

Tips to Help in Collection



When should you put your carts out?

Collection times can vary, so please have your waste and recycling to the street's edge by 6:00 a.m. the day of collection to ensure your material is collected. If collection crews pass your home and your material is not out, you will need to wait until the next week for collection or pay a fee to have the truck return.

How should you position your carts?

Place your waste and recycling carts/totes on a level surface at the street's edge with the wheels and handle facing the house. Please keep 2 feet of space between each of your carts/totes as well as other fixed objects, such as mailboxes.



How should you fill your carts?

Waste and recycling carts/totes provide a convenient way to handle your weekly accumulation of material. Please follow your community's guidelines for proper placement of material. This will ensure that you don't receive a service rejection notice or "Oops" tag. If you receive an "Oops" tag, they will indicate the reason(s) your material was not collected.

Please do not jam or overpack materials into carts/totes. The materials may get stuck and not come out when the carts/totes are tipped. Lids must be closed to prevent your materials from blowing out, water and snow from getting in, and unwanted rodents from being a nuisance. Material exceeding the designated height of the cart may result in an "Oops" tag.

Recycling materials must be placed loose in recycle carts/totes. There is no need to sort or contain loose material in a bag of any kind when you place it in your carts/totes. If recycling material is contained in a bag inside your recycling carts/totes, it will be treated as trash. The only material that should be contained in a bag is shredded paper, which can be recycled in a clear plastic bag.



Customer Service

1-800-330-7107

716-754-8226

Monday - Friday:

7:00 a.m. - 6:00 p.m.

Saturday:

7:30 a.m. - 11:30 a.m.

Closed on Sundays &
Holidays

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