

FREQUENTLY ASKED QUESTIONS

How do I request to exchange my recycling cart?

There are two ways to upgrade your cart. You can call Waste Management at (800) 796-9696 to make your request OR you can go to the City's website at Lockport.org, click on the action line request, and then click on garbage/recycling, recycling tote request to exchange your cart. Remember, Waste Management will need to retrieve the 35-gallon recycling cart to exchange it for the 64-gallon cart. **All requests must be made by Friday, April 29, 2011.**

Can I purchase carts?

Yes, residents may now purchase 96-gallon carts for refuse, recycling, or yard waste. Simply call Waste Management at (800) 796-9696 and specify which type of cart you wish to purchase. All carts are warranted for 1 year after purchase.

How do I rent additional carts?

For cart rentals, you may call the City's Water Department at (815) 838-0549 option #3 and specify which cart you would like to rent. Cart rentals are \$2.00 per month and billed through the City on your water/sewer bill.

What are the new yard waste services?

Waste Management will now collect all your yard waste materials on your regular collection day. All yard waste materials need to be placed in a kraft-type paper bag. Branches and bundles will also be collected on the same day, provided that they are properly secured with string or twine. Branch bundles should not exceed 4 feet in length and each bundle should not weight more than 50 pounds. You can also purchase or rent 96-gallon yard waste carts if you do not want to use kraft paper bags.

What do I do with my unused yard waste stickers?

Unused yard waste stickers may be taken to the City of Lockport Water Department, 222 E. 9th St. for a full refund through **Friday, April 29th. Stickers will be refunded at \$2.50 each.**

What can I place in the carts?

Please place all of your regular household trash and garbage in the solid green cart. The carts are large enough to accommodate the weekly refuse needs of most families. Place all of your recyclables in the cart with the yellow lid.

What can I do if I have extra refuse material?

ONE bulk item, such as a couch, mattress, or chair will be collected each week at no additional charge. Please take a moment to read the recycling portion of the brochure so you understand the recycling program and to take advantage of this important part of your service. Extra trash may be placed next to the cart in a plastic bag or a container no greater than 32-gallons in size and weighing no more than 50 pounds on your service day.

Can I purchase carts from the hardware store?

Purchasing other brands of carts is NOT recommended for the following reasons. Different manufacturers have a corresponding tipping mechanism for the trucks. The carts that are available at major retailers do not fit well with our lifting equipment and may break over a short period of time. This will help ensure that there are no service interruptions. Carts may be rented through the city or purchased from Waste Management.



HOLDS UP TO
3,300 LB

BIG SPRING CLEANUP PROJECT?

THE BAGSTER® BAG CAN TAKE IT ON™



For collection, yellow lifting straps must be able to connect above the bag.



BUY.

Buy the Bagster Dumpster in a Bag® at your local The Home Depot, Lowe's, or Menards store.



FILL.

Fill with up to 3,300 lb of clutter and debris¹.



GONE.®

Gone when you have it removed with reliable collection service from Waste Management.²

Go to thebagster.com or call 1-877-789-BAGS (2247) to find an Bagster retailer near you.

(1) Yard waste not accepted. (2) Collection services provided by a local operating subsidiary of Waste Management, Inc. The Bagster bag is provided by WM Bagco, LLC, a Waste Management company. Bagster®, Dumpster in a Bag®, BUY. FILL. GONE.®, and Take It On™ are marks of WM Bagco, LLC.