

## **FREQUENTLY ASKED QUESTION AND ANSWERS**

**Question: Who is Eagle Waste & Recycling, Inc.?**

Answer: Eagle Waste & Recycling, Inc. is a family owned and operated trash and recycling collection company providing service to thousands of residential customers in Northern Wisconsin and the Upper Peninsula of Michigan with two operating locations in Eagle River and Ashland.

**Question: Can I upgrade the size of the trash cart or add a recycling cart?**

Answer: If you need a larger cart for trash, you are able to upgrade to a 64 gallon cart for an additional fee of \$2 per month or to a 96 gallon cart for an additional fee of \$3 per month. If you determine you need an additional 96 gallon cart for recycling, one can be provided for an additional fee of \$3 per month. Please contact Eagle Waste and Recycling, Inc. at 715-477-0077 for any upgraded services.

**Question: Where do I put the carts for pick-up?**

Answer: The carts should be placed in the same location they were delivered by Eagle Waste no later than **6:00am** on your scheduled collection day. The carts must be placed in a position where the automated truck has access to grab and dump it. The cart should be placed at least four feet away from parked cars, trees, mailboxes, etc. A video showing this collection procedure and explaining the cart placement can be found on our website at [www.eaglewasteandrecycling.com](http://www.eaglewasteandrecycling.com) in the Video Center Tab. Because of the fully automated system, all trash and recyclables must be placed within the carts. Trash and recyclables not placed within the carts will not be picked up.

**Question: Why are trash and recycling picked up on separate days?**

Answer: Currently, trash collection is made by a truck with a split body (i.e. separate compartments on same truck for trash & recycling). Your new service will be done with an automated, single compartment truck. The automated truck makes collection faster, thus reducing the cost. Collecting only one material at a time reduces the clutter associated with multiple carts at the curb at the same time.

**Question: How do I know what I can recycle?**

Answer: A list of acceptable recyclables is attached. Place all mixed recyclables in the cart loosely. Please do not place material in bags or attach with twine. **Plastic bags are NOT** allowed in the recycling carts under any circumstances. Plastic bags require special handling and can be placed for recycling at many grocery stores.

**Question: How will holidays affect my pickup schedule?**

Answer: Holiday pick-up schedule is changing with your new service. Pick-ups will occur as normally scheduled on all holidays with the exception of Christmas Day. Therefore, all collections will be done per the regular schedule during the week of New Years, Memorial Day, July 4<sup>th</sup>, Labor Day & Thanksgiving unlike with your previous hauler. However, since we do not work on Christmas, all collections scheduled on or after **Christmas Day** will be **delayed** by one day.

**Question: Does Eagle Waste provide large dumpsters for clean-up or construction & demolition debris?**

Answer: Eagle Waste & Recycling, Inc. offers temporary 10yd, 15yd and 30yd roll-off boxes for your cleanup needs. Please contact Eagle Waste and Recycling, Inc. at 715-477-0077 for pricing.

If we haven't covered your individual questions, please contact us at 715-477-0077. Eagle Waste and Recycling, Inc. is committed to providing you with the finest service possible, delivered with a sincere attitude of appreciation!