

## Curbside solid waste FAQ

### **When will the Town's curbside program begin?**

Answer: ABC Disposal, Inc. will begin dropping off curbside and recycling bins in March. Then on April 1, 2021 the program will begin. Routes including pickup days for your area will be put online and published in a local paper starting in March.

### **How do I sign up and how am I billed?**

Answer: If you are a residential household including 2 and 3 unit dwellings you are automatically enrolled. Much like sewer, excise or any other town bills a bill will be mailed to your mailing address of record. You will be able to pay it online, in person or on the phone (online and via phone will be through a third party vendor.)

### **How often does the vendor pick up trash and recycling?**

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

### **Do I need to use town trash bags like the transfer station?**

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

### **Since the program is starting April 1 do I need to pay for a whole year?**

Answer: No. You will be sent one bill with biannual payments. Since the payments are biannual and the first payment is for a quarter of the service year, you will only be billed for that quarter. This is for the first year only.

For example in the first year of the program:

The annual program cost is \$365. The first payment will be \$91.25 and the second will be 182.50.

### **What if I don't want to participate?**

Answer: If you do not wish to participate in the curbside program you can opt-out to the transfer station only program. Please see the transfer station policy and transfer station FAQ sections for information on that program.

### **Can I keep my private hauler?**

Answer: No, starting April 1, 2021 there will be only 1 residential solid waste hauler licensed in Wareham and that will be ABC Disposal, Inc. The town put out a request for proposals for town wide curbside pickup and ABC Disposal, Inc. 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.

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

Answer: 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 that from that household and is eligible under the transfer station policy.

**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.**

Answer: We have requested pricing on additional bins for households. Once that price is set you will be able to request an additional bin and will be responsible for the cost of the bin and additional disposal.

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

Answer: Please contact ABC Disposal, Inc. directly for options.

**What if I have a bulky item will ABC pick it up?**

Answer: Yes, please call ABC Disposal, Inc. directly and they will coordinate and bill you directly.

**I am a tenant what can I do?**

Answer: 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.

**I usually use the transfer station but want to move to curbside now and not wait until April 1.**

Answer: You are free to use any licensed hauler until April 1. Effective April 1 ABC will be the only licensed hauler. We have been informed that some haulers have not been taking on new customers due to the April 1 deadline. Please remember the town's pricing does not go into effect until April 1 so you will be charged the market rates until then.

**What is ABC Disposal, Inc.'s contact information?**

Answer: Their current contact information is as follows:

Phone: 800-310-9111

Email: sales@abcdisposal.com

Reminder they are in the process of generating routes and starting up Wareham's program so they may not be able to answer certain questions at this time. But this would be the best contact information for those that wish to set up service before the April 1 program starts.