



HAVE QUESTIONS?

Our Customer Service Department is here to help:
Call 1-800-800-5804
Monday- Friday 8:00 AM- 5:00 PM
E-mail us: cssatex@wm.com
Find us online: www.wm.com

City of Conroe- Frequently Asked Questions

Question: What day of the week is my trash and recycling collected?

Answer: The City has once a week pickup for trash and recycling. Trash and recycling will be picked up at different times on the same service day. Please review your scheduled service map at <http://www.cityofconroe.org>

Question: What is my scheduled collection day for bulk items?

Answer: Bulk collection is scheduled on Wednesdays once a month. For your designated day of collection, please review the Bulk Service Map located at <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 (3') 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: 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)

Question: 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 <http://www.cityofconroe.org>.

Question: 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 (4') before bundling. A limit of eight (8) cubic yards per month per account will be collected.

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

Answer: 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.

Question: 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.

Question: 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 bulk 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 in your front yard. Carts must be stored no nearer to the street than the front of the primary structure except during collection hours. A properly stored cart is not visible from the street. Carts should be stored in compliance with current City Ordinance and/or Home Owners Association (HOA) 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 (4') 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 (3') 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 that are lost, stolen, or damaged beyond repair by the customer will require a replacement fee of \$70.00 per cart.

