#### **2023 Edition**

# CURBSIDE CUSTOMER GUIDE

Follow these guidelines to ensure quality service weekly.



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

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

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



Caring For Our Communities®

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.



## WASTE PRO Caring For Our Communities®

## YARD DEBRIS GUIDELINES

#### What is considered vard debris?

#### **Yard Waste includes:**

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

#### **Yard Waste does NOT include:**

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



#### Where do I place vard 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.



Approximately equal to the size of a washing machine

PILE



There is no required dimension for individual piles.

#### **1 CUBIC YARD CONTAINED**

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



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



No individual limb may exceed six inches in diameter.



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

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 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

O other bulky



items that cannot go into the waste carts because of its size or weight

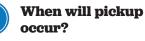
## Bulk Waste does NOT include electronics.



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



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





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



Removal will

**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.



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.

LEON

**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

#### YOUR SERVICE DAY

debris will be picked up weekly on your collection day. Bulk items will be picked up weekly within two business days thereafter.

Garbage, recycling, and yard

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

### CART PREPARATION

WASTE PRO®

Caring For Our Communities



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.

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



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



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

Report a Problem

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 to ensure services are delivered in accordance with contract standards.



### 6:00 AM

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.





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

Visit www.LeonCountyFL.gov/WPServiceDay or contact Waste Pro to determine your pick-up schedule.