

Frequently Asked Questions (FAQs)

Refuse Contractor: Advanced Disposal
 2800 Shermer Road
 Northbrook, IL 60062
 847-272-4145

In 2010, the Village in partnership with Advanced Disposal (formerly Veolia Environmental Services) implemented an automated refuse and recycling collection program. The new program included 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

With the implementation of this new program, the majority of residents were assigned a new day for refuse and recycling pick-up. Also, all yard waste is now collected on Wednesdays throughout the Village.

If you have questions regarding the new automated collection program, please call the Public Works Department at 847-853-7500.

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

The refuse and recycling collection schedule map can be found on the Village's website, www.wilmette.com. All yard waste will be collected on Wednesdays.

What are the collection times?

All materials can be placed outside after 4:00 p.m. the day before your scheduled collection. It is the responsibility of all residents to place their toters in the proper collection location no later than 7:00 a.m. on the day of collection. Advanced Disposal drivers begin their routes promptly at 7:00 a.m. and will not be held responsible for missed collections of toters placed out after 7:00 a.m. on the day of collection.

How can I report a missed refuse, recycling, or yard waste collection?

Call the Public Works Department at 847-853-7500 or email pubworks@wilmette.com. You may also call Advanced Disposal directly at 847-272-4145.

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

Collection services will be delayed for the following holidays: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day.

For example, if Christmas Day falls on a Thursday, the Thursday route will be collected on Friday, and the Friday route on Saturday. The normal schedule will resume on the following Monday. Information about holiday collection delays will be published on the Village website and in the quarterly Village newsletter, *The Communicator*.

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

If you have alley access, ensure on collection day to place toters in the alley. Since collection is now automated, toters must not be placed on the side of the garage, and they must be clear of any other obstructions (e.g. utility poles, parked cars).

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

The automated trucks require a minimum spacing of 2-3 feet between toters to allow for adequate access for the automated “arm” apparatus. Furthermore, toters should be placed in a line parallel to the curb (side by side) and not front to back or forming a line perpendicular to the curb.

Refuse collection continues to be unlimited; if you have additional refuse items that cannot fit in the toter, place the items in plastic garbage bags next to your refuse toter.

Per the Village code, toters cannot be stored in a front yard or side yard adjacent to a street except for the purpose of collection. Refuse and recycling toters 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 toters should be removed from the front yard not later than the evening of your collection day.

How does the recycling program work?

All recyclables (paper, cardboard, and plastics) can be mixed together in the recycling toter. There will be no changes in materials that can be recycled except that motor oil and car batteries will no longer be accepted. Boxes must be broken down and inside the toter to be collected as recycling. For a complete list of accepted material, visit the Village website at www.wilmette.com.

Please do not place your recyclable material into plastic bags before inserting them into the toter. Recyclable items in plastic bags are rejected, because the plastic bags get caught in the machinery and often lead to shutting down the lines until the bags can be removed by hand.

Recycled items must be rinsed and clean of any food debris. Recycling toters that are contaminated with garbage or improper materials will be tagged with a notice and will not be collected until the following week.

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.

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What are the provisions of the Yard Waste Program?

Examples of acceptable yard waste material include: shrub trimmings, grass clippings, leaves, twigs, and garden waste. Yard Waste DOES NOT include: whole bushes, root balls, or soil.

Acceptable yard waste material should be placed into biodegradable, brown paper bags (32-gallons maximum) or in properly tied bundles for collection. Each bag or bundle must be affixed with one official Village Yard Waste Sticker, which can be purchased at the Village Hall, Millen Hardware, Linden Hardware, Chalet Nursery & Garden Shop, and Jewel Food Store (Plaza del Lago and 411 Green Bay Rd).

Branch bundles must be less than 4 feet in length, and individual branches must be less than 3 inches in diameter. Bundles must be wrapped with a natural twine, and weigh less than 50 lbs.

Residents have the option of leasing a 96-gallon yard waste toter directly from Advanced Disposal. The cost to lease the toter is \$27.54 per year (rate effective April 2014 – March 2015) and can be arranged by calling Advanced Disposal directly. Each toter must have three yard waste stickers attached to receive collection.

For additional information, see the Yard Waste Collection link located on the Refuse, Recycling, and Yard Waste homepage on the Village website, www.wilmette.com.

How do I dispose of Christmas trees?

Place your Christmas trees in the same location as your yard waste. Trees must be devoid of any ornaments, tinsel, garland, or plastic/fabric bag wrap. Other holiday decorations, such as wreaths and garland, may be bagged with garbage and set out as refuse.

Christmas trees will be collected along the regular yard waste routes. Therefore, if you have alley collection, place your tree next to your toters in the alley. Please ensure that Christmas trees do not impede access to the alley.

If you have curbside service or “back-door” refuse collection, place your Christmas tree at the curb.

If you have alley collection, do not place your tree at the curb. By placing trees at the curb, customers slow down the collection process, as trucks are forced to extend their routes by traversing both alleys and curbs within a given area. Trees that are misplaced are considered low priority and will be collected after properly placed trees are collected. Please follow the aforementioned guidelines to ensure timely collection.

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When will bulk items be collected?

Bulk items will be collected the same day as your normal refuse collection. There is no need to call Advanced Disposal to schedule the collection; just set the items next to your refuse toter with a minimum spacing of 2 feet. If you have back-door service, items still must be placed at the curb.

What are acceptable bulk items?

Bulk items will automatically be picked up with your weekly refuse collection. These items include household items that are too large to deposit in refuse containers, such as: couches, living chairs, tables, mattresses, book cases, storm doors and windows, metal and wood products, and machine parts not weighing more than 50 lbs. Carpet must be rolled up, and each roll must not exceed 5 feet in length or 50 lbs.

Will electronic items be collected?

No, effective January 1, 2012, electronics can no longer be collected with residential waste. The State of Illinois has enacted legislation that bans most electronics from being put in Illinois landfills.

Banned electronic items include: computers, televisions, DVD and VHS players, mobile phones, stereo equipment, printers, video game consoles, and MP3 players. For a complete list of banned electronic items, and information about nearby locations for proper electronic recycling, please call Public Works at 847-853-7500 or visit www.wilmette.com.

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

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

How do I dispose of household construction and demolition debris?

On your regular refuse collection day, Advanced Disposal will collect up to 1 cubic yard of construction/demolition material free of charge. There is no need to schedule this collection with Advanced Disposal.

Debris from interior and exterior household construction, remodeling, and repair projects should be placed inside the refuse toter whenever possible. Such items include: 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. Items that do not fit in the refuse container should be placed in containers, bags, or bundles, or stacked neatly.

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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 Advanced Disposal through appointment only; call Advanced Disposal directly at 847-272-4145 to schedule collection and payment. The cost will be \$22.95 per cubic yard (rate effective April 2014 – March 2015).

What are the dimensions of the refuse and recycling toters?

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

The standard recycling toter is 64-gallons. Approximately 6 to 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 toters may request a 35-gallon toter. We strongly encourage those who are planning to request a 35-gallon toter to come to Village Hall and view the toter before making the request. These toters 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 to exchange my toter for a different size, what do I do?

Please contact Advanced Disposal at 847-272-4145 to request a different toter size.

What if a household needs additional refuse or recycling toters?

Contact Advanced Disposal directly to obtain additional toters. Each additional toter can be leased for \$27.54 per year (rate effective April 2014 – March 2015).

Will Advanced Disposal replace damaged toters?

Yes, there is no replacement cost for damaged toters. Contact Advanced Disposal directly at 847-272-4145 to replace a damaged toter.

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 recycling bins (good condition) at the Village Hall or Public Works for re-use by the Public Works Department.

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

“Backdoor” service is available for refuse only. In lieu of curbside service, residents can pay a monthly fee directly to Advanced Disposal for “back-door” refuse service. The cost for “backdoor” service is an additional \$16.35 per month (rate effective April 2014 – March 2015). Residents should contact Advanced Disposal to make arrangements for back door pick-up.

Residents selecting this option and must provide their own 32-gallon refuse containers.

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

Residents have the option of paying an additional \$16.35 per month (rate effective April 2014 – March 2015) directly to Advanced Disposal for a second weekly pick-up. Contact Advanced Disposal to sign up for this service.

What constitutes a special pick-up?

Call Advanced Disposal directly at 847-272-4145 for:

1. Any construction debris in excess of 1 cubic yard – this service has a \$22.95 per cubic yard fee (rate effective April 2014 – March 2015).
2. ‘White-goods’ (major appliances) – free service, but requires coordination with Advanced Disposal.
3. To schedule a one-time extra collection (not on your regular collection day, and not recurring) – Advanced Disposal will charge a \$75 “re-routing” fee.

What is the cost for additional services? Rates effective April 2014 – March 2015

Replacement of Damaged Toter	No cost, as long as same size
Back-door Service	\$16.35 per month
Second Weekly Pick-up	\$16.35 per month
Exchange between 96-gallon & 64-gallon	\$40.00
Exchange to/from 35 gallon	\$50.00
Yard Waste sticker	\$2.25 per sticker
Lease additional toters	\$27.54 per year

Who do I call if I have an issue with Advanced Disposal?

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 refuse, recycling, and yard waste programs.