



# WASTE CONNECTIONS

*Connect with the Future®*

November 14, 2018  
For Immediate Release

## Poly Cart – **Frequently Asked Questions** City of Cameron, Texas

- What is the cost for an additional poly cart?
  - **\$8.25 per month**
- How can a resident get another poly cart?
  - The resident will contact the City of Cameron to schedule any additional poly carts.
- Can residents continue to use the receptacles they currently have?
  - As stated by the City – the goal is to transition to the poly cart
- Is there a change to the service schedule?
  - NO CHANGE to the Pick Up Schedule – REMAINS THE SAME
    - Regular Pick Up: Monday & Thursday
      - Monday Bulk Pick Up
    - Regular Pick Up Tuesday & Friday
      - Tuesday Bulk Pick Up
- Will residents still have two service days each week?
  - Yes, there is NO CHANGE to the Pick Up Schedule
    - Regular Pick Up: Monday & Thursday
      - Monday Bulk Pick Up
    - Regular Pick Up Tuesday & Friday
      - Tuesday Bulk Pick Up
- Do residents use the new poly cart on both regularly scheduled service days?
  - Yes, every regularly scheduled service day, the poly cart will be serviced
- Do residents in City Housing receive a poly cart?
  - Yes
- Do residents in apartments receive a poly cart?
  - If the apartment has had a dumpster on site for trash service, the dumpster will remain on site for trash service. Residents of apartment(s) with dumpster service will not receive a poly cart in addition to the dumpster service offered by their apartment complex
  - Residents of apartments that previously had trash cans service will receive a poly cart



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- What if a resident was on handicap service?
  - The resident that has confirmed they are eligible for handicap service with the City, will continue to receive handicap service
- What if a poly cart appears damaged upon deliver
  - There will be some poly carts that appear that the lid does not align with the container. If this is the case, close the lid to the best of your ability, and allow the poly cart time to remold after transit. If after a couple weeks, the cart does not align, please contact the City to make arrangements for an exchange. There is no cost to exchange a poly cart that is not functioning properly.

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Highlights from previous releases-

### **Delivery Estimates:**

If your normal trash days are Monday & Thursday-

Please let us know if you have not received a poly cart

If your normal trash days are Tuesday & Friday-

You will receive your new poly cart on November 14 or 15

Waste Connections anticipates delivery completed on or before November 16, 2018.

### **Poly Cart Reminders:**

- Service Days remain the Same
- Place Carts within three feet of the road and a minimum of three feet from any immovable object (for example – a parked car.)
- Place the front of cart facing the road (handle towards residence)
- Please place all trash in cart
  - Overfilled carts are not able to be serviced