

Solid Waste Resource Guide



Garbage

Recycling

Bulky Waste

Yard Waste

**Household
Hazardous Waste**

**Apartments & Condos Garbage
& Recycling Services**

**Business Garbage
& Recycling Services**

GENERAL INFORMATION

For the latest information, call the Customer Care Center at **704.920.5555** during regular business hours or go to Concord's website at concordnc.gov/solidwaste.

Approved Roll-out Carts

- **All waste and recyclables must be placed in City-provided roll-out carts.**
- Roll-out carts are property of the City and assigned to your address. Leave all roll-out carts at the residence if you move.
- Do not damage or deface assigned **roll-out carts.**



Proper Cart Placement

- Position wheels away from the street.
- Do not block driveways or sidewalks.
- Place the roll-out carts **at least 2 feet** apart and 2 feet from obstructions that may interfere with cart pick up (i.e. mailboxes, fire hydrants, parked cars, etc.).



Holiday Schedule or Adverse Weather Schedule Information

- Holidays often result in changes in collection day and cart set-out date. Holiday collection schedules are available on the City web site.
- When icy roads make it unsafe for collection trucks to travel on residential streets, collection services will be suspended out of concern for public safety. Collection will resume once road conditions are safe and will proceed in a pattern that causes the least disruption and inconvenience to customers.
- The City's Blackboard Connect phone messaging system is used to alert customers of changes in collection schedules. If you don't already subscribe to this service, you can register on the City web site where you will also find daily updates on collection status.

Rear Yard Collection Service

- Rear yard collection service for garbage and recycling is available for customers who are physically unable to place their roll-out carts at the curb, and no person who is physically able resides or is employed in the home.
- A statement from your physician verifying your impairment is required to receive rear yard service.
- Multiple cart customers are not eligible for this service.
- All garbage must be in tied plastic bags before placing into the roll-out garbage cart.
- All recyclables must be in tied, **clear plastic bags** before being placed into the roll-out recycling cart (for rear yard collection service only).
- If you are physically unable to place your roll-out carts at the curb, call 704.920.5555.

YARD WASTE

Consider backyard composting. Leaves, grass clippings, and plant material combined with kitchen scraps to make excellent compost that will enrich your garden and save tax dollars.



- **NEVER place yard waste in your garbage cart.** It is illegal to dispose of yard waste in an NC landfill. Roll-out carts with yard waste will not be emptied.

- Grass clippings, tree and shrubbery trimmings, and leaves must be placed in untied, clear plastic or paper bags weighing less than 35 pounds. NO dark or opaque plastic bags are permitted.
- Limbs greater than 1-inch diameter and 12-inches long do not require bagging and should be placed with other limbs for collection.
- Limbs longer than 6 feet or greater than 12 inches in diameter are prohibited and will not be collected.
- Live Christmas trees and other live greenery are recyclable as yard waste. Remove tree stands, lights, ornaments, and tinsel; then place your tree curbside with other yard waste.
- Artificial Christmas trees and decorations are garbage and should NOT be placed along with yard waste.

Use of Personal Containers Permitted ONLY for Yard Waste

- Must be 44 gallons or less and be equipped with handles.

- Must be clearly marked "YARD WASTE ONLY."
- **Must weigh less than 35 pounds when full.**
- **The City is not responsible for missing, stolen or damaged personal containers.**

Why Clear Bags Only?

- Clear bags allow crews to verify contents, and confirm that no garbage or other prohibited items are inside the bag.

- Clear, untied bags help slow down the decomposition of yard waste and prevent odors or liquids from becoming health hazards.



Yard Waste Placement & Restrictions

- Do not block sidewalks or traffic lanes, or place yard waste below low-hanging power or phone lines. Yard waste should be placed 2 feet from vehicles, utility poles, and other structures.
- Do not mix dirt, rocks, animal waste or trash with yard waste.
- Any yard waste generated by someone other than the resident will not be collected by the City and may result in fines.
- If a tree service tells you, "*The City will pick this up for nothing,*" call 704.920.5555 before placing yard waste curbside for collection.

Loose Leaf Season

- Loose leaves are collected curbside October through February according to the published schedule.
- Loose leaf collection schedules are announced in September. Watch for the schedule in your utility bill.
- Do not mix limbs, rocks, or other material with your leaves. Contamination can damage collection equipment or injure crew members or bystanders.
- Properly bagged leaves are collected year-round on your scheduled collection day.
- Leaves left at curb after loose-leaf season ends must be placed in clear plastic bags.
- Unbagged leaves after loose leaf season will be subject to collection fees starting at \$150.



GARBAGE



Place all items (garbage, recycling, yard waste, and bulky waste) at curb by 6:00 a.m. on your collection day.

Go to concordnc.gov/whatsmyday to find your garbage and recycling days.

No Fee. No advanced scheduling necessary.

Solid waste staff members locate bulky waste and yard waste with GPS-enabled devices to build daily collection routes. Locating begins at 6:00 a.m. daily.

If items are set out after 6:00 a.m., they may not be located and miss collection. Items that miss collection may not be collected until your next collection day.

For your convenience, consider placing items at the curb after 5:00 p.m. the night before. Remember to roll your carts from the curb by 9:00 p.m. on your collection day.

- **Place cart out between 5 pm day before and 6 am day of collection**
- **Retrieve cart by 9 pm collection day**

Garbage Carts

- Residents are provided one green roll-out garbage cart per household. Residents who recycle will find one garbage cart adequate. If all your garbage will not fit into your green roll-out, you must rent 1 or 2 additional brown roll-out carts for a fee. To learn more call 704.920.5555.



Bag All Waste

- All garbage must be in tied plastic bags and fit within roll-out carts with the lid closed.
- **Bags outside the garbage roll-out cart will not be picked up.**
- Litter occurring while emptying roll-out garbage carts with unbagged garbage is householder's responsibility and will result in enforcement action.



Disposal of Pet Waste & Fecal Matter

- Fecal matter contains harmful bacteria and is best disposed of through your plumbing system.
- Before placing anything containing fecal matter into your garbage cart follow these guidelines to prevent breakage that may expose collectors to disease and require special cleanup:
 - Triple bag all pet waste, kitty litter, and other items contaminated with fecal matter using tied plastic bags.
 - Bags must weigh less than 35 pounds.
 - No liquid fecal matter should be placed into your cart, even if bagged. Dispose of liquid material using your household plumbing system (i.e. pour it into your toilet).



Disposal of Paints

- We encourage citizens to recycle used paint at the Cabarrus County Household Hazardous Waste (HHW) Facility (see page 10 for more information).
- **Do not place paint cans in your garbage or recycling roll-out carts.**
- **Oil based paint will not be collected under any circumstances.** These paints, which require paint thinners to clean brushes, must be taken to the HHW Facility for reuse or proper disposal.
- Latex paint can be dried and placed at the curb for collection. Latex paint cans can be left open in a secure location and allowed to air dry over several weeks. Alternatively, absorbent material (i.e. kitty litter, shredded paper, or sawdust) can be added to the can to accelerate drying. Once all liquid is absorbed, place your paint can at the curb with the lid opened for inspection. The garbage collector will remove the dried paint cans following inspection.



Christmas Holiday Collection Exceptions

- Extra bags are allowed outside your roll-out cart beginning the day following Christmas until Friday of the next full week following New Year's Day.
- Most wrapping paper and gift boxes are recyclable (see page 5 for more information).
- Artificial Christmas trees and holiday decorations are garbage; remove lights, ornaments and the stand and bundle all the pieces together as bulky waste (see page 7 for more information).
- Live Christmas trees and other live greenery are collected with yard waste (see page 2 for more information).



Disposal of Dangerous Items

• Dangerous garbage items:

All dangerous items such as broken glass, light bulbs, and sharp pieces of metal must be securely wrapped to prevent injury to collection personnel. Placing these items in paper or plastic bags is not considered adequate protection.



• Hypodermic instruments:

All discarded hypodermic syringes or needles should be rendered inoperable and placed into a hard plastic safety container, milk jug, or coffee can with a lid to avoid the possibility of causing injury to collection personnel before placing them into your roll-out garbage container.



RECYCLING

For more information on residential curbside recycling, visit concordnc.gov/whatsmyday or call Customer Care Center at 704.920.5555.

How to Obtain a Recycling Cart

- If you are a City of Concord resident, recycling roll-out carts are free, just call 704.920.5555.
- If you are a business, call 704.920.5361 to learn about City recycling services available to you (see page 11 for more information).

Properly Prepare Your Recyclables

- Rinse, flatten (if possible) and remove lids. Larger plastic lids and small plastic bottle caps are recyclable. Do not bundle or bag. Labels are OK to leave on.
- Recycling is collected every-other-week on your regularly scheduled garbage day.



Yes! Put these Items in Your Roll-Our Recycling Cart

- Empty Aerosol Cans (no paint cans)



- All Plastics (no Styrofoam, bags, or wrap)



- Wide-Mouth Plastic Containers & Lids



- Rigid Plastic Containers & Small Plastic Toys



- Milk & Juice Cartons, & Juice Boxes



- Shredded Paper (placed in clear bags)



- Aluminum Cans, Steel Cans, & their Lids



- Glass Bottles & Jars



- Cereal & Food Boxes

- Gift Boxes, Shoe Boxes, & Small Cardboard Boxes (flattened and placed into Cart)



- Clean pizza boxes (without grease or food residue)



- Magazines & Phonebooks

- Large Cardboard Boxes should be flattened, cut into 3ft x 3ft sections and placed inside cart for collection

- Mixed Paper, Newspapers with Inserts, & Junk Mail



- Paperback Books

- Spiral Paper Cans (with plastic lids detached)



- Gift Wrapping Paper (without foil backing)



Recycling Cardboard Boxes

- Place all packing materials into tied, plastic bags and place them in your garbage cart.
- Break down (flatten) all cardboard boxes and cut down into 3ft x 3ft sections (or smaller) for recycling.
- Lay smaller boxes near the top of your cart to prevent jamming.
- A MAXIMUM of 2 or 3 flattened cardboard boxes can be placed between the top of the cart and the lid for collection.

- Additional boxes should be flattened, cut down to 3ft x 3ft sections and placed inside your recycling cart.
- Boxes filled with items unacceptable for recycling will not be collected. Trash must be placed in tied plastic bags and placed in garbage cart.



No! Do NOT put These Items in Your Roll-Out Recycling Cart

- Plastic Bags, Plastic Film, or Plastic Wrap (recycle shopping bags at participating stores)
- Dirty Pizza Boxes (or other cardboards with grease or food residue)
- Styrofoam
- Audio & Video Cassettes, or Photographic Film
- CDs & DVDs
- Rubber or Tires
- Paint Cans (see page 3 for more information)
- Household Glassware
- Clothing (or other fabric)
- Household Garbage
- Gift Wrapping Paper with Foil Backing
- Aluminum Foil
- Any Pesticides, or Herbicides, or Oil Containers



• Compact Fluorescent Light (CFL) Bulbs and Fluorescent Tubes

Place your CFL bulb into a sealed plastic sandwich bag in case of breakage.



CHL bulbs are accepted at the following locations (from residential customers only):

- Cabarrus County Household Hazardous Waste Facility
- Cabarrus County Governmental Center
- Cabarrus County Cooperative Extension Building
- Cabarrus County Human Services Center
- Concord Public Library
- Kannapolis Library
- Mount Pleasant Library
- Harrisburg Library
- Concord Senior Center
- Cabarrus County C&D Landfill

Cabarrus County Recycling Centers (for multi-family developments without recycling)

For a complete list of items accepted at the recycling centers, go to:

www.cabarruscounty.us

In addition to curbside recycling, items can be dropped off at one of these recycling centers:

Cabarrus County Landfill Recycling Convenience Center

4441 Irish Potato Road, Concord
M – F 8:00 am - 5:00 pm
Sat 8:00 am - 2:00 pm

HHW Facility Recycling Convenience Center

246 General Services Drive Concord
M – F 8:00 am - 5:00 pm

Additional items accepted:

- Used Motor Oil & Oil Filters
 - Automotive Batteries
 - Scrap Metal (bicycles, aluminum siding, metal ducts, copper pipes, power equipment – drained, and more)
 - Appliances
 - Electronics
 - Used Tires (max 5 per load)
 - Used Cooking Oil
 - Oyster Shells (Cabarrus County Landfill Only)
- (See page 10 for more information.)

Cabarrus County Human Resources Center Drop-Off Recycling Center OPEN 24 hrs.
1313 Cannon Blvd., Kannapolis

BULKY WASTE



Bulky waste will be picked up on your scheduled collection day or the following work day.

Please consider donating usable items to a charitable organization.

- Bulky waste refers to items too large to fit into roll-out carts, including furniture, appliances, scrap metal, tires, carpet & padding, and construction or demolition debris.
- Please consider donating still good items to a needy person or charity.
- Place loose bulky waste inside clear plastic bags for collection.
- Personal containers may not be used to contain garbage or recycling. Personal containers meant for disposal must be marked "Throw Away," or they will be left by the curb.
- Place bulky items 2 feet from your roll-out garbage cart and away from low overhead lines, parked cars, or other impediments.

Dismantling of Large or Heavy Items

- Dismantle items such as swing sets, pool tables, basketball goals, and any items that are too heavy to be carried by two people before placing curbside.
- Items that are too heavy or bulky to be lifted and carried by two people shall be dismantled by householder before placed curbside for collection.
- Individual items shall not weigh more than 65 pounds.
- Exceptions to this requirement include those items equipped with wheels, such as lawn mowers, garden equipment, refrigerators, etc. that can be rolled to the collection vehicle by 1 person without lifting.



Remove Concrete Anchors or Encasements

- Customers must remove concrete from any item, such as posts, fencing, or playground equipment prior to placement curbside for collection.

- Any item totally or partially encased in concrete will not be collected regardless of weight.

Electronic Waste

- The State of North Carolina has banned electronic waste (e-waste) from N.C. landfills. For your convenience the City provides curbside collection of e-waste.
- E-waste includes:
 - Televisions
 - Computers and computer components such as printers, keyboards, etc.
 - Anything with a circuit board such as electronic games, cell phones, radios, stereo systems, etc.



Scrap Metal & Old Appliances

- Freezers & refrigerators (remove all food items), unit air conditioners, and other Freon containing appliances.
- Stoves, ranges, dishwashers, washing machines, clothes dryers, water heaters, and other similar household appliances.
- Bicycles, metal tools, wheelbarrows, tire rims (tires removed), old lawn mowers (remove oil drain plug and gas cap), large metal items (see dismantling and concrete removal requirements above), and other metal items not requiring lift equipment.



Tires: 2 Collections per Calendar Year

- Tires with rims removed can be collected 2 times per calendar year from single family residential properties.
- Maximum of 8 auto or pickup truck-sized sized (or smaller) tires per collection.



- Businesses do not qualify for this service.
- Tires must be removed from rims.
- The city will collect additional tires for a fee published in fees, rates and charges schedule adopted annually by city council.

Carpet & Padding: 2 Collections per Calendar Year

- Carpet and padding can be collected 2 times per calendar year from single family residential properties.
- Carpet and padding must be rolled and tied into rolls 6 feet or less in length.
- Each roll must weigh less than 65 pounds.
- Carpet and padding resulting from work performed by homeowner is collected at no charge.
- The City will remove carpet and padding placed at curb more than 2 times per calendar year or material installed and removed by others for a fee published in the fees, rates and charges schedule.

Construction & Demolition Debris

- Must not exceed 4 cubic yards (1 cubic yd. is approximately the amount of material that would fit into your rollout garbage cart) or obstruct the street or sidewalk when placed at the curb.
- Remove nails or bend flush with surface of wood to protect collectors and pedestrians from injury.
- Place loose material such as drywall, insulation, etc. in clear plastic bags or in open cardboard boxes.
- Secure all materials to prevent scattering of litter.
- Individual bags or boxes are limited to 35 pounds.
- A combination of bulky waste and 4 cubic yards construction debris not exceeding 10 cubic yards may be placed curbside for collection without cost (see Large Quantities of Bulky Waste on right).



Large Quantities of Bulky Waste

- For the collection of more than 10 cubic yards of bulky waste, or more than 4 cubic yards of construction debris, citizens must schedule and pay for a construction debris container.
- A reduced rate is available if scheduled through Concord Customer Service or the Customer Care Center. Advanced payment is required.
- Contractors do not qualify for this reduced rate; homeowners only please.
- Call 704.920.5555 to schedule and pay for this service.

How to Recycle Wooden Pallets, Used Oil, & Oil Filters

(Banned from North Carolina landfills.)



- Small quantities of wooden pallets can be recycled by Cabarrus County residents at the following locations:

Cabarrus County Household Hazardous Waste Facility (HHW)

246 General Services Drive SW, Concord
www.cabarruscounty.us
 704.920.EARTH (3278)

Cabarrus County Landfill

4441 Irish Potato Road, Concord
 704.920.2950
www.cabarruscounty.us

- Used oil and oil filters can also be recycled at the HHW, as well as many of the retail locations that sell these items.
- Drain oil filters into your used oil container for at least 24 hours before taking them to the HHW.
- Do not place used oil filters into your garbage or recycling roll-out cart.



If you are unsure of how to discard of an item,
call 704.920.5555.

NO! These Items are NOT Collected at the Curb

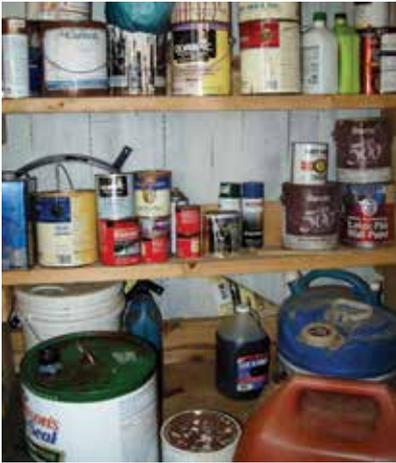
- **Hazardous Waste** (undried paint, paint remover, solvents, gasoline, kerosene, pesticides, herbicides, motor oil, brake fluid, antifreeze, batteries, fluorescent tubes, and compact fluorescent bulbs)
- **Railroad Ties**
- **Automobile Engines, Transmissions, Auto Body Parts** (or other vehicle components)
- **Unsecured Glass**
- **Compressed Gas Cylinders**
- **Dead Animals over 100 pounds** (Animals weighing less than 100 pounds can be bagged and placed at curb. Larger animals must be disposed of by their owners. Call 704.920.5555 for pick up.)
- **Drums** (unless both ends are removed to verify no liquid or residue is present)
- **Dirt and Rocks**
- **Brick, Block, or Concrete**
- **Stumps**
- **Asbestos Insulation**
- **Pallets**



HOUSEHOLD HAZARDOUS WASTE (HHW)

For a complete list of accepted materials and operating hours, go to:
www.cabarruscounty.us or call 704.920.EARTH (3278).

- Cabarrus County operates and manages the HHW facility. Services are available to Cabarrus County residential customers only.
- Latex and spray paint are available to the public free of charge at the HHW Paint Swap Shop. Please call 704-920-3280 for an appointment to look at paint.



Hours of Operation

- HHW will accept household hazardous materials ONLY on these days/times:
 - 1st Wednesday of each month
8:00 am – 4:00 pm
 - 3rd Saturday of each month
8:00 am – 1:00 pm

Facility Location

- 246 General Services Drive SW Concord

Directions

- From the intersection of Hwy 49 and Hwy 601, head south on Hwy 49. Turn right onto General Services Drive (just past Terminal Trucking). The facility is at the end of the road. Please follow traffic signs.

Yes! These are Examples of Materials Accepted

- Paint
- Pesticides, Herbicides, & Rat Poison
- Brake Fluid, Antifreeze, Gasoline, Kerosene, & Used Motor Oil
- All Batteries
- Lacquer, Wood Preservative, Nail Polish, Metal Polish, Polish Remover, Paint Stripper, & Paint Thinner
- Moth Balls
- Solvents, Degreasers, Spot Removers, Kitchen Cleaners, Oven Cleaner, Bathroom Cleaners, Upholstery Cleaners, Drain Cleaners, Furniture Polish, Tile Cleaners, & Powder Cleaners
- Aerosol Spray Cans
- Pool Chemicals
- Fluorescent Bulbs & Tubes
- Mercury Thermometers
- E-Waste: Computers, TVs (there may be a fee associated with e-waste – call or visit the website to learn more)

No! These Items are NOT Accepted

- Trash
- Ammunition
- Explosives, Fireworks, & Flares
- Fire Extinguishers
- Medical Waste & Drugs
- Gas Cylinders (except 16 oz. propane cylinders)
- Radioactive Materials
- Commercial Waste
- Unknown Chemicals
- Smoke Detectors (send them back to the manufacturer – contact the manufacturer or visit the HHW website for more information)

Condominiums

- Condominium garbage and recycling services follow the same guidelines as multi-family housing described below. Call the Customer Care Center 704.920.5555 for more information.

Multi-Family Housing

- Multi-family housing includes any apartment or group of apartments, townhomes, or condominiums, having 6 or more dwellings. Developments, including duplexes and/or other multiple dwelling units, that take indirect access from a public right-of-way and collectively exceed 5 dwelling units total, are classified as a commercial multi-family development for waste disposal purposes regardless of the number of parcels occupied, the configuration of property or zoning lines, or the number of owners.
- Housing complexes with 5 units or less and not classified as multi-family housing (above) will be serviced with the same guidelines and restrictions as residential garbage and recycling customers.
- Multi-family housing with 6 or more units are classified as commercial enterprises and are required to utilize dumpsters and pay for container rental, waste disposal, and recycling services.
- Multi-family housing complexes do not receive City-provided yard waste, bulky waste, building material, garbage, or recycling services.
- The City will provide technical assistance in implementing a recycling program. The cost to implement and maintain a multi-family housing recycling program will be entirely the expense of the multi-family housing complex's owner/manager.
- Multi-family housing complexes can request bulky item removal by the City for a fee. Please call 704.920.5555 for more information or to schedule a collection.



BUSINESS GARBAGE & RECYCLING SERVICES



Office Paper Recycling

- Concord provides office paper roll-out recycling cart service to small businesses for free.

Office paper generally

includes white and pastel copy paper, letterhead, computer print-outs, envelopes, forms, manila folders, and post-it notes. Paperclips and staples are OK.

- Not acceptable: newspaper, magazines, fluorescent paper, paper bags, cups or plates, carbon paper and rubber bands.
- Recycling carts should be kept in a location that is easy for crew members to access.

Cardboard Recycling

- Concord also collects corrugated cardboard, free of charge, from commercial generators.
- Loose cardboard recycling is available for small quantities of piled, flattened cardboard.

- A crew member will help your business or organization determine if loose cardboard collection is appropriate.
- Organizations that generate 4 or more cubic yards of cardboard a week are provided an 8-yard dumpster to be emptied on a weekly basis.
- Organizations that generate 24+ cubic yards each week may be required to provide compaction equipment.

Commercial Roll-Out Garbage Cart Service (fee-based)

- Commercial roll-out garbage cart service for businesses, institutions, and non-profit organizations is available for a monthly fee under the following conditions:
 - The organization is not a part of a development where dumpster service is available.



- The dumpster collection truck is unable to access the facility to empty a dumpster, including residence-based organizations.
- The business is too small to require a dumpster and fronts on a public roadway.
- Each building is limited to 3 roll-out garbage containers, irrespective of the number of commercial generators located in that building.
- Only City of Concord roll-out containers are serviced.
- For more information, call 704-920-5555.

Bulky Waste

- Service not available to businesses or organizations.

Commercial Roll-Out Recycling Cart Service

- Commercial roll-out recycling cart service is only available to commercial roll-out garbage customers.
- One 95-gallon recycling cart may be provided per roll-out garbage cart.
- Commercial roll-out recycling customers must comply with the same guidelines and restrictions as residential recycling customers.



Yard Waste

No yard waste services are available to businesses or non-profits except as described below:

- Loose leaf collection is only provided to churches, non-profits and small businesses located within residential neighborhoods.
- If your property fronts on a predominantly commercial road, you most likely do not qualify.
- If you are uncertain that you qualify for loose leaf collection, call 704-920-5555 before you put your loose leaves to the curb.



MOVE-IN AND MOVE-OUT PILES

Preparing to move from your home and settling into your new house are stressful events for everyone. Please follow these guidelines to make disposal of your excess material easier and avoid generating litter in your neighborhood.

Moving Out

Landlords and property managers: BULKY WASTE limits and guidelines found on pages 7-9 apply to move out piles. If your tenants move out and leave excess materials or improperly place material curbside, you will be responsible for cleanup and any penalties that may apply.

- Consider renting a roll-off container to hold furniture and other household items. This practice will discourage scavenging which can result in litter throughout the neighborhood. Roll-off containers are available at discounted prices; call 704-920-5555 for details and pricing information.
- Consider donating your furnishings, appliances, and clothing to charitable organizations.
- Avoid leaving black bags at the curb; they encourage scavenging.
- Consider using clear plastic bags so scavengers will see the contents and not tear open every bag to see the contents.
- Separate like materials together for collection. Yard waste, recyclables, and bulky items must be separated for collection.
- Call the City in advance to schedule delivery of roll-off containers or for more information.

Moving In

- To determine your garbage and recycling days, visit concordnc.gov/whatsmyday.
- Bag all packing materials and place the bags next to your garbage cart for collection.
- Packing material placed into boxes will spill; spill cleanup for materials is the customers responsibility.
- Flatten extra cardboard boxes and stack them next to your recycling cart. **Call 704.920.5555 for collection.**
- Do not put flattened cardboard into other boxes; these boxes will not be recyclable with automated collection.
- Place discarded furniture and other large items together but away from flattened boxes or other recyclables for bulky collection. (see guidelines for BULKY WASTE page 7).



SCAVENGING AND ILLEGAL DUMPING ARE NOT VICTIMLESS CRIMES



Have you Observed any of the Following:

- Someone going through your recycling cart to retrieve aluminum cans?
- A construction worker bringing home scrap lumber for the City to collect?
- Anyone bringing home tires from their business for City collection?
- A carpet installer bringing home scrap carpet for City collection?
- A lawn care service putting grass bags from outside the City in front of your house for City collection?
- Scavengers putting old picture tubes left from TVs out for collection?
- A tree service dumping limbs in front of a vacant house or on a vacant lot?

If you have seen any of these practices, you have witnessed someone stealing your tax money. These practices end up increasing the cost of your solid waste service. We need your help to stop these illegal practices. Should you witness scavenging or illegal dumping in your neighborhood please report what you see. Without drawing unwanted attention to yourself:

- Try to get a license number or the company name on the side of the truck.
- Note the make model and color of the truck.
- If you know the person's name or can provide a description, this information is important.
- Look at your clock so you can remember the time this occurred.
- Immediately call 704-920-5555 to report what you have seen. After hours, your call will be transferred to someone on duty or you will be given an opportunity to leave a recorded message.
- You can remain anonymous. Help us keep your waste collection service costs low and report any illegal activity you observe.

