

City of West Bend Refuse/Recycling Collection Frequently Asked Questions (FAQ's)

Q: Is it true that we need to purchase a refuse cart from the City of West Bend?

A: Yes, you will need an approved cart, purchased from the city, if you would like to continue curbside refuse collection. Two cart sizes are available: 65 gallon for \$60.50 and a 95 gallon for \$65.50. Delivery is available for \$10.00.

Q: When do I have to start using a refuse cart?

A: The ordinance is already in effect; residents have been required to obtain and use a refuse cart since October 1, 2015.

Q: Why is the City of West Bend requiring us to use one of these carts?

A: In efforts to be more efficient and reduce the likelihood of worker injury, the City of West Bend Department of Public Works purchased semi-automated, side arm trucks that will be used to collect refuse in the city. The driver will extend the truck arm to pick up the cart from the curb, empty the contents into the truck, and return the cart to the curb (recyclables are currently collected in this manner). Carts must be designed and manufactured to accommodate the arm of the truck and to withstand the emptying process.

Q: I already have a refuse container. Do I have to purchase another one?

A: Over the last 12 years, the City of West Bend Department of Public Works has sold 35, 65 and 95 gallon refuse carts, all of which will work with the semi-automated side arm trucks. These carts will have "City of West Bend" printed on the side and have an eight to nine digit serial number printed on the front of the cart.

Q: Where can the refuse carts be purchased?

A: Carts may be purchased at the Department of Public Works office located at 251 Municipal Drive, West Bend. The office is open 7:00 a.m. to 3:30 p.m. Monday through Friday. We accept cash, check, and credit/debit cards. A convenience fee of 2.75% will be applied to credit/debit card transactions. Carts may be delivered for a \$10.00 fee.

Q: What if I have more refuse than I can fit in my cart? Can I put trash bags next to the refuse cart?

A: No. Only refuse that is in the cart will be collected (maximum of two refuse carts per household). Residents have the option to bring extra garbage to the City of West Bend Drop-Off Yard with a current yard permit sticker.

Q: Can I use more than one refuse cart?

A: Yes. Public Works will collect up to two (2) carts per household per week.

Q: Where do I place the refuse and recycling carts for collection?

A: We prefer for carts to be placed in the street gutter area; however, carts may be placed on the terrace if parking or traffic would be impaired. Carts should be placed at least three (3) feet from any obstructions (other carts, mailboxes, etc.) and 10 feet from vehicles. These distances are required for the arm of the truck to access the carts.

Q: Does the lid have to be closed?

A: Yes. A closed lid will limit refuse from blowing around your neighborhood and from leaving the cart during tipping operations.

Q: Do I have to put my refuse cart out every week for collection?

A: No. The collection schedule allows for you to place your refuse cart out on a weekly basis for pick-up on your regularly scheduled day. You are welcome to skip weeks when you have less refuse.

Q: Does the refuse inside my refuse cart have to be bagged?

A: Yes. Bagging your refuse prior to placing it in the refuse cart will help your cart stay clean and will help reduce garbage from scattering during collection.

Q: Will my collection day change?

A: No. There are no planned changes to the collection schedule.

Q: What time will my refuse and recycling be collected?

A: Collection may occur at any point during your scheduled day; carts should be placed at the curb by 6:00 a.m. Carts may be placed at the curb a maximum of 12 hours prior to collection and must be removed from the curb within 12 hours after collection.

Q: Can I put yard waste in the refuse cart?

A: No. State law prohibits disposal of yard wastes in a landfill. Carts that contain yard wastes will not be collected. Disposal options include: composting; mulching clippings or leaves into the turf with a mower; or bringing the organics to the City of West Bend Drop-Off Yard with a current yard permit sticker.

Q: Can I put electronics, such as televisions or computers, in the refuse cart?

A: No. State law prohibits disposal of electronic wastes in a landfill. Do not put electronic wastes in your recycle cart either. Carts that contain electronic wastes will not be collected. Electronics must be taken to a separate facility for recycling.

Q: What should I do with the refuse cart if I move?

A: The refuse cart is considered your property and you may take it with you or leave it for the next homeowner. If you rent, please check with your landlord prior to taking a refuse cart. The recycling cart (green with a yellow lid) is the property of the recycler and must stay with the home.

Q: Will the city still collect used car batteries and used engine oil curbside?

A: No. Residents may bring used car batteries and oil to the City Drop-off Yard with a current yard permit sticker.

Q: Can I throw construction debris in the refuse cart?

A: Yes, as long as the material fits into the cart and the lid will close. We will not accept brick, concrete, stone, gravel or other masonry materials.

Q: Can I throw carpeting into the refuse cart?

A: No, if carpeting is in the cart, the cart will not be emptied. A notification will be left by the driver explaining the reason why your refuse was not collected.

Q: Can I affect my neighbors or my own refuse collection by where I park my car on the street?

A: Yes. The arm of the truck requires a distance of 10 feet between a parked car and the cart. Please do not park in front of or within 10 feet of carts.

Q: What other items will the city collect and/or accept at the City of West Bend Drop-Off Yard?

A: The city will continue to collect pumpkins with the fall leaf collection. Tree limbs and sticks (brush) and Christmas trees will also continue to be picked curbside. The collection schedule for these materials may be found on the Refuse and Recycling Collection calendar posted on the city website www.ci.west-bend.wi.us under Department of Public Works.

City of West Bend residents may continue to bring extra trash and recyclables, organic materials, brush, scrap metal, car batteries and used engine oil to the City of West Bend Drop-Off Yard with a current yard permit sticker.

Q: How can I purchase a current City of West Bend Drop-off Yard Permit Sticker?

A: City of West Bend residents and residential property owners are required to have a Permit Sticker attached to their vehicle when dropping off items at the City Drop-Off yard located at 251 Municipal Dr. Permit Stickers may be purchased by City of West Bend taxpayers for \$25 annually for the first vehicle per household. Replacement or additional stickers for vehicles owned by persons in the same household may be purchased for \$5.00. At time of purchase, two (2) forms are required: current vehicle registration for each vehicle and driver's license or current utility bill. Stickers must be placed on the inside lower driver's side windshield of the vehicle to which is registered and is NOT TRANSFERABLE.