

## FREQUENTLY ASKED QUESTION AND ANSWERS

**Question:** Who is Eagle Waste & Recycling, Inc.?

**Answer:** Eagle Waste & Recycling, Inc. is a family owned and operated trash and recycling collection company providing service to thousands of residential customers in Northern Wisconsin and the Upper Peninsula of Michigan with two operating locations in Eagle River and Ashland.

**Question:** What is a container?

**Answer:** A container is a plastic cart on wheels. One 48 gallon container with a black lid will be provided to each household for trash collection and one 96 gallon container with a yellow lid will be provided for recycling. Containers will be delivered to each household prior to May. May 3rd (Tuesday) will be your first trash pickup and May 16<sup>th</sup> (Monday) will be your first recycling pickup.

**Question:** How much will these two containers cost me?

**Answer:** The good news is there is no cost for the containers. Each household will be provided a 48 gallon trash container and a 96 gallon recycling container.

**Question:** Can I change the size of the trash or recycling container?

**Answer:** If you need a larger container for trash, you are able to upgrade to a 64 gallon for an additional fee of \$3 per month or to a 96 gallon cart for an additional fee of \$5 per month. If you determine you need an additional 96 gallon cart for recycling, one will be provided at no charge. Please contact Eagle Waste and Recycling, Inc. at 715-477-0077 for any service changes.

**Question:** Where do I put the containers for pick-up?

**Answer:** The containers should be placed in the same location they were delivered by Eagle Waste no later than 6:00am on your scheduled collection day. The containers must be placed in a position where the automated truck has access to grab and dump it. The container should be placed at least four feet away from parked cars, trees, mailboxes etc. A video showing this collection procedure and explaining the cart placement can be found on our web-site at [www.eaglewasteandrecycling.com](http://www.eaglewasteandrecycling.com) in the Video Center Tab. Because of the fully automated system, all trash and recyclables must be placed within the containers. Trash and recyclables not placed within the containers will not be picked up.

**Question:** How do I know what I can recycle?

**Answer:** A list of acceptable recyclables is attached. Place all mixed recyclables in the cart loosely. Please do not place material in bags or attach with twine. Plastic bags are not able to be recycled at this time.

**Question:** Whom do I contact if I have questions?

**Answer:** For general service questions on your recycling or solid waste collection or your containers, contact Eagle Waste and Recycling, Inc. at 715-477-0077.

**Question:** How will holidays affect my pickup schedule?

**Answer:** Eagle Waste & Recycling, Inc. will be picking up on all holidays with the exception of Christmas. If Christmas falls on a Monday, recycling will be collected on Tuesday and trash will be collected on Wednesday. If Christmas falls on a Tuesday, recycling collection will still occur on Monday, but trash will be collected on Wednesday.

If we haven't covered your individual questions, please contact us at 715-477-0077. Eagle Waste and Recycling, Inc. is committed to providing you with the finest service possible, delivered with a sincere attitude of appreciation!

Eagle Waste and Recycling, Inc.