

# CURBSIDE CUSTOMER GUIDE



Follow these guidelines to ensure quality service weekly.



## UPCOMING SERVICE IMPROVEMENTS AND CHANGES

Starting October 1, new monthly rate of \$23.17.

Our customers pay amongst the lowest in the state for similar services:

- ✔ Weekly trash and recycling collection.
- ✔ Weekly bulky item pickup—no more scheduling!
- ✔ Weekly yard debris pickup, up to eight cubic yards.

ACCOUNT NUMBER:



YOUR SERVICE DAY

Dear Waste Pro Customer,

We appreciate your patience as we transition to this new service contract. Beginning October 1, the monthly rate will be \$23.17, billed quarterly in the months of March, June, September, and December. Billing begins in September each year. This improved collection contract includes the weekly removal of garbage, recycling, yard debris, and bulky items. We look forward to the improvements and changes that will enhance our provided services with the coming of this new contract. In this document, you will see guidelines for services like yard debris, bulk waste, recycling, and other customer needs.

Sincerely,  
Waste Pro Team

QUESTIONS ABOUT THE UPCOMING CHANGES?  
CONTACT US AT WASTE PRO.

(850) 606-1899

WP110@WasteProUSA.com



Monday through Friday from 8 a.m. to 5 p.m. Saturday from 8 a.m. to noon.



## YARD DEBRIS GUIDELINES



### What is considered yard debris?

#### Yard Waste includes:

- ✔ tree and shrub trimmings
- ✔ grass clippings
- ✔ palm fronds
- ✔ Christmas trees that do not exceed 8 feet

#### Yard Waste does NOT include:

- ✗ treated lumber
- ✗ rocks
- ✗ soil
- ✗ waste generated by tree surgeons or arborist services



### Where do I place yard debris?

Place yard debris in an area that is clearly associated with account holder residence. Debris placed on vacant lots, across the street, or otherwise does not appear in proximity to the residence will not be serviced.

Do not place piles near overhead obstructions such as low hanging tree limbs or powerlines.

Yard debris co-mingled with non-organic material will not be collected.

## YARD DEBRIS PARAMETERS

A maximum of 8 cubic yards will be collected weekly.

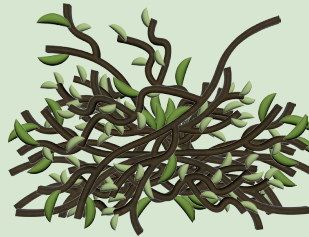
**8**  
CUBIC YARDS  
MAXIMUM



Each container, bag, or piece of yard debris must weigh less than 50 pounds.

### 1 CUBIC YARD PILE

Approximately equal to the size of a washing machine



There is no required dimension for individual piles.



No individual limb may exceed six inches in diameter.

### 1 CUBIC YARD CONTAINED

Approximately equal to 6 thirty-gallon paper yard debris bags/reusable containers



**Loose items not containerized will not be collected.**

Loose items are to be placed in paper yard bags or owner containers.

## YARD DEBRIS EXCEEDING PARAMETERS

**\$35**  
PER CUBIC YARD  
OF EXCESS  
YARD DEBRIS

Waste Pro can remove yard debris that does not meet the parameters for a fee not to exceed \$35 per cubic yard. Contact Waste Pro for a cost estimate.



Yard debris can be dropped off by County residents at no cost at any of the four rural waste locations.

Visit [www.LeonCountyFL.gov/RWSC](http://www.LeonCountyFL.gov/RWSC) for locations.

# BULK WASTE & RECYCLING GUIDELINES



## What qualifies as a bulk item?

### Bulk items are:

- ✔ empty white goods such as refrigerators, dishwashers, ranges, water heaters
- ✔ furniture
- ✔ mattresses
- ✔ pieces of carpet
- ✔ other bulky items that cannot go into the waste carts because of its size or weight

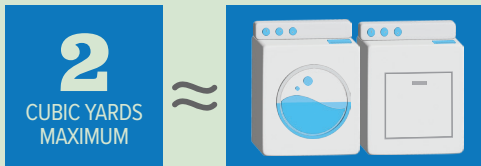


### Bulk Waste does NOT include electronics.

Such items can be disposed of at the Leon County Household Hazardous Waste Center, 7550 Apalachee Parkway.



## How much bulk will be removed?



A maximum of 2 cubic yards can be placed for pickup each week. This is roughly equal to a washer and a dryer.



## When will pickup occur?

**6:00 AM**

Items must be placed by the curb by 6:00 a.m. on your routine service day to be identified for removal.

Removal will occur no later than two business days thereafter.

**2**  
DAYS

**Great news!** You no longer need to call ahead for bulky item removal. Simply place the items at the curb by 6:00 a.m. on your service day, and they will be removed within two business days thereafter.

## CURBSIDE RECYCLING

### Yes please!



Aluminum & Steel Cans



Newspapers & Magazines

Office Paper



Glass Bottles & Jars



Plastic Bottles, Cups & Jugs



Cardboard

Envelopes & Junk Mail

\*including the ones with clear windows!



### No thanks!



Styrofoam



Chip Bags



Plastic Bags



Medical Sharps



Juice & Milk Cartons



Paper Towels & Napkins



Lightbulbs & Electronics

\*note: recycle at Leon County Household Hazardous Waste!

All recyclables must be placed *within* the green cart.

Do not place boxes outside of the recycling cart. Excess boxes may be broken down and serviced as bulk items for disposal.



Keep all items loose — do not bag recyclables as this is problematic for sorting staff and equipment.

**Get another cart.** If you routinely run out of space in your recycling cart, consider flattening boxes. A second recycling cart can be provided for a one-time fee of \$50, and a delivery fee of \$15. Or you can pick it up to avoid the delivery fee.



**Plastic bags and Styrofoam:** Plastic bags and Styrofoam are not recyclable in Leon County bins. However, most large grocery stores will accept these items for recycling.

## SERVICE GUIDELINES

Waste that does not comply may not be collected; by following the standards outlined in this Service Guide, Waste Pro is positioned to deliver reliable weekly collection service. In the event of non-collection, a notice will be placed onsite by Waste Pro identifying the necessary corrective action.

### ON YOUR COLLECTION DAY



Garbage, recycling, and yard debris will be picked up weekly on your collection day. Bulk items will be picked up weekly within two business days thereafter.



Collection times are between 6 a.m. and 7 p.m.

Place garbage and recycling carts, yard debris, and bulk items at the curb no later than 6 a.m. on your collection day.



If an observed holiday occurs Monday through Friday, collection service will be provided one day delayed for the remainder of the week.

#### The following holidays will be observed:

- New Year's Day
- Martin Luther King Jr. Day
- Florida Emancipation Day (May 20)
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day



Your collection day is based on your location with the County.

Visit [www.LeonCountyFL.gov/WPSERVICE DAY](http://www.LeonCountyFL.gov/WPSERVICE DAY) or contact Waste Pro to determine your pick-up schedule.

### CART PREPARATION



Garbage and recycling carts should be placed at least 3 feet apart and away from objects such as mailboxes, light posts, and overhead items such as low limbs or wires.



Carts cannot exceed 200 pounds.

If you routinely run out of space in your garbage cart, consider a second cart. An additional cart can be provided for a one-time fee of \$75, and a delivery fee of \$15. Or you can pick it up to avoid the delivery fee.

Report missing or damaged carts to Waste Pro. Replacement is to occur within 5 business days

### SERVICE PAYMENT



Service is \$69.51 a quarter.

Payment can be made by mail or online [www.WasteProUSA.com/billpay](http://www.WasteProUSA.com/billpay).



Courtesy back door service can be provided for an additional monthly fee of \$20.

Delinquent unpaid accounts will result in cart removal. A \$30 fee will occur to redeploy both the garbage and recycling carts.



In cases where all adult residents of a dwelling unit are disabled, "back door" collection of garbage and recycling may be provided at no additional cost. Documentation from a physician is required.

### WE ARE HERE TO ASSIST

First contact Waste Pro for all billing and service needs



(850) 606-1899 • [WP110@wasteprousa.com](mailto:WP110@wasteprousa.com)

Report a Problem

[www.WasteProUSA.com/Leon-County](http://www.WasteProUSA.com/Leon-County) and click "Report A Problem"

Address: 1975 Commonwealth Lane, Tallahassee

Hours: 8 a.m. – 5 p.m. Monday through Friday and 8 a.m. – 12 p.m. on Saturdays.

Reporting a problem to Waste Pro is an important first step to ensure the required service is provided. After contacting Waste Pro, if not resolved to your satisfaction, reach Leon County at (850) 606-1800 or [www.LeonCountyFL.gov/SolidWaste](http://www.LeonCountyFL.gov/SolidWaste) to ensure services are delivered in accordance with contract standards.

