



# Collection Guideline Changes

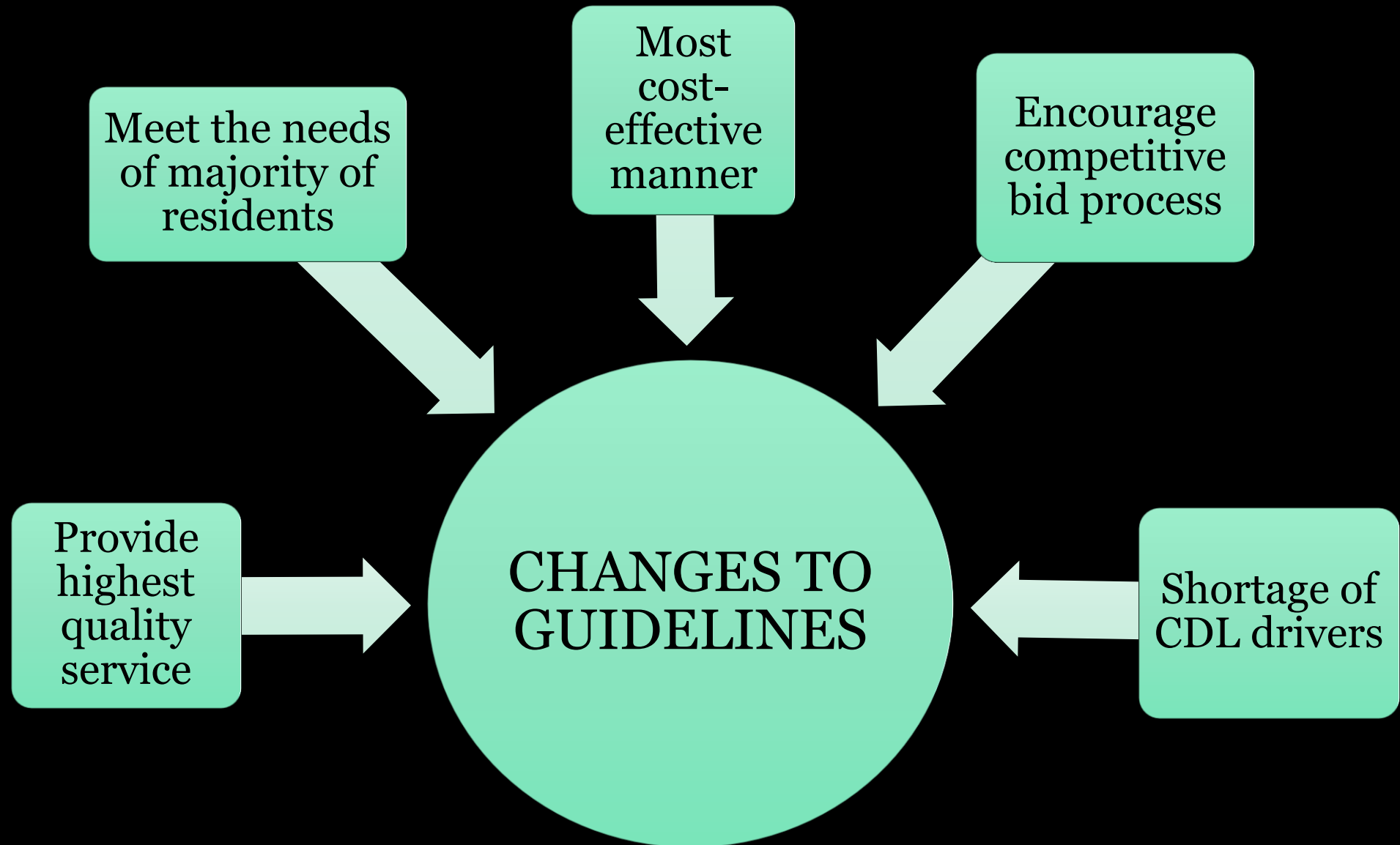
EFFECTIVE OCTOBER 1, 2019

Presented by:

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Operations Manager  
Customer Information  
Services

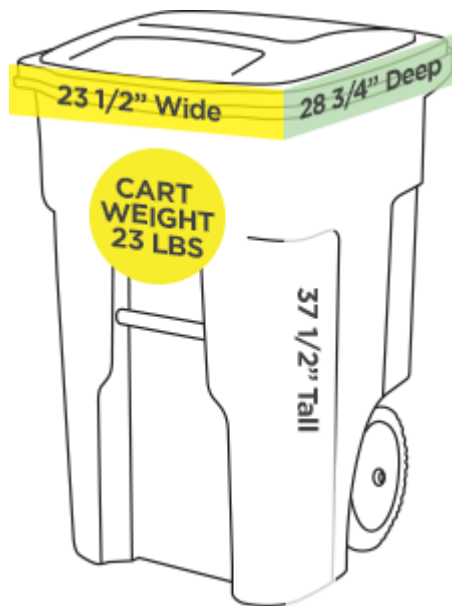
# WHY MAKE GUIDELINE CHANGES?



# GARBAGE CHANGES

- Automated & Semi-Automated Collection
- New Cart provided by the Authority (August and September 2019)
- Please DO NOT use Carts until October 1, 2019
- Size chosen by entire community
- All material must be placed inside Cart for collection
- Material will be picked up outside Cart following the Thanksgiving and Christmas Holidays
- Extra Cart only available to residents with a 95 gallon Cart  
(One time \$65 fee, no additional collection or disposal charges)





**HOLDS**  
UP TO 3 TALL  
KITCHEN BAGS



OR



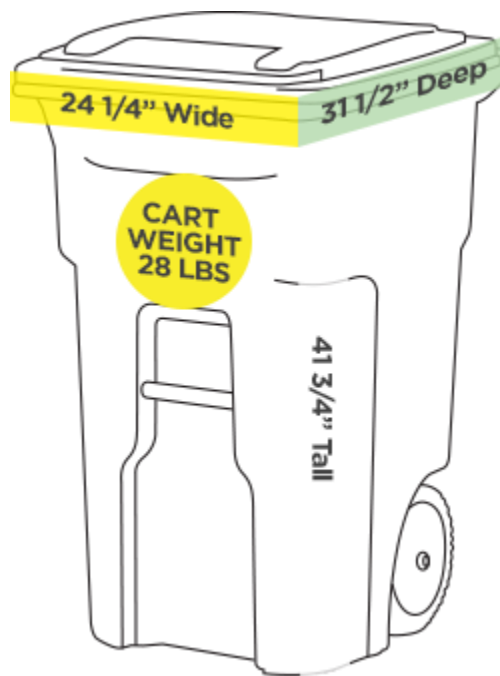
SPORTS EQUIPMENT



ICE MELT



BEER KEG



**HOLDS**  
UP TO 5 TALL  
KITCHEN BAGS



OR



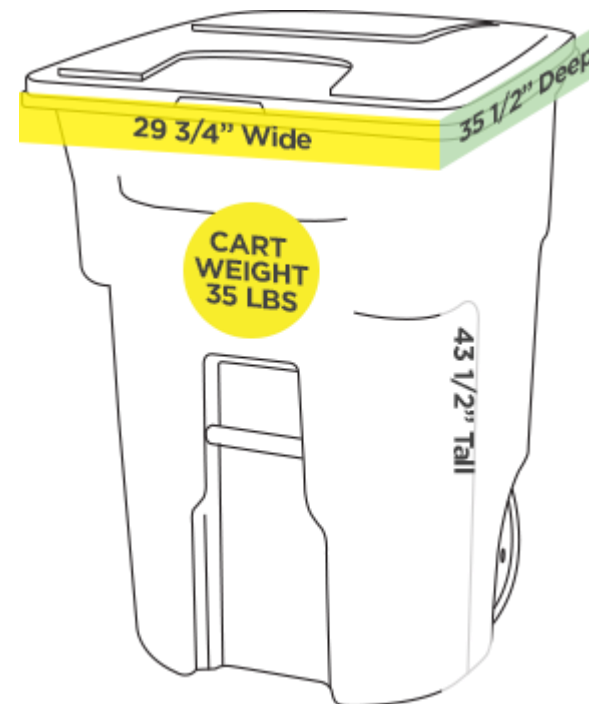
POOL EQUIPMENT



ANIMAL FEED



LAWN & GARDEN



**HOLDS**  
UP TO 7 TALL  
KITCHEN BAGS



OR



LEAVES



POTTING SOIL



BRICKS

# BULK CHANGES

- Bulk items include appliances, furniture and any other items that do not fit in your Cart
- Bulk will be collected on one of your scheduled garbage service days
- Three (3) items will be collected per collection service day
- For those residents that experience a periodic need for higher service an estimate will be available by contacting Solid Waste Authority Customer Service

# YARD WASTE CHANGES

- 6 Cubic Yard Limit
- Piles larger than 6 Cubic Yards will not be serviced
- Piles exceeding the allotted amount will be tagged
- Residents will be able to rectify problem or get an estimate for removal of yard waste debris
- Set rate of \$8 per cubic yard for removal of conforming yard waste debris
- All material must be containerized with the exception of Palm Fronds and Tree Branches which can be neatly staked
- No single piece can exceed 6' in length, 6" in diameter and 50 lbs in weight
- No length limit on Palm Fronds





↑  
**1**  
**Cubic  
Yard**  
↓

↑  
**3**  
**Feet**  
↓

↑  
**1**  
**Cubic  
Yard**  
↓

↑  
**3**  
**Feet**  
↓

↑  
**1**  
**Cubic  
Yard**  
↓

↑  
**3**  
**Feet**  
↓

# CONSTRUCTION AND DEMOLITION (C&D) CHANGES

- Two (2) cubic yard limit
- Collected on the same day as your scheduled Bulk service day
- All C&D material must be containerized in cans or plastic bags weighing less than 50 lbs a piece
- Containerized C&D material exceeding two (2) cubic yards will be tagged and not removed



## NEW RESIDENTIAL YARD WASTE CURBSIDE COLLECTION GUIDELINES WILL GO INTO EFFECT OCTOBER 1, 2019

### What to Expect

Debris other than palm fronds and tree branches, such as leaves, tree and hedge trimmings, pine needles, etc. should be containerized, preferably in a garbage can, paper lawn and refuse bags, or plastic bags.

Tree branches and palm fronds should be neatly stacked in a pile that does not exceed six (6) cubic yards. The Yard Waste collection limit continues to be six (6) cubic yards per week, but under the new collection contract the hauler will no longer be servicing piles that exceed this limit. Residents are encouraged to place no more than six (6) cubic yards per week at the curb. Tree branches placed at the curb must be cut into pieces that are no more than six (6) feet in length, six (6) inches in diameter and weigh no more than fifty (50) pounds each to **facilitate manual loading**. Palm fronds can be any length.

Piles that exceed this size will be tagged and photographed and the information forwarded to the SWA Customer Service Department. It will be the customer's responsibility to arrange for the removal of the pile by either contacting the SWA Customer Service Department or making other arrangements to have the pile removed.

### What if I know I am going to have more?

You can call SWA Customer Service at (561) 697-2700 to request an estimate to have the pile removed. We have included in our contract an established rate of \$8.00 per cubic yard for the service. Upon payment, the material will be removed within 72 hours.

Alternatively, you can contract with anyone you want to remove the material, or if you have hired a commercial landscaper, make sure they include removal in their quote.

### Why is this change being made?

Your SWA yard waste assessment and collection service is intended for routine landscape maintenance, not debris generated by land clearing and tree removal activities. Piles that contain these materials, or that are excessively large, cannot be efficiently collected manually or mechanically and impede the ability of the waste hauler to provide quality, affordable service to the hundreds of other residential customers on the route. In short, this is being done to ensure that every residential customer receives a base level of service that meets the needs of the overwhelming majority of residents at the lowest possible cost.

For additional information visit us on the web ([www.swa.org](http://www.swa.org)) or Contact Customer Service at (561) 697-2700.



6 Cubic Yards = 18' Long X 3' Wide X 3' High



## NEW RESIDENTIAL GARBAGE CURBSIDE COLLECTION GUIDELINES WILL GO INTO EFFECT OCTOBER 1, 2019

### What to Expect

**Palm Beach County is going Automated.** Every residential curbside customer will receive a new 48, 65, or 95 gallon Cart that will be serviced by specialized trucks equipped with Cart tipping equipment. The cart will be delivered to your home by the hauler prior to the new contract start date, most likely in the month of September. Some things you may wish to know about the Carts:

- All garbage must be placed inside the Cart to be collected.
- Garbage collection will be provided two (2) days a week.
- Customers will receive a 48, 65, or 95 gallon Cart.
- Some residents may find they need a second Cart. Those residents with a 95 gallon Cart will be able to purchase a second Cart at a one-time cost of \$65. The resident will not incur any additional collection or disposal charges and the hauler will be fully responsible for the repair and/or replacement of the Cart.
- Please do not use your new Cart until October 1, 2019.
- Detailed Cart and collection guidelines will be attached on your new Cart for your review.



### **Bulk Service will be provided one day per week and limited to no more than three (3) items.**

- Bulk items include appliances, furniture and any other large household items that do not fit in your Cart.
- Bulk Service will be provided on one (1) of your regular collection days.
- Some residents may have more than three (3) items. Contact SWA Customer Service at (561) 697-2700 for an estimate to have the additional items removed.

### **Debris from minor home repairs (Construction and Demolition Debris ("C&D")) will be limited to two (2) cubic yards per week.**

- C&D will be collected on your scheduled Bulk Service day.
- C&D must be containerized (in cans or plastic bags) weighing less than fifty (50) pounds.
- Containerized C&D material exceeding two (2) cubic yards will be tagged and not removed.

For additional information visit us on the web ([www.swa.org](http://www.swa.org)) or Contact Customer Service at (561) 697-2700.

***CONTACT US***

**CUSTOMER SERVICE**

**561-697-2700**

**contactCIS@swa.org**

**WEBSITE**

**swa.org**

QUESTIONS?

THANK YOU