



## Most Frequently Asked Questions

**Question:** What is the scheduled start date for the new trash & recycling service?

**Answer:** On October 1, 2017, the City of Conroe is transitioning from Republic Services to Waste Management for residential and small commercial solid waste and recycling collection.

**Question:** Why is the City of Conroe transitioning from Republic Service to Waste Management?

**Answer:** The City of Conroe's contract with Republic Services expires on September 30, 2017. In September of 2016 the City of Conroe issued a Request for Proposals for a new trash and recycle contract. An evaluation team for the City of Conroe reviewed the proposals from many vendors and negotiated the best possible price, terms, and conditions for trash and recycling services. Waste Management was approved by City Council to begin a contract with the City of Conroe on October 1, 2017.

**Question:** Will Waste Management deliver carts to my location?

**Answer:** Waste Management will begin to deliver new trash and recycle carts during the week of September 11, 2017.

**Question:** I have more than one garbage and/or recycle cart now. Will the same number of carts be delivered to me during the transition to Waste Management?

**Answer:** Yes, the number of trash carts you're currently billed for will be dropped off at your account address.

**Question:** Who will remove my Republic Service trash and recycle carts?

**Answer:** After a customer receives their Waste Management carts, the customer must then place the Republic Services carts out at the curb for collection. The Republic Services carts must stay at the curb for removal until removed by the selected vendor.

**Question:** Will my trash and recycle services change?  
**Answer:** Trash and recycle collection will continue to be once per week. Most of the City will be serviced on the same day as before. Please review the service map [www.cityofconroe.org](http://www.cityofconroe.org) .

**Question:** Will my bulk collection service change?  
**Answer:** Yes! Bulk service will change from twice per month to once a month on October 1, 2017. For your designated day of service, please review the service map [www.cityofconroe.org](http://www.cityofconroe.org) .

**Question:** What items are included in bulk service collection?  
**Answer:** Appliances, furniture, and other oversized wastes which are customary to ordinary housekeeping operations of a residential unit, and whose large size precludes or complicates its handling by normal solid waste collection. Brush and bulky waste must be placed within three feet of the curb or paved surface of the closest accessible roadway. Bulky curbside collection is one time per month, and not to exceed eight (8) total cubic yards per customer.

**Question:** I am moving into my new home, how do I order garbage and recycle carts?  
**Answer:** Please check inside the garage and back yard for carts that have been left by the previous resident. If carts are needed, please contact Utility Billing at 936-522-3170 to arrange for delivery.

**Question:** Who should I call with questions and or customer service issues?  
**Answer:** Before September 11, 2017, please contact the City of Conroe Utility Billing office at 936-522-3170. After September 11, 2017, please call Waste Management customer service department at 1-800-800-5804.

**Question:** Occasionally I have more garbage than will fit into the cart. How do I dispose of my excess garbage?  
**Answer:** You can still purchase extra Household Service Tags at City Hall. The Utility Billing Department will sell garbage tags for \$1.00 per tag. (1-Tag for 1 garbage bag of household trash)

**Questions:** Can my yard waste go into my trash cart?  
**Answer:** Yes, please put all household and yard waste in the garbage cart each week. You can also place yard waste with bulky items. Bulk service is collected once per month on Wednesdays. Please review your bulk service details listed on the City of Conroe Utility Billing Website at [www.cityofconroe.org](http://www.cityofconroe.org) .

**Questions:** How can I dispose of limbs and/or brush?

**Answer:** You can place the limbs/brush out on your bulk pickup service day. All limbs must be bundled. Reduce all limbs to a maximum length of 4 feet before bundling. A limit of eight cubic yards per month per account will be collected (Effective October 1, 2017).

**Questions:** My Waste Management cart is damaged. Who should I contact to repair it?

**Answer:** After September 11, 2017, please call Waste Management at 1-800-800-5804 to report your defective cart. Waste management will repair or replace the cart on your trash/recycle collection date.

Before September 11, please contact the Utility Billing Department at 936-522-3170.

**Questions:** The cart has a bad odor. How do I clean it?

**Answer:** You can wash the cart out with your water hose and a little household soap. Allow the cart to dry with the lid open in the sunshine.

**Questions:** How do I get rid of personal garbage cans if I no longer need or want them?

**Answer:** You can place the cans out with the monthly bulky items. Please attach a note that states "PLEASE DISPOSE OF". Waste Management will not dispose of Republic Services owned carts. Please contact the City of Conroe Utility Billing office at 936-522-3170 to schedule cart removal services.

**Question:** Can I order more than one garbage cart?

**Answer:** You may order more than one garbage cart for an additional charge per month. Please contact the Utility Billing Department at 936-522-3170 to add the extra service to your utility bill.

**Question:** Can I order more than one recycle cart?

**Answer:** Yes, you can order additional recycle carts (up to 3 additional) for no additional monthly charge.

**Question:** We are moving out of our home in the City of Conroe, what do I do with the trash and recycle carts?

**Answer:** The carts are the property of Waste Management. Place both carts in the backyard or garage after all trash is emptied.

**Question:** Where am I supposed to store the trash and recycle carts?  
**Answer:** Carts cannot be stored anywhere in your front yard. Carts should be stored in compliance with current City Ordinance and/or Home Owners Association deed restrictions.

**Question:** Where do I place the carts for pickup?  
**Answer:** The cart must be at the curb or street with the handle facing your residence, and the lid should open towards the street. Carts must be placed at least 4 feet away from each other and obstacles such as utility poles, mailboxes, trees, fire hydrants, and parked cars. Your service may be affected if a parked car is blocking the path to the carts.

**Question:** Why do I need to provide space between my garbage and recycle carts?  
**Answer:** A different vehicle collects each cart, so access is important. The collection arm on the automated vehicles requires 3 feet of space to make the collections safely.

**Question:** What should you do if your cart is damaged beyond repair or missing?  
**Answer:** Please contact Utility Billing at 936-522-3170 to report your missing or damaged cart. All trash and recycle carts lost, stolen, or damaged beyond repair by the customer will require a replacement fee of \$70.00 per cart.