



Rev. 02-26-07

Dear Resident of the Village of Sister Bay:

Beginning in March, a deluxe 3-Cart Roadside Service will be phased in for Village Residents. Roll-out carts for trash and recycling will be delivered to your residence.

DELUXE 3-CART ROADSIDE SERVICE OVERVIEW

This 3-cart service is a very popular service. Many residents from Sturgeon Bay to Gills Rock have this roadside service. You may have seen our carts at the roadside in your travels.

We provide 3 carts; one (1) 60 gallon cart for bagged trash, one (1) 30-gallon cart for paper recyclables and one (1) 30-gallon cart for commingle (bottles and cans) recyclables. Paper and commingle recyclables should not be in plastic bags. If you do not generate 60 gallons of trash you may exchange it for the smaller 30 gallon cart at no charge.

The trash cart is emptied once per week. One of the two recycling carts is emptied once per week. The paper recycling cart and the commingle recycling cart are emptied on alternate weeks.

A color-coded calendar with red weeks and green weeks is provided so you know which recycling cart to place at the roadside with your trash cart. On red weeks, you place your paper cart next to the trash cart. On green weeks, you place your commingle (bottles and cans) cart next to your trash cart. The calendar is used to identify what recyclable item is picked up on any given week.

The color-coded calendar which also includes the holiday collection schedule, a general information sheet with do's and don'ts, and roadside cart placement instructions is available to residents of Sister Bay on our website, www.goinggarbage.com. If you are a resident of a multi-unit property, contact your property manager or association for more details.

Each cart has an attached lid and wheels. The carts are durable, stable, and virtually critter proof. Most importantly to our customers, our carts are nice looking, neat and clean, easy to roll, and safe.

Your pickup day is Tuesday. Please have your carts at the roadside ready for pickup by 6 AM or earlier. Setting carts out the night before pickup is advisable. If the resident calls the Going office and asks the driver to go back to pickup a late setout, there will be an additional charge to the resident.

The carts are owned by Going Garbage & Recycling (GGRI). If any cart is damaged or lost by the resident, the resident will be responsible for paying for the container. This includes, but is not limited to, the following: fire, overweight, misuse, negligence, collision, defacing or destruction of components, paint, and labels. Periodically, residents are to permit and provide GGRI access to the carts to inspect for damage or loss, and to verify the number of carts onsite and the serial numbers. After delivery, you will be asked to identify a contact name for waste and recycling communication.

GENERAL TRASH & RECYCLING INSTRUCTIONS

The 60-gallon trash cart is for household solid waste, not liquid. We require that you put all trash in plastic bags. Using trash bags, also helps to keep your cart cleaner and reduce odor.

One 30-gallon cart is for paper products, such as newspaper, magazines, junk mail, office paper, container board, corrugated cardboard, catalogs, phone books, etc. All paper and cardboard products must be flattened, dry, and must not contain food debris. Please note; restroom paper products are not recyclable. We recommend cutting cardboard into smaller sections so it will fall freely from the cart when emptied.

The second 30-gallon cart is for commingle items, such as unflattened, unbroken food and beverage containers made of glass, aluminum, tin and plastics #1 and #2 (the number that is on the bottom of a plastic container). These containers must have a neck smaller in diameter than the base. All items are to be rinsed free of food or liquids, and all caps and lids must be removed. Plastic soda, water, and milk bottle caps are considered trash. Metal and tin lids are recyclable.

The following items are considered trash; plastic caps and lids, plastic grocery bags and garbage bags, plastic sheeting, Styrofoam, peanuts, plastic film, and non-paper shipping materials are all considered regular trash.

By State law, items that are considered recyclable such as clean paper products and commingle containers may not be land filled as trash. If you mix these items in your containers your trash and recyclables will not be picked up.

We will be happy to provide pickup of household trash that requires hand loading or is outside the designated carts if you call the Going office in advance. If we are able to take the extra volume, a one-time request order is generated by our office staff and dispatched to our driver. The extra volume fee can be applied to your credit card for your convenience. Past due accounts are subject to suspension of Village sponsored service and removal of containers.

Extra material that obstructs the cart will prevent pickup.

Certain items require special handling. Please do not put in the trash cart or recycling cart the following items: bulky items, hazardous waste, medical waste, tires, batteries, liquid waste, microwaves, freon units, florescent bulbs, e-waste (computers, printers), yard waste, and heavy rigid metal. If you are unsure about an item, contact our office for assistance.

The GGRI drop-off site at 10564 Old Stage Rd. is available for disposal of non-hazardous waste and recycling. A drop-off fee will apply.

If you have questions or would like more information, please call our office at 854-2114. We hope you enjoy your new service. Thank you.