



CITY OF PALM COAST AND WASTE PRO

General information on our solid waste & recycling program

Here are some

FREQUENTLY ASKED QUESTIONS:

RECYCLE REWARDS PROGRAM

Q: What is Recycle Rewards?

A. Basically, the program is a reward system to those residents that recycle. To encourage the residents of The City of Palm Coast to recycle more, this program provides access to hundreds of valuable savings and discounts from local and national businesses. The more you recycle, the more savings you have access to.

Q: How does the recycling rewards program work?

A. Waste Pro has provided each resident with a blue recycle bin. Attached to the bin is an RF-ID (Radio Frequency Identification) chip. Each time you recycle, a device within the truck reads that you recycled that day. The frequency that you recycle is recorded and the more you recycle, the more access you will have to coupons, discounts, and even a quarterly drawing for larger prizes like \$50-\$100 gift certificates, electronics, etc. All you need to do to enroll in the program, is log on to www.WasteProRewards.com and follow the instructions or call 1-888-234-8211 to open your account. Please make sure to have the number from the RF-ID chip ready. This number will be your identification code associated with your account.

Q. Is there a charge for recycle bins?

A. All households/customers may receive two bins at no charge. Any additional bins will be charged to each household in their utility bill. The amount, which may vary, will be consistent with the amount that Waste Pro pays for the bin.

GARBAGE/TRASH PICK-UP

Q: What are my monthly rates?

A. The current rate per household is \$18.62 per month. This rate will hold for the duration of the Contract which expires on May 31, 2017.

Q. What is the trash schedule?

A. Two days garbage pick-up, one day recycling and one day yard waste pickup each week.

Q. What about White Goods Pick-up?

A. Please call when items such as refrigerators and freezers (with doors removed), hot water heaters, washers, dryers, dishwashers, small air conditioning units and ranges are placed at the curb. Please allow 3-5 days for removal.

Q. When is bulk trash pick-up?

A. Bulk trash removal is weekly on your second trash day.

YARD WASTE

Q. What do I need to do regarding my yard waste collection and disposal?

A. Yard waste is picked up each Wednesday throughout the City and does not need to be bundled. However, volume restrictions apply and additional charges are possible whenever your yard waste pile exceeds 4 cubic yards and/or has branches in excess of four feet in length or limbs/branches greater than six inches in diameter. Yard waste piles of this size and weight require a special "claw truck" to be dispatched. Therefore, additional costs associated with a special pick-up are passed on to the customer.

RECYCLING

Q. Do I need to sort my recycling?

A. No, Recycling does not need to be sorted in different bins. Recyclables of every type can now be placed together in one bin.

Q. How do I request recycle bins?

A. Please call customer service at (386) 986-2360 to request your bin(s).

Q. Can I use the bins I've always used?

A. Yes, you may still use them, however, in order to be counted in the recycling rewards program you must set out the bin that contains the computer bar code. An electronic reader in the cab of the collection truck reads the strip on the bin and recognizes that you have recycled on that particular day.

DOORSTEP HOUSEHOLD HAZARDOUS WASTE PROGRAM

Q. Who do I call for doorstep household hazardous waste pick-up?

A. Please call Waste Pro directly at **586-0800** to schedule a pick up.

Q. When will my household hazardous waste be picked up?

A. Pick-ups are scheduled one time per month on a Saturday. You will be advised when you call about your pick-up day assignment.

Q. What items are included in the program?

A. 4-8 Fluorescent light bulbs, 1-2 gallons used motor oil, 1-2 gallons antifreeze, 2-4 gallons paint & supplies, 2-4 gallons pool & household chemicals, 4-8 household cleaners, 4-8 pesticides & fertilizers, 10-20 household batteries.

Q. What items are NOT included in the program?

A. Ammunition, gasoline, acids, diesel, kerosene, mercury, items containing mercury, radioactive materials.

Q. Where can I leave my household hazardous waste materials for pick-up?

A. You may leave them either at the front door or at your garage door. DO NOT leave any household hazardous waste materials at the curb.

Q. What time does the household hazardous waste need to be placed outside my door?

A. 7:00 am on the day of pick-up.

SINGLE STREAM RECYCLING PROGRAM

ITEMS TO RECYCLE



Glass jars & bottles



Aluminum cans, foil & pie tins



Tin or steel cans



Cereal boxes, paper towel rolls, etc



Cardboard
(flatten all boxes)



Telephone books



Junk mail



Plastic bottles & containers



Magazines & catalogs



Newspaper & inserts



Office paper & file folders



Paper bags



IT ALL BEGINS WITH YOU!

Support your communities effort to GO GREEN!



(386) 586-0800

PLEASE:

- NO** Electronics
- NO** Ceramics or Dishes
- NO** Food Waste
- NO** Used Pizza Boxes
- NO** Motor Oil Containers
- NO** Hazardous Waste Containers
- NO** Light Bulbs, Window Glass, or Mirrors
- NO** Yard Waste