

Frequently Asked Questions

What does the program consist of?

Trash:

- Weekly trash pick up with a 96 gallon cart. A second* 96 gallon cart will be available upon request free of charge.
- A smaller 48 gallon cart will be available upon request.

Recycling:

- Biweekly commingled recycling pick up included. A 96 gallon cart will be provided for recycling. A second* 96 gallon cart will be available upon request free of charge.
- Recycling pick up will be the same day as trash pick-up.
- A smaller 48 gallon cart will be available upon request.

**a total of 3 carts split between trash & recycling*

Other:

- Christmas Tree pick up included at no additional cost.
- 20 bags/bundles of yard waste included at no extra charge each week in the spring and fall.
- Bulky item pick up available at an extra \$10.00 fee per item to be paid by the resident.
- 55 gallon overage bags are available for purchase should residents ever need them. \$2.50 each.
- Snowbirds/extended absence will have the ability to suspend service and related charges.
- Trash can amnesty day for residents to turn in their unneeded old trash cans.
- Extra carts (over the 3 provided in the base bid) available at an extra rate of \$5.00 per cart/per month.

What will the cost be?

The rates for a 5 year contract if approved are :

Per Month, Per Residential Unit

	1st Year	2nd Year	3rd Year	4th Year	5th Year
Republic	\$ 9.07	\$ 9.33	\$ 9.59	\$ 9.86	\$ 10.15

Will there be a fuel surcharge or some other way where the price can be raised?

The bids we received from all the contractors were firm bids. There is no fuel surcharge as they were requested to factor the cost of that unknown into their rates.

Neither a fuel surcharge nor any other charge can be added with the Carmel City Council approving a new rate ordinance and the Mayor signing an amendment to the original contract.

Is participation mandatory?

Yes, to achieve the economies of scale for providing service to each and every home and to get the positive effect of reduced carbon emissions and reduce the wear and tear on the roads from multiple trash trucks going down a street, service must be for all homes.

Are apartment buildings and commercial businesses eligible?

At this time the program just applies to personal residences less than 4 families or town homes.

Will there be smaller sized containers for people who can't physically handle the large ones or for those homeowners who can't fit a large container in their garage?

There will be an option of smaller containers for all homeowners for both trash & recycling.

Will I have to pay an extra fee for the rental of the container?

The contract will include two trash & one recycling or two recycling & one trash container per homeowner at the base rate. Additional containers can be added at the homeowners request for a cost of \$5.00 per month per extra container.

Do I have to recycle?

While the City highly encourages all residents to recycle, it is not mandatory. At the start of the program, every household will be delivered one recycling container and asked to at least try it.

Will the trash trucks be the automated kind? Sometimes when it is windy, some trash blows out when being dumped.

Automated trucks are the way of the future for all trash contractors as it is too expensive to do business otherwise. More homes can be serviced faster with fewer people and less carbon emissions. All the trash contractors are purchasing automated vehicles when replacing older equipment. The City of Westfield is serviced by Rays and they have 100% automated trucks for that contract. The City of Noblesville is serviced by Republic and they use automated trucks for theirs.

How will complaints be handled?

Carmel will be a multi-million dollar contract for Republic and the City will have a lot of clout in getting complaints resolved. Additionally our residents would have the City to advocate on their behalf should Republic not be responsive to their complaints. There will be dedicated staff in the Utilities customer service department to work on trash and recycling customer service issues. Additionally there are financial penalties built into the contract for complaints not resolved in a timely fashion.

Westfield has a 75 cent per month administration fee. Will Carmel have one?

To pay for the oversight and customer service staffing and other expenses associated with the program, there will be a 50 cent administration charge added to each bill each month. The 50 cent fee is included in the rates listed above.

I am retired and take extended vacations. Will I be able to suspend service and related charges?

Yes, we will provide "snowbird" service. Suspension of service and related charges will be available for absences one month or longer. It will *not* be a requirement to shut off the water to your home to take advantage of this feature.