



## Solid Waste Service Update

Effective September 1, 2022, Arrow Disposal will provide residential solid waste and brush collection service to all City residents. As part of this process, new waste carts will automatically be delivered to your home, and your current waste carts will be picked up by the previous service provider.

The Pell City Street Department is responsible for overseeing the waste collection contract, and coordinating with Arrow Disposal to resolve any customer issues that may arise. The following information is intended to help our citizens clearly understand the services provided under the contract, and to outline the associated rules. Adherence to these guidelines helps keep our City clean, and ensures that the services are provided in a timely manner.

### Costs

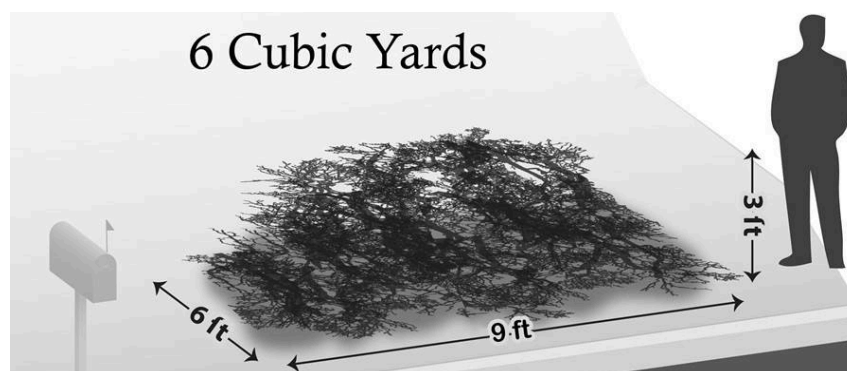
The monthly cost of service is \$23.18, which includes weekly garbage service and bi-weekly pickup of up to six (6) cubic yards of yard debris. Additional garbage carts may be ordered for a rate of \$11.27 per month. These fees are added to your monthly utility bill for ease of payment, and can be paid alongside your month water and sewer bill.

### Weekly Household Garbage Service

- ☐ Garbage must be placed inside city-issued garbage carts;
- ☐ All garbage must be bagged, no loose trash is permitted in the receptacle;
- ☐ Carts should be placed at least two feet apart from one another.
- ☐ Carts should be placed facing the street, at least three feet from any obstructions to allow for service;
- ☐ Carts should be placed by the street by 6:00 a.m. on the pickup date;
- ☐ Lids must be fully closed, and carts must be placed away from obstructions.
- ☐ Household hazardous waste, lumber, and car parts may not be placed curbside for collection.

### Yard Waste

- ☐ Yard waste is picked up every other week on the same day as garbage;
- ☐ **Up to six (6) cubic yards** of tree limbs, sticks, shrub clippings, and other debris may be placed curbside;
- ☐ Containerized/bagged leaves and grass clippings may be placed curbside;
- ☐ All limbs must be less than five (5) feet in length, and less than six (6) inches in diameter.



## **Unacceptable Yard Waste**

- ☐ Fencing, railroad ties, landscape timbers, plywood, furniture, decking, construction material, electronics, appliances, etc.;
- ☐ Unbagged leaves and grass clippings;
- ☐ Material generated by a construction firm, contractor, or tree surgeon;
- ☐ Material generated from the clearing of a lot.

## **Frequently Asked Questions (FAQ)**

- ☐ **Why was my waste not picked up?**
  - o Excessive size or weight;
  - o Improper placement of receptacles;
  - o Items placed too close to mailboxes, cars, utility poles;
  - o Cart placed out after 6:00 a.m. on collection day;
  - o Material is contractor generated;
- ☐ **When will my garbage be picked up?**
  - o Arrow Disposal runs Monday through Friday, unless there is a Holiday, or weather delay;
  - o If there is a Holiday or inclement weather routes will be run the following day;
  - o Holidays observed are; New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
  - o Find your pickup day by viewing the [Schedule Map](#).
- ☐ **Where can I take items that cannot be disposed of through curbside service?**
  - o Residents can bring excess trash, oversized items, carpet, furniture, appliances, mattresses, etc. to the Pell City Street Department, located at 417 19<sup>th</sup> Street South, from 7:30 a.m. to 3:30 p.m., Monday-Friday;
  - o Tires, batteries, construction debris, yard debris, and paint are not accepted;
  - o Please sign in at the office and staff will direct you to the dumpsters.
- ☐ **I have a service issue or question, what do I do? (Ex: missed pickup, cart orders, cart damage, property damage)**
  - o Service requests or questions may be submitted 24/7 online at <http://pell-city.com/garbage/>, please enter your name, address, contact information, and the nature of your complaint, and our staff will make contact with you.
  - o Customers may report issues by phone whenever possible by calling the Street Department at (205) 884-8267 during normal business hours.