

FREQUENTLY ASKED QUESTION AND ANSWERS

Question: Who is Eagle Waste & Recycling, Inc.?

Answer: Eagle Waste & Recycling, Inc. is a family owned and operated trash and recycling collection company providing exceptional service to thousands of residential customers in Northern Wisconsin and the Upper Peninsula of Michigan out of operating locations in Eagle River and Ashland.

Question: What is a container?

Answer: A container is a plastic cart on wheels. One 48-gallon container with a black lid will be provided to each household for trash collection and one 96-gallon container with a yellow lid will be provided for recycling. Containers will be delivered to each household during the week of January 1st.

Question: Is my collection day going to change?

Answer: Yes, trash is currently picked up on Monday or Wednesday in the Town of Laona. Beginning on January 6, 2015, all residential trash within the Town will be picked up on Tuesday. In addition, recycling will be collected every other Monday with the first pick-up on January 19th.

Question: How much will these two containers cost me?

Answer: The good news is there is no cost for the containers. Each household will be provided a 48-gallon trash container and a 96-gallon recycling container.

Question: Can I change the size of the trash or recycling container?

Answer: If you need a larger container for trash, you are able to upgrade to a 64-gallon cart for an additional fee of \$3 per month or a 96-gallon cart for an additional fee of \$4 per month. This fee will be billed annually directly to the resident. If you determine you need an additional 96-gallon cart for recycling, one will be provided at no charge. Please contact Eagle Waste and Recycling, Inc. at 715-477-0077 for any service changes.

Question: Where do I put the containers for pick-up?

Answer: The containers should be placed in the same location they were delivered by Eagle Waste no later than 6:00am on your scheduled collection day. The containers must be placed in a position where the automated truck has access to grab and dump it. The container should be placed at least four feet away from parked cars, trees, mailboxes etc. Because of the fully automated system, all trash and recyclables must be placed within the containers. Trash and recyclables not placed within the containers will not be picked up.

Question: How do I know what I can recycle?

Answer: A list of acceptable recyclables is attached. Place all mixed recyclables in the cart loosely. Please do not place recyclables in bags or attach with twine. Plastic bags are not able to be recycled at this time.

Question: Should I bag my garbage inside the 48 gallon container?

Answer: Household trash should always be bagged prior to placement within your container. This reduces litter associated with material blowing when dumping and will keep your container cleaner.

Question: How will holidays affect my pickup schedule?

Answer: Eagle Waste & Recycling, Inc. will be picking up on all holidays with the exception of Christmas. If Christmas falls on or before your scheduled collection day, collection will occur one day late. For example, if Christmas falls on a Tuesday, recycling collection will occur on Monday as normal and trash will be collected on Wednesday. Please remember that besides from the week of Christmas, collection will always be on your normally scheduled day.

If we haven't covered your individual questions, please contact us at 715-477-0077. Eagle Waste and Recycling, Inc. is committed to providing you with the finest service possible, delivered with a sincere attitude of appreciation!