

Frequently Asked Questions (FAQs)

Refuse Contractor: Veolia Environmental Services Solid Waste Midwest
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What are the major changes to the refuse, recycling and yard waste program?

Effective March 29th, the Village in partnership with Veolia Environmental Services will be implementing an automated refuse & recycling collection program. The new program will include the following changes:

- Curbside refuse, recycling and yard waste pick-up for those customers that currently receive back door service
- A 96-gallon refuse toter provided to all customers at no cost
- A 64-gallon recycling toter provided to all customers at no cost

Will these changes impact the collection schedule?

The majority of residents will have a new day for refuse and recycling pick-up.

All yard waste will only be collected on Wednesdays.

If you have questions regarding your new collection day, please see the new collection schedule or call the Public Works Department at 847-853-7500.

When will the new refuse/recycling toters be issued?

Delivery of toters will begin on Monday, March 22nd and will continue through Saturday, March 27th. Your toters may be delivered on any day from March 22nd – March 27th.

Over this 6-day period, nearly 17,000 toters will be delivered throughout the community. We request your patience during this process as mistakes may be made by Veolia's contractor during the delivery process. If you do not receive a toter or receive the wrong size toter, please contact Veolia or the Public Works Department.

For residents with an alley, the new toters will be placed in the alley.

For residents with no alley access, toters will be placed at the curb.

What if someone is out of town during the toter delivery period?

Call Public Works at 847-853-7500, and your toter will be placed on the side of your house or backyard.

What are the dimensions of the refuse and recycling toters?

The standard refuse toter is 96-gallons. Approximately 10 – 12 kitchen size garbage bags can fit in the 96-gallon toter.

The standard recycling toter is 64-gallons. Approximately 6 – 7 kitchen size garbage bags can fit in the 64-gallon toter.

Dimensions: 96-gallon (Height: 46", Width: 26", Depth: 34.5")
 64-gallon (Height: 41.5", Width: 24", Depth: 27")

Residents that are physically unable to maneuver the 64- or 96-gallon totes may request a 35-gallon tote. We strongly encourage those who are planning to request a 35-gallon tote to come to Village Hall and view the tote before making the request. The totes are very small and can only accommodate three kitchen size bags of garbage.

Dimensions: 35-gallon (Height: 37.5", Width: 19", Depth: 23.75")

If I want a tote size other than the standard, what do I do?

Please contact Veolia in writing by February 22nd to request a tote size other than the standard 96-gallon for refuse and 64-gallon for recycling.

Through April 30th, you can upgrade or downgrade between the 64- and 96-gallon totes at no cost. After April 30th, there will be a \$40 change out fee assessed by Veolia.

Upgrading from a 35-gallon tote at anytime will cost \$50.

Where should I place my totes (refuse and recycling) for collection?

If you have alley access, ensure on collection day to place totes in the alley and not on the side of the garage and clear of any other obstructions (e.g. utility poles, parked cars). This is necessary as most alley collections will be automated.

If you do not have alley access, place the totes within 4 feet of the curb and clear of any surrounding obstructions.

Refuse collection continues to be unlimited, thus if you have additional refuse items that cannot fit in the tote, place the items alongside your refuse tote.

Per the Village code, totes cannot be stored in a front yard or side yard adjacent to a street except for the purpose of collection. Refuse and recycling totes can be set out as early as 4:00 p.m. the day before collection and no later than 7:00 a.m. the day of collection. After collection, all totes should be removed from the front yard not later than the evening of your collection day.

What if a household needs additional Refuse or Recycling totes?

Contact Veolia directly at 847-272-4145 to obtain additional totes. Each additional tote can be leased for \$24.00 per year.

Will Veolia replace damaged totes?

Yes, there is no replacement cost for damaged totes. Contact Veolia directly at 847-272-4145 to replace a damaged tote.

How does the recycling program work?

All recyclables (paper, cardboard and plastics) can be mixed together in the 64-gallon tote. Please do not place your recyclable material into plastic bags before inserting them into the tote. There will be no changes in materials that can be recycled except that motor oil and car batteries will no longer be accepted. For a complete list of accepted material, visit the Village website at www.wilmette.com.

How do I dispose of my “old” [obsolete] toters?

Place your ‘old’ refuse and recycling containers at the curb with an affixed note indicating item for disposal. If no note is attached the container will not be picked up. Residents can also drop off their 18-gallon bins (good condition) at the Village Hall or Public Works until April 30th for re-use by the Public Works Department.

What if I would like to continue “back-door” service?

In lieu of curbside service, residents can pay a monthly fee directly to Veolia for “back-door” service. The cost for ‘backdoor’ service is an additional \$14.25 per month. Residents should contact Veolia to make arrangements for back door pick-up.

Residents selecting this option will not receive a refuse toter and must provide their own 32-gallon containers. Residents will still receive the 64-gallon recycling toter.

I am interested in a second weekly pick-up, what should I do?

Residents have the option of paying an additional \$14.25 per month directly to Veolia for a second pick-up. Contact Veolia to sign-up for this service.

What are the collection times?

All materials can be placed outside after 4:00 p.m. the day before or no later than 7:00 a.m. the morning of scheduled collection.

What should I do if I did not receive a refuse/recycling toter?

Please call Veolia directly at 847-272-4145.

What should I do if I received the wrong size toter?

Please call Veolia directly at 847-272-4145.

What is the cost for additional services in 2010?

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| Replacement of Damaged Toter | No cost, as long as same size |
| Back-door Service | \$14.25 per month |
| Second Weekly Pick-up | \$14.25 per month |
| Exchange between 96-gallon & 64-gallon | \$40.00 (after April 30 th) |
| Exchange to/from 35 gallon | \$50.00 (at any time) |
| Yard Waste sticker | \$2.25 per sticker |
| Lease additional toters | \$24.00 per year |

Who do I call to report a missed refuse, recycling or yard waste collection?

Call the Public Works Department at 847-853-7500 or Veolia directly at 847-272-4145.

When will my refuse, recycling and yard waste be collected?

See the new collection schedule map inserted in the February/April 2010 of *The Communicator*, or can be found on the Village’s website, www.wilmette.com.

When will the yard waste program begin?

Yard Waste collection starts on the first Wednesday in April and continues through the last Wednesday in November.

What are the provisions of the Yard Waste Program?

See Yard Waste Collection link located on the Refuse, Recycling and Yard Waste homepage.

When will bulk items be collected?

Bulk items will automatically be collected the same day as the normal refuse collection. There is no need to call Veolia, just set the items alongside your refuse toter with a minimum spacing of 2 feet. If back-door service, items still need to be placed at the curb.

What are acceptable bulk items?

Bulk items will automatically be picked-up with the weekly refuse collection. These items include household items that are too large to deposit in refuse containers, such as: furniture, televisions, storm doors and windows, metal and wood products and machine parts not weighing more than 50 lbs. Other items include: mattresses, carpet rolls (each roll must not exceed 5' in length or 50 lbs.), bicycles, microwave ovens, couches, living chairs, tables and book cases.

How do I dispose of household construction and demolition debris?

Veolia will pick-up construction/demolition material up to 1 cubic yard, free-of-charge with the regular refuse collection (no need to call Veolia). Construction debris should be placed inside the refuse cart whenever possible. Such items are interior and exterior household construction, remodeling and repair projects, such as: drywall, plywood and paneling pieces, lumber and other building materials, windows and doors, cabinets, carpeting, disassembled bathroom and kitchen fixtures; and small amounts of sod, earth, clay, sand, concrete, rocks and similar material which are placed in containers or bundles.

What can I do if I have a large amount (over 1 cubic yard) of construction debris?

Construction debris in **excess of 1 cubic yard** will be picked-up by Veolia through appointment only; call Veolia directly at 847-272-4145 to schedule pick-up and payment. The cost will be \$20 per cubic yard.

When will 'White-goods' (or major appliances) be picked-up?

Call Veolia directly at 847-272-4145 to schedule a 'white-good' pick-up (which is free-of-charge). Such items include: refrigerator, washers, dryers, freezers, hot water heater. All doors must be removed or place the appliance door against the ground for collection. Pre-scheduled collection of 'white-goods' occurs on Wednesdays.

What constitutes a special pick-up?

Call Veolia directly at 847-272-4145 for:

1. Any construction debris in excess of 1 cubic yard – this is the only service which has a \$20 per cubic yard fee.
2. 'White-goods' (Major Appliances) – free service, but requires coordination with Veolia.

*Bulk service – no call required to Veolia, no fee, will automatically be picked-up on normal refuse collection day.

If there is a holiday, when will my refuse, recycling and yard waste be picked up?

Refuse and recycling will be delayed by one day for the remaining collection days after the observed holiday. For example, the Friday route will be collected on Saturday, thus allowing the next week's schedule to resume as normal on the following Monday.

Veolia recognizes the following as holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day.

How do I dispose of Christmas trees?

Place your Christmas trees with your refuse. If alley access, ensure that Christmas trees do not impede access to the alley. If curbside or "back-door" service, place the Christmas tree at the curb.

Who do I call if I have an issue with Veolia Environmental Services?

Please do not hesitate to contact the Public Works Department at pubworks@wilmette.com or 847-853-7500. You may also visit the Village website at www.wilmette.com for more details about the changes in the refuse, recycling and yard waste program.