

PROPOSED REFUSE, RECYCLING AND YARD WASTE PROGRAM

FREQUENTLY ASKED QUESTIONS

General

1. When are the proposed changes effective?
 - A. April 1, 2011
2. When are the proposed rate changes effective?
 - A. Garbage will be effective April 1 2011, recycling is effective Feb 1 2011.
3. Will the Garbage, Recycling and Yard Waste removal service be on the same day?
 - A. No, these services will be on three different days of the week. However, these days are not same throughout Decatur. Your hauler will determine these dates. There may be areas where couple of these services fall on the same day.
4. How will I know when my Garbage, Recycling and Yard Waste be picked up?
 - A. Your hauler and the City will communicate with you the days of various services in your area, once they are established.
5. Will there be alley service?
 - A. If the resident currently has alley pickup, both garbage and recycling will be picked up in the alley.

Garbage

6. Can I still have twice a week garbage removal?
 - A. No. Garbage removal will be once a week. However, you can either choose a Basic service with three (3) 32 gallon cans/ one (1) 96 gallon toter or expanded service with six (6) 32 gallon cans/ two (2) 96 gallon toters. The expanded service provides the same volume of garbage disposal service as twice a week.
 7. Can I still have the bag service?
 - A. Yes. You have to sign up for the minimal service.
 8. Are there any changes to the rules about Garbage Disposal as compared to the current program?
 - A. Yes. Any Garbage, other than the environmental hazards, that fits in the can and are less than or equal to allowable weight (35 lbs/ 32 gallon container) can be put in the can (unlike the current program that prohibits construction and demolition debris).
 9. What type of container can I use for Garbage?
 - A. Metal or impact resistant plastic water-tight cans of not less than 15 or more than 32 gallon capacity with tight fitting lids and at least two opposing exterior handles.
 - B. Water-tight bulk containers with tight fitting covers (carts/toters) not less than 32 gallons or more than 96 gallons and meeting approved standards for automated or semi-automated collection. Carts/toters may be leased from licensed refuse haulers, purchased from licensed refuse haulers or purchased from an independent source.
 10. Can I still have the option of back door service?
 - A. Yes. Back door service is eliminated for the standard services, except for valid hardships. But your hauler can continue to offer such a service and may charge additional fee. City does not set a rate for additional back door fee.
- For people with valid hardships, back door service will be provided both for garbage and recycling.**
11. What happens if I don't call my hauler and signup?
 - A. You will be defaulted based on your current signup.

Current option

Single family Once a week pickup
Single Family Twice a week service

Defaulted to

Basic Waste removal service + Premium yard waste service option
Expanded basic waste removal service + Premium yard waste service

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Yard Waste

12. Can I still have unlimited Yard Waste pick up.

A. Yes. The standard services come with unlimited yard waste pickups during the months of April and November. These services begin on the first day of the above stated months and extend for six weeks. There may be years when these six weeks needs to be adjusted slightly. In such case, the residents will be notified of the changes either by the City or by their Haulers.

However, if you wish to have unlimited yard waste pick up throughout the year, you can subscribe for the premium Yard Waste option for an extra \$1.00/month.

13. Are there any changes to the rules about Yard Waste Disposal as compared to the current program?

A. No.

14. What type of container can I use for Yard Waste?

A. 33 gallon paper bags designed for composting purposes; or, metal/ impact resistant plastic water-tight cans of not less than 15 or more than 32 gallon capacity with tight fitting lids and at least two opposing exterior handles, marked with an approved yard waste only sticker.

Recycling

15. Are there any changes to the rules about Recycling as compared to the current program?

A. Yes. You don't have to sort the recyclables anymore. They all go into the same bin/cart. The type of recyclables also include Cardboard, Chipboard (like cereal boxes) and Junk mail along with the plastics, metals, paper and glass that are accepted through the current program.

16. What type of container can I use for Recycling?

A. Water-tight bulk containers (carts/toters) with tight fitting covers for residential pickup not less than 32 gallons or more than 96 gallons and meeting approved standards for automated or semi-automated collection. The carts/toters for recyclables will be provided to customers from Midwest Fiber authorized through a contract with the City.

B. 18 gallon plastic bins previously provided to customers from Suburban Disposal.

17. What days will my recycling be picked up?

A. We do not have the days yet. The haulers are expected to give us their garbage and recycling pick up schedules by Feb 25th. These schedules will be posted on the City website as well as in the news paper. The haulers will also contact their customers to inform the service days.

18. How can I register for the cart and how much is it?

A. The cart is provided free of cost. You can register by calling 424-2784 or E-Mailing your Name, Phone and Street address to recycling @decaturil.gov or online at www.decaturil.gov or mail your information to

Recycling Bin Request

Development Services, #1 Gary K Anderson Plz, Decatur, IL-62523

19. When can I receive my recycling cart?

A. The cart delivery will begin April 22 2011 on the earth day. Depending on the number of people that signed up, the delivery process may take anywhere between 1 to 3 weeks.

The carts will be delivered to the curbside. Citizens that signed up for the recycling carts on or before March 15 can expect their carts before May 15th.

They can use their existing red bins until they receive their carts. Starting April 1, they can mix up all the recyclables even though they are using the red bin.

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20. What are the list of recyclable materials

A. The lid of the cart will have a specific list of all the recyclables that are and aren't acceptable. As a general rule all the paper, plastics, metals, glass and card board are acceptable through the new program. Hazardous materials, plastic grocery bags, light bulbs, window glass panes, electronics and organic matter are not recyclable.

21. What if I loose my Cart?

A. You can buy a similar cart from Midwest Fiber Recycling. This cost would not exceed \$55.

22. What should I do with my existing red bin?

- A. 1. Find another use for the cart or bins
2. Put into your new cart for recycling
3. Deliver to Midwest Fiber 1902 N. Water for recycling.

23. What is the size of the recycling cart?

A. 65 Gallon Cart. Approximately the cart measures 26" X 26" X 41" (W X L X H).

24. Can I request a cart, try it and return it back if it does not work for me?

A. Yes. People can either call their Hauler to take it back or drop it off themselves at Midwest fiber's location.

25. Do I have to pay for my cart if I place an order after March 15th ?

A. No. It is free even after that date, but there may be a delayed delivery and your cart will be delivered by your trash hauler not Midwest Fiber.

26. The mailer I have received says mix it all together. Does that mean I can mix my garbage, yard waste and recyclables together?

A. No. This just means that you do not have to sort your recyclables.

27. I am a small business/ church/ Other non profit. I would like to order a cart. Can I do that?

A. No. At this point the curbside program is only offered to single family households up to 6 units. They can call one of the commercial recycling services like Midwest fiber.

28. I live just outside the City. What are my options for recycling?

A. County has various recycling options. Please refer residents to county's website: <http://www.co.macon.il.us/> follow links, 'departments', 'Environmental Management' for current information on recycling specifics. Or call County Environmental Management department at 217-425-6597