

# City of Highland Recycling & Trash Collection Changes

## FREQUENTLY ASKED QUESTIONS

### What changes are coming?

- Recycling and trash collection will be containerized in Republic Services carts. This means that all material must be placed inside your carts.
- Recycling will move to an every-other-week collection.
- Yard waste will continue to be a once-a-week collection with a limit of eight containers per week.
- Bulk item collection will now be an on-demand service. Each household is allowed up to four collections a year.
  - Four bulk items are included at no charge with each of the four on-demand collections.
  - Residents are responsible for contacting the Republic Services customer service department at least 48 hours in advance to schedule.
  - Outside of these four collections, if residents need to schedule an additional bulk collection, the cost will be individually invoiced at \$50 for up to four items for collection.
- The City of Highland will continue to invoice each household for the monthly basic services. Optional services outside of the basic service will be individually invoiced by Republic Services on a quarterly basis.

### When are these changes effective?

- The tentative containerization start date is March of 2024.
- Between now and March of 2024, continue to place your material out like normal. Contact the City of Highland at **618.654.9891 option 3** or visit **Highlandil.gov** for any questions about your service and/or billing questions.
- Both the city and Republic Services will communicate with residents when more information becomes available.

### What services are included with basic services?

- Once-a-week trash collection with one 95-gallon trash cart included at no cost. Weekly material is limited to the cart only.
- Every-other-week recycling collection with one 95-gallon recycling cart included at no cost. Every-other-week material is limited to the cart only.
- Once-a-week yard waste collection. Weekly materials is limited to eight containers per week.
- Four on-demand bulk waste collections per year. Limited to four items per collection. These collections must be scheduled in advance through Republic Services.

### Are optional services available for residents?

Yes. The following optional services are available. Residents will be invoiced directly by Republic Services on a quarterly basis.

- Leasing additional recycling and trash carts (\$5 per month, plus \$15 delivery and removal fees)
- Additional on-demand bulk collections (\$50 per on-demand bulk collection of up to four items)

### Is there a senior citizen's discount available?

- Yes. There is a 10% discount for seniors aged 65 and older.
- Residents who qualify for this discount can contact the City by the 5th of the month.

### Can I continue to use my personal trash carts and/or place bags curbside for collection?

- In the interim, yes. Once we have the new Republic Services trash carts in place, all material must fit inside them. Republic Services will notify residents well in advance of this date.
- After the new carts are in place, trash material placed outside the cart will not be collected.
- All trash must be bagged and placed inside the cart.

### Where do I place my material for collection?

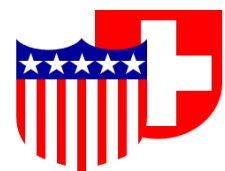
- Continue as normal. Once the new carts are in place, some residents will continue to place carts in the alley, and some residents will need to place carts at the curb.
- Republic Services will determine who remains an alley customer and who will move to a curbside customer. More information will be coming soon!

### What carts are included with the program?

- One 95-gallon trash cart (blue base with a black lid).
- One 95-gallon recycling cart (blue base with a light blue lid).
- Sample recycling and trash carts can be seen at 12990 Troxler Ave.



Sustainability in Action



### What if I have more material than fits into the 95-gallon trash and/or recycling cart?

- Residents generating more trash or recycling material than what fits into the 95-gallon cart will need to lease additional carts by contacting the Republic Services customer service center. Residents will be individually invoiced by Republic Services for the monthly lease fee and delivery/removal fees for any additional carts.



#### Dimensions

35.5" long  
29.75" wide  
43.25" high  
(holds approximately six  
13-gallon trash bags)

### What if I have more than eight containers of yard waste out for collection?

- Only eight containers will be collected each week. The remaining containers will not be serviced.

### What material is allowed in the recycling cart?

- Flattened cardboard, paper, metal cans, plastic bottles and jugs, cartons and glass.
- Material must be empty, clean and dry.
- Do not bag recycling materials; place them loose inside the recycling cart.
- Anything outside of these acceptable materials will be considered contamination and may cause your recycling cart not to be serviced.

### Who do I contact if I have questions?

- Contact the City of Highland at **618.654.9891 option 3** or visit **Highlandil.gov**.

### Proper cart placement is the key to automated service.

To ensure our trucks can safely collect your recycling and trash, please adhere to the following guidelines.



- Place the cart curbside by 6 a.m. on your collection day.
- Place the cart at least 5 feet away from other objects, like cars, trees, poles, fire hydrants, mailboxes, electrical boxes or cable boxes, so the automated arm can reach your cart.
- Please maintain this same distance of 5 feet between recycling and trash carts.
- Don't lean anything against the cart.
- Don't place your cart under a tree or power lines.
- Place carts 1 foot from the curb or edge of the street.
- Place the cart with the arrows on the lid pointing toward the street and the handle toward your house.
- Remember to close the lid of the cart.
- Please don't allow children to play in or around the carts. Our trucks use mechanical arms to pick up the recycling and trash carts.

