

FAQs Waste and Recycling Implementation

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

- Weekly trash collection. There are four service levels 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.
- 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.

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 Fees:

- \$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.

My current hauler picks up my trash in the alley behind my home. Will the City's hauler pick up in the alley as well?

In most cases, if your current provider does alley pick up, the City's hauler will as well. If you would like to verify alley pick up at your exact address, please contact the City at 720-898-7575 or wastehauling@arvada.org.

Selecting a Service Level

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

During initial service level selection, you will be able to make one selection. Once carts are delivered in June 2021, you can change your service level at no cost during the first 180 days of the program. After that, 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.

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 publicized are what you will pay for your selected service level. The fees listed are monthly and they will appear on your City of Arvada utility bill which are on bimonthly cycles. You may also 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.

Recycling and Additional Services for City of Arvada customers

Do I have to accept the recycling cart?

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.

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 they choose 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.

What are acceptable recyclable materials?

Residents who participate in the City’s program at Level 1, 2 or 3 will receive helpful recycling information with their new carts in June. You can also view acceptable recyclable materials in the [City’s Service Guide](#).

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. Alternatively, there are some companies that also offer curbside collection of yard debris and food scraps for composting, such as Rocky Mountain Composting and Compost Colorado.

Benefits of Arvada's Waste and Recycling Service

What are the benefits of the new 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 tremendous 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.

If there are residents who hire their own hauler, won't there still be several trash trucks every week on my street?

If most residents choose to use the City's program, this would substantially decrease the number of trucks on residential streets and limit truck traffic. In other cities with similar programs, 1 to 3 percent of residents choose their own hauler. This means, most streets will see a reduction in trash truck traffic.

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.

Managing Your Current Waste-Hauling Contract

I currently have a contract and do not want to end it early. Can I join the waste hauling program after my contract ends?

You can determine your own timing to enter the City's program if that works best for you. If you want to wait until the end of your current contract to receive service through the City's program, choose "Minimum Service" now and then contact us approximately 30 days before you wish to start a higher service level that includes a cart. It's important that you make a selection in March when you receive the City's selection post card. If you do not make a selection, you will automatically receive Level 3 service in July.

If I want to end my current contract early, 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 just before the City's service begins the week of July 5th. When you receive the Service Level Selection postcard, select the service level that suits your needs.

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.

I currently have Republic Service for my waste hauling. If I move to the City's program will Republic charge me to pick up their trash carts?

Current Republic Services subscription customers will be transitioned to the City's program. Subscription accounts will end on June 30, 2021. Any credits due to the account holder for overpayment will be processed after July 30th and a statement will be sent.

If you made a cart selection for the City's program, your selected carts will be delivered in June. If you did not respond to the service level selection mailings, you will receive the default selection of level 3 service (95-gallon waste cart & 95-gallon recycling cart) in June. If you do not wish to participate in the City's program, you will need to choose a different hauler.

If you have been using Republic Services-provided waste and recycling carts, the carts will be removed on your final service day. Please put both carts out on your final service day

even if it is not a recycling week. There are no fees for cart removal. Please begin using your City of Arvada carts the week of July 5, 2021.

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 they choose 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?

The service level selection postcard will go to the service address. 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. The service level selection postcard will begin arriving in mailboxes in March and the selection window goes through April 16, 2021. During the first 180 days of the program, each property can change their service level as needed for no charge. After the first 180 days of the program, properties can change their service level once a year for no charge. Additional service level changes are charged at \$15 each.

Customer Service and Changing Service Levels

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.

Will the City pick up my trash cans? I don't need them anymore once I get the City's carts.

The City is working on options for helping residents dispose of trash cans they no longer need. We will share those options when they are finalized.