Policy
On
Refuse Collection

Town Board Approved:
12-1-10
Updated: 6-24-13
PUBLIC WORKS POLICY

For

REFUSE COLLECTION OPERATIONS

For

Town of Cedarburg

Intent:
The intent of this policy is to outline the Town of Cedarburg’s responsibilities and procedures for refuse collection. Refuse collection operations will be performed in a responsible and timely manner with all due consideration to the safety of the Town residents and Town employees.

It must be recognized that, although this policy sets general guidelines to be followed, conditions, such as inclement weather, equipment malfunctions, or emergency situations, may be present that may require deviation from this policy. The policy must remain flexible and take into consideration these variables.

Refuse Collection Policies

Refuse cart requirement. Effective December 31, 2010, all properties desiring refuse collection services from the Town of Cedarburg, must have at least one refuse cart either purchased from the Town or approved for use by the Town Director of Public Works. Beginning January 1, 2011, refuse not in an approved cart will not be collected, except as noted below.

Exceptions to placement of refuse in the cart.

- Residents with a permanent physical limitation or disability that makes it unreasonably difficult or not possible to use a refuse cart for collection at a residential unit, and who have no other reliable assistance to handle the refuse carts on a regular basis, may apply to the Director of Public Works for an exemption from the refuse cart requirement for the residential unit; however, if such exemption is granted the only other type of container that may be used is plastic bags with a capacity of 32 gallons or less and weighing less than 50 pounds.

Carts available for purchase. Approved carts are available for purchase from the Town. The carts are available in three sizes, 35 gallons, 64 gallons, or 96 gallons. No property, residential, agricultural, or commercial, may have more than three (3) carts for refuse collection.

Exchange of Carts. Residents may exchange their existing cart for either a larger or a smaller cart under the following conditions.

1. Only Town issued carts may be returned. Carts purchased from other vendors will not be accepted for trade-in.
2. Residents may not exchange a cart that has been used for more than 6 months without the approval of the Director of Public Works.
3. The user of the cart is responsible for thoroughly cleaning the cart, removing all residual solid and liquid waste, and disinfecting the current cart before returning it for trade-in. The Director of Public Works shall only accept carts that are clean and disinfected enough to be considered fit for resale. Carts that are marred, scratched, dented, without a legible serial number, or otherwise deemed not fit for re-sale, by the Director of Public Works, will not be accepted for trade-in.
If the Director of Public Works determines that a cart can be traded in, the resident may then be issued a new cart. If the resident wants a more expensive cart, the resident shall first pay the difference in price between the new cart and the trade-in. If the new cart cost less than the trade-in, the Town shall issue a refund for the cost difference between the two carts.

Residents may exchange a damaged cart for an identical sized cart at no additional cost. The Town will not issue refunds on damaged carts. If a damaged cart falls under the manufacturer’s warranty, the Town will file a claim with the manufacturer and receive a credit for the full cost of each cart accepted under warranty by the manufacturer.

*Placement of refuse in cart.* Only refuse that is placed inside the refuse cart will be collected. Refuse not in the cart will be tagged and **will not be collected.**

*Location of carts for collection.* All refuse carts shall be accessible to collection crews. Carts shall be placed on a relatively level area in front of the premises adjacent to but not on the roadway; no farther than 10 feet from the edge of the road pavement. Carts shall be positioned with the lid opening facing the road and the handles/hinge facing the property. If multiple carts are used, the carts shall be placed at least three (3) feet apart. Examples of correction cart placement can be found in Appendix A. Carts shall not be placed on top of snow banks, snow drifts, behind vehicles or behind mailboxes, nor shall they be placed in the roadway. The owner shall either shovel out an area on the shoulder of the road in which to place the cart or he shall place the cart in his/her driveway. Collection crews **will not collect refuse** unless the refuse cart is placed as described above.

Should collection crews be unable to discharge contents of refuse carts into collection vehicles using normal handing procedures, the carts, including contents, will be tagged and left uncollected. The owner shall make provisions to assure that the refuse in the carts can be collected on the scheduled collection day during the following week.

*Collection days and times.* Refuse is collected on four routes, during three days each week. On Mondays, the south third of the Town is collected, on Tuesdays, two separate routes collect refuse from the middle third of the Town. On Wednesdays, the north third of the Town is collected. A map of the collection routes is included in Appendix A. In the event a paid holiday falls on a scheduled collection day, the collection days shall be moved to the first regular business day after the holiday. For example, if Independence Day falls on a Monday, the Monday route will be moved to Tuesday, Tuesday’s routes will be moved to Wednesday, and the Wednesday route will be collected on Thursday. (Holidays affecting refuse collection would be Memorial Day and Labor Day and the following if they would fall on a Monday, Tuesday or Wednesday: New Year's Day, Independence Day, Christmas Eve, Christmas Day and New Year's Eve.)

All refuse carts shall be placed in collection locations listed above only after 7:00 p.m. on the evenings prior to the regular collection day but before 6:30 a.m. on the scheduled day of collection. All refuse carts for refuse and garbage disposal shall be removed from the roadside on the same day of collection unless the refuse is not collected due to unforeseeable circumstances, when it shall be collected the next day.

*Refuse collection procedures.* Beginning January 1, 2011, refuse in the Town of Cedarburg will be collected by the following methods:
• **Bridgeport Ranger automated side-loading truck.** This truck shall be used on the collection routes on Monday, Tuesday and Wednesday of each week. This truck shall remotely select, raise, dump, lower and replace the Town approved carts. This truck shall have an operating crew of one.

• **Leach rear loading truck with tipper system.** This truck shall be used regularly on the second collection route on Tuesdays. It shall also be the alternate truck on Monday or Wednesday if the Bridgeport is not operational. This truck shall have a two man crew, a driver and a collector. The collector shall use the tipper mechanism mounted on the rear of the truck to lift and dump the refuse carts into the packer hopper.

**Collection of bulk Item.** Beginning January 1, 2011 **bulk items will no longer be collected with refuse on the scheduled collection day.** Bulk items, such as furniture, carpeting (bundled and cut into 4 foot lengths), appliances, or any such item that will not fit in the refuse cart, will only be collected as a special pick-up. Property owners shall notify Town Hall of the special pick-up and pay all appropriate pick up and disposal fees, as listed in the Town Board approved fee schedule, prior to pick up of the bulk or bundled items. Items that are arranged for pick-up by the end of business on each Monday will be collected by Tuesday of the same week, unless circumstances, such as inclement weather or equipment failure, prevent the pick-up. If an item scheduled for special pick-up has been picked up by another entity before the Town picks the item up, the Town shall refund all special pick-up fees and any applicable deposit fees.

Bulk items that are not recyclable shall be collected using the Leach truck and shall be disposed of at an approved landfill or transfer facility. Bulk items that are recyclable shall be collected with equipment other than a refuse truck and deposited in the proper location at the Town Recycling Center.

**Refuse collection on private property.** Town employees and Town vehicles will not enter any structures nor enter onto private property to remove refuse, except by written agreement between the Town of Cedarburg and the property owner(s).

**Prohibited activities and non-collectible items**

A. **Dead animal.** No one shall place any dead animal, or parts thereof, in a refuse cart for collection. This restriction does not include animal parts from food preparation for human consumption.

B. **Un-drained food wastes.** No one shall place any garbage or other food waste in a container for collection unless any liquid is first drained and the waste item is wrapped.

C. **Ashes.** Cold, completely extinguished ashes must be contained within paper or plastic bags before being placed within a refuse cart for collection.

D. **Non-collectible materials.** No one shall place for collection any of the following wastes:

   1. **Hazardous waste.**
   2. **Toxic waste.**
(3) **Chemicals.**

(4) **Explosives or ammunition.**

(5) **Drain or waste oil or flammable liquids.** Used motor oil may be deposited at the recycling center.

(6) **Liquid paint.** Latex or water base paints may be brought to the recycling center for disposal. The liquid must be removed completely either by evaporation or an absorption agent, such as kitty litter.

(7) **Tires.** Waste tires may be deposited at the recycling center. There is a fee for disposal.

(8) **Liquid wastes (i.e., cooking oils).**

(9) **Branches, sticks, logs, leaves, grass clippings, or garden waste.** Leaves, grass clippings and garden waste may be deposited at the recycling center. Clean wood waste may be burned. Sticks and branches less than six (6) inches in diameter may be placed out on the road shoulder for chipping between April 1<sup>st</sup> and October 15<sup>th</sup> each year. Property owners must notify the Town to request chipping. Town staff will either chip the wood waste on site or remove it to a separate location. Property owners will be billed for this service according to the approved Town Fee Schedule.

E. **Animal or human wastes.** No one shall place animal wastes and/or human wastes for collection, unless said wastes are placed in a sealed plastic bag.

F. **Medical wastes.** No one shall place for collection any pathogenic medical wastes. It shall be unlawful for any person to place sharps for collection. These items shall be disposed of at an approved bio-hazard, medical or sharps disposal facility.

G. **Building waste.** Rubbish from building construction, remodeling or razing will not be collected by the Town and must be disposed of by the building contractor or owner. Small amounts of lumber in stacks or bundles of less than 50 pounds will be collected as a special pick-up, if the wood is cut into four-foot lengths or less. Small scraps of wood may be bagged and placed in the refuse cart.

H. **Stumps.** Tree and/or shrub stumps will not be picked up by the Town.

I. **Boulders, dirt and similar wastes.** Boulders, dirt, ground, concrete, concrete blocks, stones, rocks, sod and similar heavy, dense waste will not be picked up by the Town. Such items shall be disposed of privately.

J. **Sawdust and similar wastes.** Sawdust and other fine, dry particulate matter or dust shall be picked up only if it is contained within sealed paper or plastic bags and placed within the refuse cart.

K. **Improper placement.** No one shall place, or allow to be placed, any solid waste upon the roads, streets, or public or private property within the Town contrary to this policy and the Town of Cedarburg Code of Ordinances.
L. **Compliance with Town Code.** No one shall store, collect, transport, transfer, recover, incinerate or dispose of any solid waste within the boundaries of the Town contrary to this policy and the Town of Cedarburg Code of Ordinances.

M. **Improper transportation.** No one shall transport any solid waste in any vehicle which permits the contents to blow, sift, leak or fall there from. If spillage does occur, the collection crew shall immediately return spilled materials to the collection vehicle and shall properly clean, or have cleaned, the area. All vehicles used for the collection and transportation of solid waste shall be durable, easily cleanable and leak proof, if necessary, considering the type of waste and its moisture content. Collection vehicles shall be cleaned frequently to prevent nuisances and insect breeding and shall be maintained in good repair.

N. **Interference with authorized collector.** No person other than an authorized collector shall collect or interfere with any refuse after having been put into a refuse cart and deposited in the proper place for collection, nor shall any unauthorized person molest, hinder, delay or in any manner interfere with an authorized garbage collector in the discharge of his duties.

O. **Scavenging.** No one is permitted to scavenge any refuse placed for collection.

P. **Private dumps.** No one shall use or operate a dump within the corporate limits of the Town of Cedarburg.
Public Information
Information on the status of the refuse collection operations can be obtained from the Cedarburg Town Hall during normal business hours of 8:00 a.m. to 4:30 p.m. Monday through Friday. Information regarding changes to refuse collection operations shall be posted on the Town website, [www.town.cedarburg.wi.us](http://www.town.cedarburg.wi.us). The Town will notify all residents enrolled in the Town’s e-mail notify system (e-Notify) of any changes.

Complaints
Complaints will be received at the Town of Cedarburg Town Hall at 1293 Washington Avenue, Cedarburg, WI during regular working hours of 8:00 a.m. to 4:30 p.m., Monday through Friday. For emergency type situations, contact the Director of Public Works at 262-689-9212 (mobile). The Director of Public Works or the Public Works Foreman will review the location and nature of the complaint and make an appropriate response.

Departure From Policy
The Town recognizes that conditions may be so unusual or unexpected that a departure from these general policies should be authorized. Therefore when conditions warrant, the Director of Public Works in consultation with the Town Administrator, or his/her designated representative, may order a departure from these general rules when, in the opinion of the Director of Public Works, conditions require such action.

No Duty or Right Created
The purpose of this policy is to establish goals for the Town of Cedarburg employees regarding refuse collection. It is not to be construed to create any duty to any individual, person or entity. This policy does not provide any special protection or service to any particular individual or group of individuals. No additional rights shall be granted any individual or entity simply by the adoption and enforcement of this policy. This policy may be affected in total or in part, as a result of acts of God, equipment breakdown, weather conditions, inadequacy of equipment, state or federal regulations, shortage of personnel, and any other unforeseen, uncontrolled or unanticipated acts.
APPENDIX A

1) Refuse Collection Route Map
2) Town of Cedarburg Fact Sheet on Refuse & Recycling
3) Refuse & Recycling Frequently Asked Questions
4) Examples of Correct Placement of Refuse Carts
Refuse Collection Schedule

- **Monday**
- **Tuesday**
- **Wednesday**

1 INCH = 4000 FEET
## Garbage & Recycling

- Garbage pickup Monday, Tuesday & Wednesday weekly
- Place carts 10 ft. from roadway before 6:30 a.m. & after 7 p.m. the previous night (multiple carts should be at least 3 ft. apart)
- Holidays and inclement weather will delay pickup by 1 day
- Garbage carts should be Town issued or Town approved

### Item

<table>
<thead>
<tr>
<th>Item</th>
<th>Requires Special Pick-Up</th>
<th>Town Garbage Pickup</th>
<th>Town Recycling Center</th>
<th>Veolia Hazardous Waste (Port Wash.*)</th>
<th>DO NOT ACCEPT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Furniture (couches, chairs, mattresses etc.)*</td>
<td>X</td>
<td></td>
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<tr>
<td>Carpet and wood bundles in 4 ft. sections &amp; 50 lbs or less**</td>
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<td>Latex Paint (hardened with kitty litter)</td>
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<td>Ash, sawdust &amp; other particulates in a closed paper/plastic bag</td>
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<td>Animal Waste in a closed plastic bag</td>
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<td>Hard plastic toys</td>
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<td>Glassware, china</td>
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<td>Clothing / house wares (call Goodwill or St. Vincent)</td>
<td>X</td>
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<td>Metal bicycles</td>
<td>X</td>
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<td>Yard waste (grass, leaves, most weeds***, garden vegetation)</td>
<td>X</td>
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<td>Halloween Pumpkins (compost pile at Recycling Center)</td>
<td>X</td>
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<td>Metal appliances FREE if dropped off at Town Hall</td>
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<tr>
<td><strong>Call Refrigerant Recovery for a FREE pick-up 414-643-7740</strong></td>
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<td>Polystyrene packaging (styrofoam)</td>
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<td>Vehicle batteries</td>
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<td>Waste oil</td>
<td>X</td>
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<td>Aluminum and bimetal containers</td>
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<td>Aerosol cans (empty only)</td>
<td>X</td>
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<td>Corrugated cardboard</td>
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<td>Glass (sort by clear, green, or brown; remove caps and lids)</td>
<td>X</td>
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<td>Magazines</td>
<td>X</td>
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<td>Newspaper (must be in paper bags)</td>
<td>X</td>
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<tr>
<td>Office paper</td>
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<td>Plastic #1-7</td>
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<td>Steel containers</td>
<td>X</td>
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<td>Waste tires****</td>
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<td><strong>Electronics (ALL electronics including microwave and flat panel TVs accepted at NO FEE, except $10 for non-flat panel TVs)</strong></td>
<td>X</td>
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<td>Acids / bases</td>
<td>X</td>
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<td>Chloride, chlorine, oxidizer, flares, sodium nitrate</td>
<td>X</td>
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<td>Aerosols (full or partially full)</td>
<td>X</td>
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<td>Small batteries</td>
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<td>Ballasts</td>
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<td>Fluorescent and incandescent bulbs</td>
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<tr>
<td><strong>Fluorescent bulbs are accepted at Beyer’s True Value for FREE</strong></td>
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<td>Long bulbs must be taken to Veolia in Port Washington</td>
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<td>Flammable liquids (gasoline, kerosene, oil based paints, varnish,</td>
<td>X</td>
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<td>solvents, thinners, lacquers, mineral spirits)</td>
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<td>Flammable solids (solid paint, putty, caulk, glue, adhesive)</td>
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<td>Mercury thermometers</td>
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<td>Asbestos, antifreeze, transmission fluid</td>
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<td>Pesticides, herbicides, fungicides, dioxins, fertilizers</td>
<td>X</td>
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<td>Concrete, stone, boulders, bricks, concrete blocks, asphalt, ground,</td>
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<td>dirt, soil, gravel</td>
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<td>Brush / sticks****</td>
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<tr>
<td>Tree &amp; shrub stumps</td>
<td>X</td>
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</table>

* Veolia ES Technical Solutions L.L.C., 1275 Mineral Springs Drive, Port Washington: 262-243-8998
** Special pick-up fee applies ($25 for the first 15 minutes + $1.67 per minute thereafter) furniture not taken at Town Hall
*** Garlic mustard must be separated, bagged in combustible bags and dropped off at the Town Yard.
**** Tire rates as follows: car and light truck $3/tire, $7 with rim; semi $10/tire, $25 with rim; tractor $30/tire, $55 with rim; heavy equipment $55/tire, $105 with rim.
***** Brush collection is $65 minimum + $1.50 per minute after 30 minutes and is provided April 1st - October 15th. Call to order & place branches on the property side with ends out; 6 inch diameter maximum; the longer the better. Wood chips are available free at the Recycling Center during normal hours of business.

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Refuse & Recycling Frequently Asked Questions

Beginning with refuse collection on Monday, January 3, 2011, the Town will only collect refuse placed in a Town issued or approved refuse cart. The following is a list of some frequently asked questions regarding the new refuse collection requirements in the Town of Cedarburg. If you have other questions not listed below, please contact Adam Monticelli, Director of Public Works at 262-377-4509 or by e-mail at amonticelli@town.cedarburg.wi.us.

**What type of refuse container should I use?** Beginning January 3, 2011, refuse will only be collected in Town issued or Town approved containers. These containers come in three different sizes, 35, 64, and 96 gallons. Order forms for the carts are available at Town Hall or on-line at [www.town.cedarburg.wi.us](http://www.town.cedarburg.wi.us).

**Why are tippable carts required?** In 2008, the Town Board determined that the best way to reduce workers compensation claims due to refuse collection is to attempt to minimize or eliminate the need for the workers to lift and throw bags and small cans. The current refuse trucks have tipping devices that lift the Town carts. In January, 2011, the Town will take ownership of a new automated refuse truck. This new truck, which will become the primary collection vehicle, will only have a driver who also works the remote arm to pick up the refuse containers. This mechanism will work with the tippable carts, but not bags or regular garbage cans. The hopper is about 4 to 6 feet above the driver’s head, which makes throwing the bag or cans extremely difficult and dangerous.

**How many carts can I use?** No more than three (3) carts of any size may be used at a single address in the Town. Any property that requires more than the 3 carts, must arrange for private collection.

**Are there any exceptions to the cart requirement?** Currently, an exception may be granted by the Town to persons having a verified physical limitation that would prevent them from getting their refuse cart to the road. The exception will only be granted if there is also proof that there is no able-bodied person to assist them on a regular basis. If an exemption is granted, refuse may only be brought to the road in a bag smaller than 32 gallons and weighing less than 50 pounds.

**When can I put my cart out for collection?** Refuse carts may not be put out before 7:00 p.m. the day before the scheduled pick-up but must be out by 6:30 a.m. on the scheduled collection day. All carts must be removed from the roadside the same day, unless circumstances such as extreme weather, equipment break-down or other emergency prevents the refuse from being collected on the scheduled day. In most cases, when this occurs, the refuse will be collected the next day.

**What happens if my scheduled collection day falls on a holiday?** The Town recognized holidays that occur or could occur on a scheduled collection day are New Year's Eve, New Year's Day, Memorial Day, Independence Day, Labor Day, Christmas Eve, and Christmas Day. If the holiday occurs on a collection day, the collection day moves to the next available day. Each of the remaining collection days will also move ahead one day. For example, in 2011, Independence Day will occur on a Monday. This means that Monday’s route will be collected on Tuesday,
Tuesday’s routes will be collected on Wednesday, and Wednesday’s route will be collected on Thursday.

**What if I have more refuse than fits in my cart?** Only refuse placed in the approved refuse cart will be collected, unless a physical limitation waiver has been granted. If the excess refuse is an occasional occurrence, the extra refuse should be saved for the next week’s collection. If a resident experiences excess refuse frequently, the resident should consider either trading in their current cart for a larger cart (paying only the additional cost for the larger cart), or purchasing an additional cart. The second option is only valid if the additional cart does not exceed the total of three permitted.

**I didn’t get my refuse cart out on time and it wasn’t collected. What can I do?** Refuse placed out for collection after the refuse truck has passed, will need to be removed from the roadside the same day and placed out for collection the following week.

**My cart was out on time but it was not collected. What happened?** If the crew detects recyclable, hazardous, or improperly bagged materials as discussed in latter questions, the crew will place a tag on the cart indicating the problem and the cart will not be emptied. If the problem is corrected, the refuse will be collected the following week.

**Where should I place my refuse containers?** Refuse containers should be placed at the end of a resident’s driveway, no further than 10 feet from the edge of the roadway pavement. Generally if the front of the container is placed even with the back of the mailbox, the container will be within 10 feet of the road. Place the cart with the hinged handle toward the house. This is the correct position for the remote arm on the new truck to lift and completely empty the cart. If you have more than one cart, please leave at least three feet of space between the carts so that there is sufficient room between the carts for the lifting arm to grab the cart. Do not place on top of, or behind, snow banks or drifts.

**I have a long driveway and I am concerned about getting my cart out to the road, especially in the winter. What can I do?** Information is available at Town Hall for devices that allow the carts to be towed behind a car with or without a trailer hitch. The total cost for these devices is about $25 to $30 and can be purchased directly from private vendors.

The refuse carts are all weather and relatively animal proof. Some residents have set aside an area near the end of the driveway to store the carts. They take their refuse to the carts during the week and move the cart out to the road on collection day.

**What if I have something that is too big for my container?** Bulk items, such as furniture, carpeting and small amounts of bundled lumber scraps will require a special pick up. The cost for such a pick-up is $25 for the first 15 minutes + $1.67 per minute thereafter. The fee is invoiced to the resident and mailed out. Carpeting, lumber scraps and other loose items must be secured in bundles no longer than four feet and weighing less than 50 lbs. Any item that contains mostly metal will not be picked up as refuse. A resident may dispose of the metal at the recycling center.
What about appliances? Any appliance that is made mostly of metal, such as washers and dryers, may be brought to the recycling center during open hours and left at no cost. Appliances containing Freon, such as refrigerators, freezers, dehumidifiers or air conditioners, may also be brought to the recycling center.

I don’t have anyway to get my bulk item to the recycling center. What should I do? As with the other bulk items, residents may arrange for a special pick up at the same rate as other bulk items. Again, all fees must be paid when scheduling the pick-up.

Can I put my television or computer out with the rest of my garbage? No. Almost all electronic items, such as televisions, computers, VCR’s and small household appliances, are recyclable. These items can be brought to the recycling center free of charge, except for non flat panel televisions, for which there is a $10 disposal fee.

What should I do with ashes and sawdust? Cold ashes, sawdust, and sweepings, must be placed in a sealed bag and then may be placed in the refuse container. If the sweepings contain broken glass, please label the bag for the crew’s protection. Dead animals may not be placed in a refuse cart.

Can I put my pet waste in my refuse cart? Small animal waste may be placed in the refuse containers, provided it is placed in a sealed plastic bag.

What should I do with old paint or oil? Oil based paints, motor oil, and antifreeze are hazardous waste. These and other hazardous materials are not allowed in the regular refuse. The waste oil may be disposed of at the recycling center. Latex paint that has been dried up either by evaporation or with absorption agents such as kitty litter, may be brought to Town Hall for disposal. Oil Based Paint, antifreeze, pesticides, caustic or toxic chemicals, and paint thinners, can be taken to Veolia Environmental Services Collection site in Port Washington for disposal. The facility accepts drop-offs on Mondays.

What should I do with my weeds and leaves? Yard waste may be brought to the collection site at Town Hall during normal business hours. The Town encourages private composting. Compost contains many nutrients and when mixed, enriches existing soils.

Who can use the recycling center? Any Town of Cedarburg resident may use the recycling center. If a resident of the Town owns a business outside of the Town, recyclables from that business may also be dropped off at the recycling center.
**INCORRECT**

Location – The cart is placed too far from the edge of pavement.

Direction – Cart hinge/handle is facing the road.

Spacing – Carts are too close together.

**CORRECT**

Location – The cart is within 10' of the edge of pavement.

Direction – Cart hinge/handle is facing the house.

Spacing – Carts are at least 3' apart.