

HORTONVILLE AUTOMATED GARBAGE COLLECTION

Quick Overview:

- A new company (Harter's Fox Valley Disposal) will be collecting garbage starting January 4, 2012.
- The collection system will require a cart that is mechanically picked up and then tipped into the truck.
- The cart to use will be delivered to each customer between December 26, 2011 and January 3, 2012.
- Hortonville's scheduled pickup day is still **Wednesday**.
- Your cart is blue with a black lid.
- Do not put any garbage to the curb that is not in the cart unless you have made prior arrangements with Harter's Fox Valley Disposal.
- Do not put any garbage in the cart that is not bagged and tied.
- Carts must be set out by 6:00 am on collection day and placed in the correct position for pickup.
- The best placement of the cart is at the end of the driveway or on the grass behind the curb next to the driveway, approximately 2' back from the street.
- Place your cart to maintain a 3' separation from obstructions, including other carts, mailboxes, parked cars, trees, and snow banks. The automated collection trucks need room from obstructions. If you have more than one cart, do not put one in front of another.
- Face the serial number on the cart towards the street. The handle and wheels should face the house.
- Large items like those listed below require prepayment to, and instructions from, Harter's. These large, bulky or miscellaneous items will be collected on the 4th Wednesday of every month.

Furniture

Appliances

Microwaves

Items with Freon

Carpeting

Tires

Computer components

TVs, DVDs, and stereos

Patio and lawn and garden items

Batteries

Make a list of the items you want to discard and call Harter's at (888) 804-8556 or (715) 253-2619. You will be given instructions and a scheduled pick-up date.

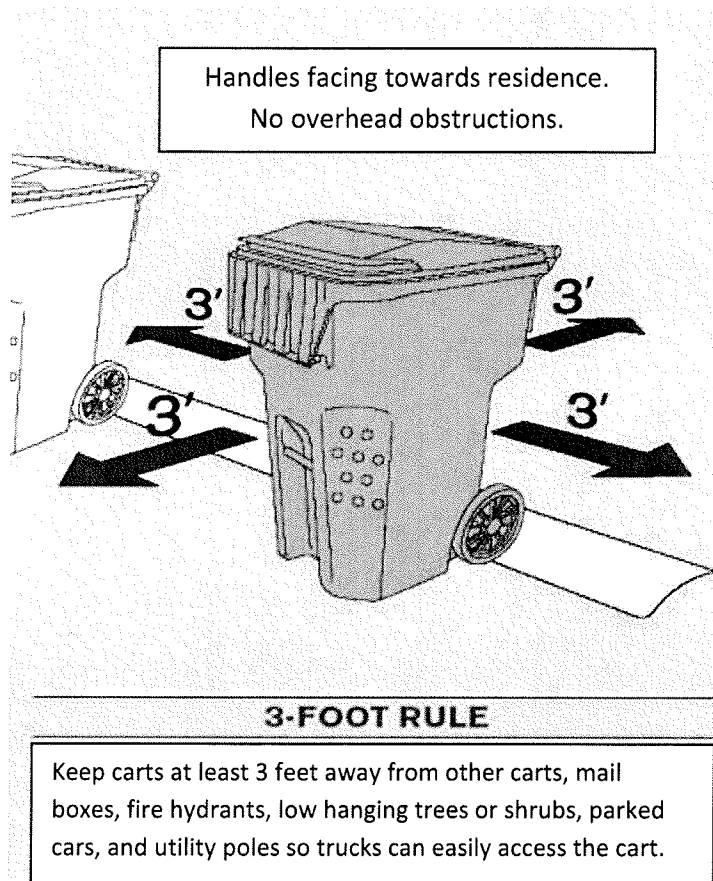
- For occasional large amounts of material to discard, please contact Harter's for options and costs.
- Your recycling collection service remains unchanged.

GARBAGE TRANSITION TO CART SERVICE

Your solid waste carts have arrived, now what?

Beginning Wednesday, January 4, 2012 Harter's Fox Valley Disposal will begin curbside collection of garbage. There are a few very important things to know regarding the placement of your cart. First, look at where your cart was delivered. This is the general area where you should place your cart each time you bring it out for garbage collection. Please place your cart 3' from obstructions, including other carts. The handle must face away from the garbage truck. Garbage must be bagged and tied inside the cart. The new cart service will not affect recycling; recycling pick-up and rules will remain unchanged.

The cart delivered to you is 65 gallons. This cart should hold 5 full tall kitchen garbage bags, 2 full 30-gallon bags, or a combination of the two.



Garbage collection in the Village of Hortonville will be switching to fully automated collection for garbage.

This means that a garbage truck will pull up in front of your residence or location and by use of a mechanical arm system, pick up, dump and return your cart to the same location.

In order to facilitate this change, a 65-gallon wheeled trash cart will be delivered to you before January 4th.

Pick-up day remains Wednesday.

Carts must be curbside by 6:00 AM of pick-up day.

If you have questions about the new service, want a smaller/larger cart or more than one cart, or need to request an additional or bulky item pick-up, please call Harter's Fox Valley Disposal at (888)804-8556 or (715)253-2619. A smaller cart holds 35 gallons and a larger cart holds 95 gallons.



HORTONVILLE NEW GARBAGE COLLECTION SERVICES START JANUARY 4, 2012 FREQUENTLY ASKED QUESTIONS

OWNERSHIP AND PAYMENT OF THE CARTS

What is the cost of the garbage and recycling collection carts?

- *Each solid waste customer will be provided with one 65-gallon garbage cart. The cost associated with the cart is included in the 2012 Village tax levy for solid waste collection. You will not be billed separately for the initial cart.*

Why did the Village go with the carts?

- *The Village was able to negotiate a lower rate based on garbage carts and the use of an automated collection system. The new system is much more efficient, as it only requires one person to operate the automated truck.*

Who owns and maintains the new carts?

- *The carts are owned by Harter's Fox Valley Disposal and maintained by the customer. If a cart is damaged by normal wear and tear, Harter's will replace or repair the cart. If the cart is damaged due to other reasons, the customer will be responsible for a replacement cart through Harter's.*

When will I receive the new carts?

- *The carts will be delivered to homes between December 26, 2011 and January 3, 2012.*

How much and where can I get additional carts?

- *Additional 65-gallon carts can be rented for \$65 each per year. In addition to the 65-gallon carts, there are also 35-gallon and 95-gallon carts available. A 35-gallon cart can be switched out with the 65-gallon cart for no additional charge. A 95-gallon cart can be switched out with the 65-gallon cart for \$35 per year. The carts may be rented from Harter's at any time and will be delivered to you.*

What if I don't want to use these carts or I already have similar carts?

- *The type of collection equipment requires a specific cart style. In addition, the cart color specifies that the contents are garbage from the Village of Hortonville. Therefore, you must use the designated cart for your materials to be picked up.*

What if someone steals my carts or they blow away?

- *The carts are designed to withstand regular winds. Because they are squared on the top part of the cart, they will not roll long distances. If your cart is missing, or becomes mixed up with a neighbor, contact Harter's. Contact the Police Department to report any theft. Lost or stolen carts will be replaced by Harter's for \$65 each.*

Can I put special markings or my address on the side of my carts?

- *No. Each cart has an embedded serial number assigned to your specific address and a list of carts and addresses will be kept on file at Harter's.*

ABOUT MY TRASH CART

What color is the cart?

- *The garbage cart is blue with a black lid.*

Do the carts have wheels?

- *Each cart has 10" diameter wheels completely nested under the cart for easier movement. Except for deep snows, the carts are easy to wheel about.*

Why was this size chosen?

- *The 65-gallon garbage cart will hold the equivalent of two full 30-gallon garbage bags or five full tall kitchen garbage bags, which is more than the garbage generated in a week by an average household.*

OPTIONAL FEE BASED SERVICES**What if I have large, bulky items for pickup?**

- *Special pickups will be conducted every fourth Wednesday of the month for bulky, large or other specified materials. Harter's needs to be contacted prior to that pick-up date with the type and number of the large items. A list of what entails a Large Item pickup will be attached to the cart when delivered to you. The list is also available at www.hortonvillewi.org or at the Village Administration building.*

What if I didn't get my garbage out for collection by 6:00 AM and collection crews have already passed my home?

- *If you didn't get your garbage out in time and you need it picked up that week, please call Harter's and schedule a "callback" pickup. Callbacks will have an associated charge.*

IS IT TRASH OR RECYCLING?**What should be recycled?**

- *Recyclable items include office paper, newspaper, cardboard, aluminum/tin/steel cans, plastic containers, glass jars.*

Do I put my recyclables in the new garbage cart?

- *No! Put your recyclables out for pick-up the same as always. Do not mix them in with your garbage.*

PROPER PLACEMENT FOR COLLECTION**When should I place my carts at the curb?**

- *According to the Village ordinance, garbage shall be prepared for collection and placed at the curb prior to 6:00 AM the day of the pickup. Carts shall not be placed curbside earlier than 4:00 PM that day before your scheduled pickup. Carts shall be returned to the point of storage by midnight of the pickup day.*

Will my collection dates change?

- *No. Only holidays may impact your collection day. Usually, holidays will push all collections back one day. For more information, visit www.hortonvillewi.org.*

Where should I put my trash cart for collection?

- *Your cart was delivered to the location recommended for your cart pick-up. However, you may place the cart near the street directly on your driveway as long as the cart has 3 feet of separation from any obstruction or another cart and there are no wires overhead. The carts are emptied by a long mechanical arm extending up to eight feet from the garbage truck. Do not place your cart in the street. You should place your cart within two to three feet of the edge of pavement, either on the terrace or at the end of your driveway.*

How should I place my cart at the curb?

- *Your cart should be placed so the back side with the wheels and handle is facing away from the street. The front of the cart should be facing the street. This direction will help to ensure the ability to dump the cart properly into the collection bin and to return the cart to the curb with the lid closed when possible.*

How much clearance should I have from obstacles such as my mailbox when placing my cart?

- *Please keep at least three feet of clearance around each cart. The mechanical arm needs to have room to safely maneuver your carts for dumping and returning them to the curb. Use common sense. If your cart is too close to another obstacle for safe pick up, your cart may not be emptied.*

What about in the winter when there is snow piled up? Where do I put my cart?

- *It is the responsibility of each homeowner or resident to maintain a cleared area for proper placement of the cart for pick up. A cart not placed at ground level or a cart placed on top of a snow bank will not be picked up. Similar to current pickup protocol, if crews cannot access your garbage, it will not be picked up.*

SPECIAL CIRCUMSTANCES**What if the cart is too heavy and I can't move them?**

- *The carts are physically designed for ease of movement. They are easily tipped back allowing for transport. The wheels are designed for different terrain.*

AMOUNT OF GARBAGE COLLECTED**What do I do with my garbage that does not fit in the cart?**

- *No items stored outside of the cart will be collected. You may lease an extra cart from Harter's. Or, you may find a neighbor who is willing to allow you to place your overage in their container. Be sure to get the neighbor's permission before placing any garbage items in their cart.*

How many pounds can I place in my cart?

- *The carts are designed to hold up to 335 pounds. Because the mechanical arm will be picking up and dumping the cart, the previous 50- pound container limit no longer applies.*

Does the lid have to be closed?

- *Yes. Place your garbage into the cart in a way that allows you to close the lid. The lid does not have to be shut tight, since the garbage must be bagged and tied inside the cart. Garbage will not be blowing around the neighborhood.*

Can I put anything on top of the cart lid?

- *No. The lid must remain clear.*

How do I make arrangements for special curbside collection of furniture or larger items?

- *You should contact Harter's directly with questions for scheduling and payment of a special pickup.*

Do I have to put my cart out on the scheduled dates if they are not full?

- *Definitely not. This is entirely up to your household's needs. The collection schedule allows for you to place your garbage cart out on a weekly basis for pickup. If you find that your cart does not need to be put out that often, then put the cart at curbside on as many scheduled pick up days as needed.*

Do I have to store my cart indoors?

- *No, you may store them in a less visible or convenient area outside along side of your house or garage or you may store them inside your garage. The storage area cannot be in the front of the house.*

Who is responsible for maintaining the cart?

- *The customer is responsible for keeping the cart clean. The carts are built for this automated collection and should be nearly maintenance free with normal wear and tear.*

Can I leave my cart at the end of the driveway at all times?

- *No. You are required to move the cart to a suitable storage location by midnight the day of pickup.*

YARD WASTE COLLECTION**Can I put yard waste in the carts as well?**

- *No. Carts containing yard waste will not be emptied. Yard waste will continue to be collected the same way as in the past. As always, residents may bring yard waste to the drop off site, located at the west end of Cedar Street.*

MISCELLANEOUS**What can I do with my old garbage cans?**

- *Many people use their old garbage cans for their recyclables. For those customers who don't have another use, the Village will be developing a specific recycling program for your old garbage cans should you no longer want to keep them. Further details will be forthcoming.*

Who will be picking up my garbage?

- *Harter's Fox Valley Disposal will collect the materials. Questions and concerns should be directed to them.*

How do I get more information? Who should I call?

- *Harter's staff is available to answer any questions you may have pertaining to the garbage collection. Please call (888)804-8556 or (715)253-2619, Monday – Friday, from 6 am through 6 pm.*
- *Village staff is available to answer any questions you may have pertaining to the changes to garbage collection. Please call (920)779-6011, Monday – Friday, from 8 am through 4:30 pm for more information.*

Harter's Fox Valley Disposal
(888) 804-8556 (toll free)
(715) 253-2619

Village of Hortonville
(920) 779-6011