will you service my recycle cart if there is trash inside the cart?

A. No, The recycle cart is only for recycling.

Q. If I normally park on the street, can I still park on the street on collection days?

A. Yes, but please park in a manner not to obstruct carts that have or will be placed at the curb. If you park on the street but normally leave prior to 6 a.m. you will not obstruct placed carts.

Q. What do I do if I have a party or gathering that results in having too much garbage to fit in my cart?

A. You have 2 options. First, you may utilize one of your two allotted bulky waste collections (must call Willimantic Waste to make prior arrangements) or you may bring extra bags to the Rogers Road transfer station. You may dispose of white kitchen bags for \$1 per bag or larger black garbage bags for \$2 per bag.

Additionally, you will be able to put extra garbage bags and recyclables, neatly placed next to the appropriate cart, for the one week period following the 4th of July and Christmas holidays. These are the only exception weeks to putting waste in locations other than completely inside the carts.