



**WM Denver South
2400 W. Union Avenue
Englewood, CO 80110**

Dear Valued Customer:

Beginning the **week of Monday, March 16, 2015**, Waste Management will begin switching residential trash and recycling collection services to a fully automated system in your area. This system allows for optimization of waste and recycling collection. Once a resident wheels their containers to the curb, a Waste Management truck with a side, hydraulic arm will lift the container and dump it into the back of the truck. It will then place the container back on the curb, and move to the next residence.

Why Change to “Fully Automated System” Program?

Waste Management has switched to this new system for multiple reasons, which will benefit the resident. Some of which include:

- An improvement in the appearance of the community.
- Containers with lids will lessen trash blowing in windy conditions.
- Containers are easy to use with handles and wheels.
- A state of the art service fleet that operates on Compressed Natural Gas which offers:
 - Cleaner air with lowered emissions,
 - Quieter trucks in the neighborhoods and
 - Less impact on the roads due to a lighter design.



The new trash and recycling collection system is a tailored program for single-family residences and multi-family units of seven or less.

How does it work?

Every resident will receive a new 96-gallon trash container, and a 96-gallon recycle container automatically. These containers will be delivered the **week of Monday, March 16, 2015**.

What if I need more containers than what is provided?

Our Waste Management customers trash and recycle service includes one trash and one recycle container at no cost to the resident. The containers provided to residents at no cost and as part of their service plan will be 96-gallon containers. If a household would like additional containers, residents can purchase additional containers by contacting Waste Management directly at **303-797-1600**.

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Automated Trash Guidelines

- If large bulky items are put out for pick up, it will result in an additional charge. Please call in advance for the appropriate charge.
- Place only household residential trash in the automated containers.
- Use only trash containers provided by Waste Management.
- Place at curb and off sidewalks with handles facing your residence.
- Please place your container at the curb by 7 am and remove it by 7 pm.
- Place each container at least three feet apart, and three feet from parked cars, recycling bins, fences and other obstructions that may prevent the automated truck from emptying it.
- Untie any ropes or tie-downs you may have used to secure the lid before collection day.
- Do not place concrete, dirt, rock, hot ashes, coals, or other flammable materials such as solvents, oil, gas or paint in the container.
- If your container is not serviceable for some reason or is too full to service, the driver will leave a "bag tag" on your container explaining the reason.
- Trucks will not return to collect containers that are placed out late, blocked, too close to obstructions or contain unauthorized material. Extra charges will apply for additional services.
- In the event of a holiday, collection schedules will appear on the provided annual service calendar. For holidays, service will be delayed by one day for the service week impacted.



Container	Additional Cost Per Month
96-gallon, 1 trash and 1 recycle	No cost.
Additional 96-gallon container	\$2.80/month each additional container

Container Maintenance and Cleanliness

- Containers are the property of the Waste Management. Please do not remove the container from your home if you move.
- Please keep containers clean and free of writing and markings on the surface.
- For containers needing replacement or repair due to normal wear, please contact Waste Management at [303-797-1600](tel:303-797-1600).
- If damages are due to negligence, customers will be responsible for cost of repair or replacement.
- Keep your trash container clean by bagging and tying your trash.
- Make sure the lid is closed and container is not overfilled.
- Consider waiting to dispose of food waste on the day of your collection.
- Please clean your trash container when it is dirty or begins to smell. Carts that smell may attract animals. Tips for cleaning containers:
- After the garbage truck empties your trash container, put a little soap in the cart, put the cart on its side, turn on the hose, and spray out the dirt.

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- Adding ammonia, baking soda, or vinegar to a soapy solution will help with smells.

Recycling

- Please place all recyclable items in containers loosely, not in bags.
- Please do not place plastic bags of any kind, food waste or green waste in your recycle container.
- Recycle container placement guidelines for day of service is the same as trash guidelines. All of the items below may be placed inside the recycle container provided to you.

Acceptable Items:

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| • Cardboard (Collapse boxes) | • Newspapers |
| • Office Paper, Envelopes | • Paper cardboard |
| • Plastic Bottles and Containers labeled #1-#7 | • Dairy and juice containers |
| • Glass Bottles or Jars | • Tin or Steel Cans |
| | • Aluminum Foil and Cans |

Non-Acceptable Items - *Unaccepted Items are not limited to those below:*

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|---------------------------------------|------------------------------------|
| • Candy wrappers | • Polystyrene |
| • Carbon paper | • Used paper cups and paper plates |
| • Carpet and cloth | • Used paper towels and tissues |
| • Food or any organic waste | • Waxed paper |
| • Liquids | • Food-soiled cardboard |
| • Plastic bags and clear plastic wrap | • Plates and dishes |

FAQs

Will my recycling be picked up on the same day as my regular trash service day?

Your collection day will be the same for each service. Trash and recycling will be picked up on the same day before 7 p.m., but recycling waste will be picked up on alternating weeks.

What if I already have trash cans?

As part of the new service program and switching to a fully automated collection system, residents will need to use only the trash and recycling containers provided.

What if my home is vacant, can I discontinue service?

Yes. However, all containers must remain at the residence to which they are assigned.

If I move, can I take my containers with me?

No. All containers must remain at the residence to which they are assigned.

Why should I recycle?

Recycling preserves natural resources, extends the life of our landfills and helps the City keep service costs down. By recycling, residents will keep our collection rates down, save energy and conserve resources for future generations.