



CITY OF SHELBYVILLE WASTE & RECYCLING COLLECTION: FREQUENTLY ASKED QUESTIONS

Service Start Questions

When does our new waste service begin?

The new service is scheduled to begin on Monday, January 5, 2015.

How much will it cost?

The rates for waste and recycling collection in Shelbyville are:

RESIDENTIAL SERVICES	MONTHLY	QUARTERLY
Basic	\$ 11.40	\$ 34.20
Senior Discount (Age 60+)	\$ 10.26	\$ 30.78
Backdoor Service	\$ 35.00	\$ 105.00
Backdoor Service w/ Senior Discount (Age 60+)	\$ 31.50	\$ 94.50
Additional Carts	\$ 2.50	\$ 7.50
Additional Carts w/ Senior Discount (Age 60+)	\$ 2.25	\$ 6.75

COMMERCIAL SERVICES	MONTHLY	QUARTERLY
Basic	\$ 25.08	\$ 75.24
Backdoor Service	\$ 75.24	\$ 225.72
Additional Carts	\$ 16.00	\$ 48.00

Do I need to set up an account with Republic Services?

Most likely, no. Republic Services will use water billing data to establish accounts for all Shelbyville residents. If you do not received a water bill, but reside in the City, please call Republic Services at 1-800-262-6565 to establish service.



When will I receive my first invoice?

Residents should receive their first invoices by mid-January, which will cover service in January, February, and March. Residents who qualify for a senior discount or want to adjust their service may call 1-800-262-6565 to make any changes. Senior discounts will be applied retroactively for requests made prior to March 31, 2015.

How often will I be invoiced?

Republic Services will invoice Shelbyville residents quarterly.

My Home Owners Association pays for my trash service, can use the same billing setup with Republic Services?

Yes! Please call Greg Butler at 859-619-3851 to make arrangements for group billing.

How many and what size carts will I receive?

Every residence will receive a 96-gallon cart for waste and a 96-gallon cart for recycling.

What are the dimensions of each refuse cart?

96-gallon: 43.25 (h) x 35.25 (d) x 29.75 (w)

When will I receive my carts?

Carts will be delivered beginning December 15, 2014. If you have not received a cart by Monday, December 22 please call 502-xxx-xxxx to arrange for delivery.

What are my waste and recycling collection days?

Please see the Waste Collection and Recycling Collection schedules to determine your collection day.

I have questions or concerns about my service, who do I call?

Please call Republic Services at 1-800-262-6565

I am a current Republic Services customer, and I prepaid for service in 2015. When will I receive my refund?

Affected customers will receive a refund check within 60 days.



What do I need to do with the old waste cart and recycling bins?

Please contact your current service provider.

What holidays does Republic Services observe, and how does it impact me?

Republic Services observes six holidays each year:

New Year's Day	Labor Day
Memorial Day	Thanksgiving
Independence Day	Christmas

During holiday weeks we will adjust our service schedule by one day for the remainder of the week.

I have my own waste cart; can I use it for waste or recycling?

No. Residents must use waste carts supplied by Republic Services.

Additional Services

How can I get a waste cart?

If you do not have a waste cart, or would like an additional cart, call Republic Services at 1-800-262-6565. Additional carts can be rented for \$2.50 per month.

How long are the carts guaranteed to last under normal use?

Carts are designed to last 10 years. Republic Services is responsible for repairing or replacing any damaged carts. Please call 1-800-262-6565 to report any problems.

What if my waste cart is stolen, damaged or vandalized?

If your waste is stolen or vandalized, report it to Republic Services at 1-800-262-6565. Reports of stolen or -vandalized containers will be investigated by Republic Services. If the investigation determines that the resident has been negligent in the care of the container, the resident must purchase a replacement cart at a cost of \$75.

What if I move?

If you move, do **not** take the waste cart with you if you move. If your new home does not have a waste cart, please call 1-800-262-6565 to request service.



If I have special circumstances, such as a physical limitation that prevents me from lifting waste or moving waste carts, what do I do?

Please call Republic Services at 1-800-262-6565 and we will talk with you to address your concerns and provide a solution.

I don't live in Shelbyville, but I do live in the urban services area. Will my waste be collected under Shelbyville's new program?

No.

Can I cancel my service with Republic Services?

Yes, but residents are responsible for disposing of their own waste if they opt out of the services offered by Republic Services. Residents cannot contract for service with any other waste hauler.

Waste Collection

Does everything in my refuse cart have to be bagged?

No.

What should I do with large or bulky items that do not fit in the waste cart?

Republic Services offers a free Bulky Item Collection Day on the last Wednesday of every month. Residents must register by 5:00p on the last Monday of every month in order to participate in the free bulky item collection. Residents **must** register the bulky item collection by 5:00 P.M. on the last Monday of the month by calling 1-800-262-6565.

Residents can then place one (1) bulky item at the curb on the last Wednesday of each month. Bulky items include, but are not limited to furniture, appliances and mattresses.

Republic Services will collect additional bulky items, or schedule a bulky collection on a different day for a small fee. Please call 1-800-262-6565 to arrange for bulky waste collections.

If I generate very little waste, such as one small bag, do I still need to use the cart?

Yes, the cart should always be your primary disposal container. The cart will help to reduce litter, contains odor, keeps out moisture, reduces injuries to haulers, and prevents scavenging by animals.



Will I be able to put yard waste in my wheeled waste cart?

Yes.

Are there materials that should not be put in my waste cart?

The waste cart is for landfill-bound household waste only. Items that cannot be put in the waste include:

- Hot ashes and charcoal: if your waste is damaged by ashes or any other flammable material, it will be replaced at the property owner's expense of \$75. Ashes and charcoal should be put in a galvanized waste can and water soaked for seven days prior to being placed at the curb for collection.
- Bricks, dirt, building material, metal car parts, or other excessively heavy material.
- Paint must be solidified with dirt, kitty litter or sand and placed beside the waste for collection.
- Solvents, flammable liquids, pesticides and other hazardous wastes..
- Motor oil: must be recycled. Find a drop-off location.
- Building debris from demolition or remodeling activities are not collected by Republic Services. Professional contractors are responsible for disposing of tree trimmings, carpet, paint and other items used in performing their services.
- Animal excrement should be double-bagged in plastic before it placed in the waste.
- Broken glass must be placed in a milk jug or other hard container and placed in the waste. NEVER put broken glass in the blue Rosie recycling cart.
- Recyclables, such as paper, cardboard, steel food cans, glass bottles and jars, plastic, and aluminum beverage containers should be put in the recycling

Recycling Collection

Is recycling mandatory?

Recycling is encouraged but not mandatory.

Will I be penalized if I don't recycle?

No.



How often does recycling collection occur?

Recycling collection occurs every other week, on the same day of the week as your waste collection. Please see the Recycling Schedule for recycling collection dates.

Do I need to bag my recyclables?

All recyclables go into the recycling cart-no bagging or separating of paper, glass, plastics or cardboard necessary.

Is there a separate collection day for recycling?

Recycling is picked up on the same day as waste pickup, every other week.

May I opt into a smaller recycling cart?

No. The 96-gallon recycling cart gives each household the maximum opportunity to recycle. Recyclables like cardboard and plastic containers have a greater volume component than a weight component. The large cart can be more accommodating to multiple cereal boxes, milk and juice containers and other packaging. This can be especially true when a holiday or special event generates more than average recyclables at a residence.

What can be recycled?

See below: [Acceptable Recyclable Items](#)

What cannot be recycled?

See below: [Non Acceptable Recyclable Items](#)



Acceptable Recyclable Items

PAPERS AND CARDBOARD

Newspaper and advertising inserts
Junk or advertising mail and envelopes
Colored or white paper
Cereal and dry food boxes
Paperback and hardback books
Frozen food boxes

Cardboard egg cartons
Magazines, catalogs and phone books
Paper wrapping paper
Shredded paper
Flattened cardboard boxes

METAL

Soda and other aluminum cans
Aerosol spray cans, emptied (spray paint, air fresheners and cleaning products)

Canned food cans and their caps or lids

GLASS

Clear, brown and green beverage containers (soda, beer, wine and liquor bottles)

Clear, brown, and green juice and food containers (pickle/ketchup/jelly/etc)

PLASTICS #1 and #2

Yogurt, dairy and margarine tubs and lids
Milk, juice, soda and similar bottles and caps
Window, bathroom and kitchen cleaning bottles

Shampoo and conditioner bottles
Detergent and fabric softener bottles



Non Acceptable Recyclable Items

Alkaline batteries	Fluorescent lights
Aluminum foil	Food waste
Aluminum trays	Food-soiled containers
Auto glass	Garden/water hoses
Automotive parts and containers that held	Heat resistant ovenware
Bubble wrap	Light bulbs
Carpet and carpet pads	Mirror glass
CD cases	Paint cans and lids containing hardened or
Ceramic cups & plates	Paper towel, facial tissue & toilet tissue
Clamshell containers (those with a black base and clear lid)	Pet waste
Clay flower pots	Pizza boxes (if they are greasy)
Clear deli trays	Plastic bags
Clothes hangers	Pool tarps or covers
Clothes, shoes and clothing accessories	Pots or pans
Construction material	Rigid plastics (laundry baskets, lawn furniture,
Crystal	Scissors and other sharp items
Disposable diapers	Shrink wrap
Disposable dishware and utensils (items	Stadium cups
Drinking glasses	Styrofoam or packing peanuts
Durable reusable containers and lids (e.g. Tupperware)	Tires
Electronics and small appliances (toasters, microwaves, coffeemakers, etc.)	Wax or plastic coated boxes, plastic or paper products
Empty prescription or over-the-counter medicine vials and caps	Yard waste
