

## **FREQUENTLY ASKED QUESTION AND ANSWERS**

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

Answer: Eagle Waste & Recycling, Inc. provides trash and recycling services to thousands of commercial and residential customers in Northern Wisconsin out of two operating locations in Eagle River and Ashland.

**Question: What is a container?**

Answer: A container is a 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. Each will be marked respectively. Containers will be delivered to each household between December 24<sup>th</sup> and January 6<sup>nd</sup>.

**Question: How much will these two containers cost me?**

Answer: The good news is there is no cost for the containers. A monthly charge will continue to be billed by the City for residential garbage collection services based upon cart size. Initially, 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 after March 1<sup>st</sup> for an additional fee by contacting the City of Ashland Treasurer's Office at 715-682-7056. If you determine you need an additional cart for recycling, you can also contact the Treasurer's office and one will be provided at no charge.

**Question: How will I be billed and whom do I call if I want to change my container size?**

Answer: You will continue to be billed monthly with your utility bill. If you want to change your container size contact the City of Ashland Treasurer's Office at 715-682-7056.

**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 three 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: Has my solid waste and recycling service and collection day changed?**

Answer: Over 70% of the City of Ashland residents will experience NO CHANGE from their current day. Solid waste will continue to be picked up weekly and recycling will be collected every other week. A map is attached to this tab showing your designated collection day.

**Question: How do I know what I can recycle?**

Answer: When you receive your container it will include a list of all materials you can recycle. Place all mixed recyclables in the cart loosely. Please do not place material in bags or attach with twine. See attached list of acceptable recyclables. Plastic bags are not able to be recycled at this time.

**Question: Whom do I contact if I have questions?**

Answer: For billing questions or to change the size of the solid waste container contact the City of Ashland Treasurer's Office 715-682-7056. For general service questions, if your recycling or solid waste was not collected or your container is damaged, contact the City of Ashland Public Works Department 715-682-7061. Information on the new service is also available at [www.ci.ashland.wi.us](http://www.ci.ashland.wi.us).

**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 a Monday through Thursday, the pickup schedule will be delayed to the following day.

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

Eagle Waste and Recycling, Inc.