



TOWN OF WAREHAM
Municipal Maintenance Office
95 Charge Pond Road
Wareham, MA 02571

2024 Trash Services FAQ

CURBSIDE:

Q. When did the Town's curbside program begin?

A. ABC Disposal, Inc. began dropping off curbside and recycling bins in March 2021, the program started April 1, 2021. EL Harvey has since bought out ABC Disposal – but there are no changes to the program.

Q. How do I sign up for curbside?

A. If you are a residential household including 2- and 3-unit dwellings you can opt into the curbside for the calendar year between mid-November and Feb 1 through the town website, or in person at the Municipal Maintenance office. After February 1st you must wait until the following calendar year to sign up for curbside services.

Q. How am I billed for curbside?

Much like sewer, excise or any other town bills, you will be sent a bill to your mailing address on record. The curbside program costs \$365 per year. You will be billed bi-annually for half the total cost; \$182.50. You will be able to pay the bill online, in person, or on the phone. Please reach out to the Treasurer's office for bill payment questions.

Q. How often does the vendor pick up trash and recycling?

A. Trash will be picked up weekly and recycling biweekly. The trash bin is 64 gallons and the recycling bin is 96 gallons. The recycling is larger due to the biweekly pick up.

Q. Do I need to use town trash bags like at the transfer station?

A. No, the curbside collection program does not require town bags. Town bags are only required when going to the transfer station.

Q. Can I use a private hauler?

A. No, starting April 1, 2021 only one residential solid waste hauler is licensed in Wareham, and that will be EL Harvey. The town put out a request for proposals for town wide curbside pickup and EL Harvey (formerly ABC Disposal) had the best proposal and price. All haulers were eligible to respond to the RFP and there were three responses from four haulers that attended the pre-proposal meetings.

Q. Can I still use the transfer station if I am in the curbside program and what does it cost?

A. Households in the curbside program are eligible for one sticker to the transfer station at no additional cost. The sticker will need to be affixed to a vehicle from the curbside address and is eligible under the transfer station policy. You can get your free transfer station sticker from the Municipal Maintenance office at 95 Charge Pond Rd.

Q. I have a large family and need more than one 64-gallon trash container and I don't want to go to the transfer station.

A. You may pay to receive additional barrels at the Municipal Maintenance office. An additional 64-

gallon trash barrel costs an additional \$95 per year. An additional 96-gallon recycle barrel costs an additional \$105 per year. You will need to go in person and pay the fee up front for the first year of additional barrels. After that, the cost will be added onto your trash bill automatically. We do not do temporary additional barrels.

Q. What if my trash or recycling is missed, and will I receive a refund?

A. If your trash and/or recycle barrels were out on the correct day by 7am but were missed for pickup, please call EL Harvey directly the same day as the missed pickup. We are a municipality and are unable to make refunds if this occurs. Unfortunately, this may happen so we recommend getting the free Transfer Station sticker you are entitled to with curbside as a backup should this happen.

Q. What if my barrel is missing or damaged?

A. Please call EL Harvey directly.

Q. I am disabled and unable to move the rolling bins, what are my options?

A. Contact Municipal Maintenance at 508-295-5300.

Q. What if I have a mattress, box spring, or textiles?

A. As of Nov 1, 2022 the state of Massachusetts has banned the disposal of mattresses, box springs, and textiles. There are Bay State Textile collection bins outside of the Wareham High School and Middle School for textile recycling. Only textiles that are contaminated with mold, bodily fluids, insects, oil or hazardous substances are exempt from the disposal ban. The closest place to recycle a mattress or box spring is HandUp Mattress Recycling. They offer pickup or drop off mattress/box spring recycling services.

Q. What if I have a bulky item other than a mattress or box spring?

A. If you have curbside pickup please contact EL Harvey directly for your options.

Q. I am a tenant what can I do?

A. Please reach out to your landlord. Together you will need to come up with a plan that works for you both. Whether that is curbside or transfer station only option, you both will need to decide. Curbside billing must go to the landlord, we cannot send bills to tenants.

Q. What is EL Harvey's contact information?

A. 508-995-0544

Q. I am selling my house, what do I do about my curbside trash services?

A. The curbside services will be transferred to the new owners with the sale of the home. We do not cancel trash services with the sale of a house. You should discuss the trash billing with your real estate attorney and agent prior to closing – it should be included in the closing costs. The town will receive the sale information from the registry of deeds and will transfer the billing to the new owners. If for some reason you receive a bill after selling your home, just send it back to the town and we will get it to the correct owners. If the new owners do not want the curbside services, they can contact Municipal Maintenance after the closing to make the necessary service changes.

Q. I just bought a house in town, how do I sign up for or change my trash services?

A. Call Municipal Maintenance at 508-295-5300 to discuss your options once you have closed on the home. We cannot make changes until the deed is in your name and recorded with the registry of deeds.

Q. How do I pay my curbside bill?

A. You can pay your bill online, in person at the Treasurer/Collector office at Town Hall, by phone (508-381-5455), or by mail to the address listed on the bill.

Online payments: <https://www.wareham.ma.us/treasurercollector/pages/online-bill-payment-links>

TRANSFER STATION:

Q. What are the Transfer Station days and hours of operation?

A. Tuesday through Saturday, 8:00am – 3:00pm. Please see the Town of Wareham website for the transfer station holiday schedule.

Q. Why do we need town bags, why can't I use my own?

A. The town is now required to fully fund the cost of all disposal at the transfer station. The pre-printed town trash bags directly reflect the cost of disposal. This means you are only being charged for the amount you actually dispose. The town bags can be purchased from Municipal Maintenance and at several local stores. Contact Municipal Maintenance to find out which stores carry the town bags.

Q. Is there a separate charge for recycling?

A. No, there is not additional cost for recycling.

Q. Do we need to separate our recycling?

A. No, the transfer station is under a single stream system, meaning that there is no need to separate your recyclables. Do not bag your recyclables, as this will clog the sorting machine.

Q. I own a business, can I use the transfer station for commercial solid waste?

A. No, the transfer station is for residential waste only.

Q. What can I dispose of at the transfer station?

A.

- **ACCEPTED MATERIALS:** Household Trash & Recyclables: (no plastic bags), loose newspaper, cardboard and paper: including magazines, computer paper, corrugated cardboard, flat cereal boxes and junk mail, glass and plastic containers, steel/ aluminum cans.
- **MATERIALS NOT ACCEPTED:** Stumps, logs, stone, asphalt, brick, concrete, insulation, pressure treated wood, mattresses, box springs, demolition & construction debris, raw lumber, tires, flammable items, large furniture (i.e. couches, chairs, etc.), textiles.

TRANSFER STATION STICKERS:

Q. How much does a transfer station sticker cost?

A. If you have curbside pickup with EL Harvey through the town there is no additional cost for a transfer station sticker. If you do not have curbside the sticker costs \$125.00. If you qualify for the seasonal discount or the senior/low-income discount the sticker costs \$62.50 (see applications section for more information about these discounts). Carver resident stickers cost \$140.00.

*pricing subject to change each year, as determined by the Select Board

Q. When do we need a new sticker?

A. Each calendar year you will need a new sticker. Starting January 1 your previous year sticker will no longer be valid. (See seasonal information below for seasonal sticker dates).

Q. Where can I buy a sticker?

A. Transfer station stickers will be available for sale online and in person. All stickers can be purchased in person at Municipal Maintenance. Full price \$125 and Carver \$140 stickers can be purchased online. Online stickers will then be mailed directly from the vendor City Hall Systems. If you are getting your free sticker or a discounted sticker you must get your sticker in person. Stickers will be available starting mid-November for the next calendar year.

Q. What if my property isn't listed?

A. Please check your tax bill for the correct address. Sometimes a mailing address is different than the tax collector's database used. If you still cannot find the address, please contact Municipal Maintenance.

Q. What does a Transfer Station entitle me to?

1. Disposal of trash in Town pay-as-you-throw bags to the Transfer Station in Rochester
2. Free disposal of recyclable, no special bags necessary, to the Transfer Station in Rochester
3. Disposal of yard debris at Municipal Maintenance on the second and fourth Saturday of the month from 8 am to 3 pm (Wareham resident sticker access only, not included for Carver stickers).
4. Disposal of light metal at Municipal Maintenance on the second the fourth Saturday of the month from 8 am to 3 pm
5. Free disposal of Hazardous waste materials on Hazardous Way Day that is held once a year.
6. Free access to any other sticker events held, such as a Shred Event day

Q. How to acquire a Sticker:

A.

- I. If you do not purchase your year-round sticker or seasonal resident sticker by January 31st, you will be billed for curbside service.
- II. You can **only** purchase your Transfer Station sticker online, <https://www.wareham.ma.us/trash-services>, if you are **paying the full amount** of \$125.00.
- III. Senior/low-income or Seasonal Stickers, \$62.50, must be purchased via the Municipal Maintenance Office.
- IV. If you have Curbside pickup and wish to obtain your included Transfer Station sticker you must do so via the Municipal Maintenance Office. This **will not** be automatically mailed to you.
- V. The registration for the vehicle you will be using to go to the Transfer Station is required to obtain your Transfer Station sticker. If the Wareham address is not on the registration, you will need to provide proof of residency for the person whose name is on the registration.
- VI. Your sticker can either be picked up in person at the Municipal Maintenance Office, 95 Charge Pond Road, Wareham, MA 02571 or by mailing a check with a copy of your registration to the Municipal Maintenance Office.
- VII. Each address is limited to 2 transfer station stickers per year.
- VIII. If you need a replacement sticker at any point in the year you must go to Municipal Maintenance with the old sticker removed from your vehicle and in hand for a new one. There will be a \$5 fee for all replacement stickers and plate changes. **Without the old sticker in hand, you will need to pay full price for a new second sticker.**

APPLICATIONS:

All applications are subject to approval

If an application does not provide documentation, it will be denied.

***All applications can be found on the Town of Wareham website under Trash Services:
<https://www.wareham.ma.us/trash-services>**

Q. Do I need to complete a new application for opt-out, Seasonal, or Senior curbside or sticker if I did so in a previous year?

A. No. As long as you are keeping the same service you applied for previously, you do not need to do anything it will carry over.

Q. When can I make changes to my trash services?

A. The service change/ enrollment period is mid-November – Feb 1 each year. During this time applications to change your trash services for the upcoming calendar year will be available online or in person at Municipal Maintenance.

Q. Can I change my service during the year?

A. No. Once you have chosen your service you cannot change it until November for the following calendar year. Changes must be made between mid-November and Feb 1.

Q. If I am opting into curbside for the start of the calendar year, when will I get my barrels?

A. You will receive your barrels for January 1st if you opt in by December 15th. If you opt in after this date your barrel delivery may be delayed, and you will not be eligible for prorated services or a refund for receiving barrels after Jan 1.

1. Opt-In Application:

A. If you did not have year-round curbside trash pickup last year and would like to have it for next year, please complete this application.

2. Opt-Out Applications:

A. To Opt-out of the Wareham Trash Program, an eligibility application must be completed and submitted online, or returned to the Town of Wareham’s Municipal Maintenance Office with supporting documentation of proper disposal of trash elsewhere.

B. You are eligible to opt-out if you:

1. are a Seasonal Resident with disposal service at a non-Wareham Primary Residence
2. have disposal at your personal business
3. have disposal at place of work
4. have another reason you can explain and provide documentation

C. Documentation includes but is not limited to:

1. tax or disposal services invoice from a non-Wareham location or;
2. invoice from disposal service for personal business or;
3. permission to use employer’s disposal services on employer’s letterhead or;
4. documentation to support “other” on Application.

3. Senior Applications – 65+ and low income - \$245 curbside or \$62.50 sticker:

You must meet both the age & income requirements to qualify for the discount, not just one

A. You must be 65 by December 31 of the previous year to apply.

B. Low income:

1. Individual under \$33,320
2. Two people under \$38,080

- C. To receive discounted curbside service or a discounted Transfer Station Sticker, an eligibility application must be completed and submitted online, or returned to the Town of Wareham's Municipal Maintenance Office with supporting documentation of fixed income.
- D. Documentation includes but is not limited to:
 - 1. Government issued identification proving age of 65 or older and,
 - 2. copy of your most recent tax return or;
 - 3. if you do not file taxes, a copy of your Social Security Benefits Statement or;
 - 4. Massachusetts Schedule CB – Circuit Breaker Tax Credit Form or;
 - 5. If you qualify a Clause 41C – Elderly Persons.

4. Seasonal Applications – April 1 to September 30 - \$245 curbside or \$62.50 sticker:

- A. Both the seasonal curbside services and seasonal transfer station stickers will only be valid from April 1 – September 30, **there will be no exceptions outside these dates.** If you have seasonal curbside, your included transfer station sticker is also only valid from April 1 – September 30.
- B. To receive discounted curbside service or discounted Transfer Station Sticker, an eligibility application must be completed and returned to the Town of Wareham's Municipal Maintenance Office with supporting documentation of seasonal residence.
- C. Documentation includes but is not limited to:
 - 1. tax bill from Primary Residents with matching owner or;
 - 2. electrical bill from Wareham property showing low usage or;
 - 3. seasonal District water shut-off invoice