

Welcome to your new trash and recycle cart!

In an effort to keep our communities clean and create more efficient collection routes, your municipality has chosen to stay with the automated trash and recycle collection using carts. The lidded carts keep materials dry and from blowing out on windy days. The carts are also designed to easily roll to the street or road. Further, the automated collection system increases the level of safety for route drivers. If you have questions, concerns or need to purchase more service please call our office Monday – Friday 7am to 4:30pm. Customer Service Reps are here for you as if we are not aware there is no way it will be corrected or addressed.

Do I now have a new pick-up schedule and when can I start using my carts?

Please refer to your personalized calendar. Trash is weekly and every other week recycle. It may be the same truck or two different trucks throughout the service day that completes your pickups.

- (1) 95-gallon trash cart (blue cart with BLACK lid)
- (1) 95-gallon recycling cart (blue cart with GREEN lid)

Can I place my recyclables in plastic bags?

NO, DO NOT place recyclables in plastic bags or put bags-of-bags in your cart. For information on local grocery and retail stores that accept shopping bags and other stretch film plastic for recycling, go to <https://www.recyclemoreoutagamie.org/residential-recycling/>

What should I do if my trash and recycle does not fit in my cart?

- Save them for your next collection day.
- Ask a neighbor if they have extra room in their cart for your trash or recycle.
- Call Harter's to rent an additional trash or recycle cart for a yearly fee.

Can I take my carts with me if I move?

No. Each cart should stay with the property. These carts are the property of Harter's, for cart repair or rental of additional cart; please call (920) 552-5412. 7am to 4:30pm Monday thru Friday.

How do I set my cart out on collection day?

Place your cart curbside before 6 am the day of collection, with the cart's handle facing your house and the lid opening toward the street. All solid waste MUST be bagged. Make sure there is at least four feet between the recycling and trash carts, and any other objects, such as a parked car or mailbox. **Note, if your carts were set out late, you must wait until your next scheduled pick-up. Service is 6am – 6pm and the drivers may change the times of servicing the area.**

What if there is a snow bank?

In the case of snow, if your cart will not fit in your driveway opening, then you will need to clear an opening in the snow bank where the cart can be properly placed. Carts cannot be placed on top of the snow bank or in the road. Improperly placed carts will not be collected.

How do Holidays affect my pick-up?

Holiday collection will be delayed one day, if the Holiday is on a weekday before your pick-up day. Holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day

