

# FAQs Waste and Recycling Program

## Program Information

### What services are included in the City's waste & recycling program?

- Weekly trash collection. There are three waste cart sizes to suit your needs.
- Biweekly recycling collection with a 95 gallon cart. You may add additional recycle carts for \$3.00 per month.
- Drop off events, including bulky item, leaf recycling and yard waste events for all Arvada residents who participate in the program at minimum service, SL1, SL2, and SL3.
- On-demand curbside bulky item pick up for \$15/per item for households who select Service Level 1, 2 or 3.
- Door-to-curb services for physically impaired residents on request.

### What are the Service Levels and fees?

- Level 3: \$19.76 per month for a 95 gallon cart + 95 gallon recycling cart
- Level 2: \$15.63 per month for a 65 gallon cart + 95 gallon recycling cart
- Level 1: \$11.50 per month for a 35 gallon cart + 95 gallon recycling cart
- Minimum Service: \$5.13 per month for no carts, choose your own hauler, participate in City-wide drop off events

#### *Additional Services Available On Request:*

- \$3.00 per month for an additional recycling cart
- \$4.15 per month for an additional waste cart (You must select Service Level 3 to add additional waste carts.)
- \$3.50 per tag for occasional additional trash bags

Residents will choose one service level and pay the associated monthly fee. Monthly fees will be charged on City of Arvada utility bills which are on bimonthly cycles.

### Are there start up fees or additional fees not mentioned in the monthly rates for residents?

There are no startup, administrative or fuel fees for residents joining the program. The service level fees published are what you will pay for your selected service level. The fees listed are monthly. They will appear on your bi-monthly City of Arvada utility bill. You may change your service level once per year for no additional fee.

Additional services are available for additional fees should you choose to use them. These services are above and beyond the waste and recycle carts such as on-demand curbside bulky item pick up, additional waste or recycling carts and bag tags for occasional extra bags of trash.

### If I choose a cart that is too big or too small, can I switch?

Residents can change their service level once per year for free. Additional service level changes in a one year period will incur a \$15 fee for cart delivery.

**If I join the City's program and I don't like it, can I switch to minimum service?**

The City's waste hauling contract includes a 99.9% service guarantee and penalties for poor service or non-compliance. Our aim is to provide residents of Arvada with high-quality, worry-free waste and recycling collection service. But, if the program turns out to not suit your household, you may change to the minimum service level and pay the associated monthly fee. You can change service levels once per year at no additional charge.

**Where can I find my pick up day and recycling week?**

The City has a [searchable pick up day map](#) you can access online. You can also find your recycling week color on the searchable map.

**What are acceptable recyclable materials?**

You can view acceptable recyclable materials in the [City's Service Guide](#).

**Am I required to recycle?**

The organized waste hauling ordinance calls for all eligible households to have access to curbside recycling. That means having a recycling cart is an important part of the program and a recycling cart will be provided to all households. Other haulers are likewise now required to provide customers with recycling carts. Customer Service staff are available to assist you in learning how to recycle. No one will be forced to place their recycle cart out for collection.

**Does the City provide alley pick up when a house backs to an alley?**

Yes, the City's program provides alley service. To verify alley pick up at your exact address, please contact the Customer Service Line at 720-898-7575.

**I often have multiple bags of yard clippings throughout the summer. What is the cost to have additional bags outside the waste cart picked up?**

There are two options available: You can purchase extra "bag tags" for \$3.50 each for any bags that do not fit into your waste cart. You can purchase bag tags in advance and use them as you need them.

Another option is to add an additional waste cart to your plan. If you choose Service Level 3 (95 gallon waste cart), you can add additional carts for \$4.15 a month. It may be less expensive to have an extra cart. 95 gallon carts hold 7 to -8 tall kitchen bags.

Residents are also encouraged to consider leaving grass clippings on the lawn for healthier grass. Leaves can also be mulched and left on the lawn. The [CSU Extension office](#) has many resources for residents who would like to reduce the amount of yard waste they send to the landfill.

**What should I do if I have a customer service issue such as a missed pick up?**

Call the Customer Service Line for Arvada at 720-898-7575 to report the missed pickup or other service issue. The City's waste hauling contract includes a 99.9% service guarantee and

penalties for poor service or non-compliance. Our aim is to provide residents of Arvada with high-quality, worry-free waste and recycling collection service.

### **I sold my house and am moving out. What do I need to do to end my waste and recycling service?**

The City will handle trash service the same way they currently transfer water service when a house is sold. Leave the carts at the property. Provide information to your title company when they request it. Once the new owner takes possession, they can change their service level by calling the Customer Service Line for Arvada at 720-898-7575.

## **Benefits of Arvada's Waste and Recycling Service**

### **What are the benefits of the Waste and Recycling program?**

- Fewer trucks on our roads, reducing air and noise pollution and decreasing wear and tear on our streets.
- Better customer service for residents. The City's contract requires a dedicated customer service center and a 99.9 % accuracy rate. The City will hold the hauler accountable for its service level to customers.
- Lower costs for most residents.
- Recycling included so more residents have access to affordable recycling.

### **How will the City's Waste and Recycling Program prevent road damage or noise/air pollution?**

Reducing the number of trucks on our streets will reduce road damage and noise pollution. Currently, as many as nine trucks or more (from different haulers) pick up trash each week on any given street. The weight of these trucks causes wear and tear on them, and the constant starting and stopping of these trucks as the engines ramp up and down results in more air and noise pollution. In the new program, one truck visits each street per week (every two weeks for recycling), reducing wear and tear on the streets and reducing air and noise pollution.

### **How will the City hold the hauler accountable for customer service?**

The City's waste hauling contract includes a 99.9% service guarantee and penalties for poor service or non-compliance. The City will monitor customer service through multiple reports from the contracted hauler and resident feedback. Our aim is to provide residents of Arvada with high-quality, worry-free waste and recycling collection service.

## **Minimum Service Level**

### **How much of the Minimum Service fee goes to the City?**

Any single-family residence or multi-family residence (containing seven or fewer units) that do not have a Homeowners Association (HOA) that chooses Minimum Service will pay \$5.13 per month. From that fee, \$4.25 goes to Republic as per contract and \$0.88 goes to the City of Arvada to support the waste and recycling program, which includes bulky item, spring yard

waste and leaf recycling drop off events, 2 employees, office space, billing-system upgrades and postage.

Any single-family residence or multi-family residence (containing seven or fewer units), that are within a Homeowners Association **without** a current waste hauling contract, and choose not to join the City's waste hauling program, will be billed a minimum service fee of \$5.13 per month. From that fee, \$4.25 goes to Republic as per contract and \$0.88 goes to the City of Arvada to support the waste and recycling program, which includes bulky item and leaf recycling drop off events, 2 employees, office space, billing-system upgrades and postage.

Any single-family residence or multi-family residence (containing seven or fewer units), that are within a Homeowners Association **with** a current waste hauling contract, and choose not to join the City's waste hauling program, will be billed a minimum service fee of \$.88 per month which goes to the City of Arvada to support the waste and recycling program, which includes bulky item and leaf recycling drop off events, 2 employees, office space, billing-system upgrades and postage.

**Do I have to pay the Minimum Service fee if I do not intend to use the service?**

Residents who choose to hire their own hauler receive benefits from the City's waste hauling program such as access to yearly bulky items, spring yard debris and fall leaf drop off events. They also benefit from reduced truck traffic in their neighborhoods, which will reduce wear and tear on the roads as well as reduce noise and air pollution. This is a community program that offers benefits for the entire community. The City worked hard to negotiate a lower minimum service rate for residents that choose to hire a different hauler. Other cities have higher minimum service rates.

**What happens if I refuse to pay the Minimum Service fee?**

While your water service will remain uninterrupted, non-payment of the Residential Waste & Recycling Collection Program monthly minimum service fee may result in a lien placed on your property. If you have additional questions about the program or it's service levels visit our website at <https://arvada.org/waste-hauling> or call our office at 720-898-7575.

**Switching Waste Hauling Companies**

**I currently have a contract with another hauler but I want to switch to the City's program.**

**Can I join the waste hauling program after my contract ends?**

You can join the City's Waste and Recycling Program anytime. Contact customer service approximately 30 days before you want service to begin so that cart delivery can be scheduled prior to service beginning.

**I am using a different hauler and I want to end my current contract early and join the City's program. What should I do?**

Review your current contract or service agreement as it may include a cancellation fee and/or cart pick up fee. You may or may not have a contract with your current hauler. Then, contact

your hauler to end your current service. Remember, you should call the City to set up your service approximately 30 days prior to needing service.

**My current hauler is going to charge me to pick up their trash cans. Will the City pick up trash cans from my current hauler if I want to join the City's program?**

Residents are encouraged to review materials from their hauler including any contracts or terms of service. You may or may not have a contract with your existing hauler. The City cannot interfere with a contract between private parties. Your current waste hauler may own their carts and the City cannot pick them up on the hauler's behalf. You can choose to enter the City's program when your current contract/service term ends. However, your current hauler may still charge you a cart pick up fee. It is best to contact your hauler directly to understand the terms of your contract with them.

## **HOAs and Rental Properties**

**I live in an HOA and we already have one trash company for the HOA. Do I have to participate in the City's program?**

HOAs that have a waste and recycling contract will not be included in the City's program unless the HOA chooses to join. Beginning in September 2021, residents in HOAs will see an 88 cent per month charge on their City of Arvada utility bill. This charge goes to the City to support the waste hauling program including our leaf and bulky item drop off events. All Arvada residents have access to the drop off events.

**I have a rental property in Arvada. Does the landlord or the tenant select the service level? Where will the bill go?**

It is up to the landlord how to handle who selects the service level. Please communicate with your tenant. The City cannot interfere with landlord/tenant relationships. Properties can change their service level once a year for no charge. Additional service level changes are charged at \$15 each. The bill will be sent to the same address as the property's utility bill.

## **Other questions**

**I have other questions about the Waste and Recycling Program that aren't covered here.**

We have a Republic/Arvada [resource web site](#) and [recycling resources](#) available online. If your questions are not addressed in the above resources, you may call 720-898-7575.