



TOWN OF CARBONDALE

511 Colorado Avenue
Carbondale, CO 81623

On Tuesday, March 19, 2019, the Board of Trustees approved a contract with Mountain Waste & Recycling to provide residential trash and recycling service within the Town of Carbondale. Below are some general questions and answers related to the new residential trash and recycling service (for updates and additional information visit the Town’s website):

Who does the new residential trash and recycling contract affect?

This contract covers all single-family and multi-family less than eight (8) units within the Town limits.

When does the new residential trash and recycling service start?

The first trash and recycling pickup will start the week of September 30, 2019.

Who will be billing for the new residential trash and recycling service?

Billing for trash and recycling will be included on your monthly Town utility bill.

Trash collection in my neighborhood is taken care of by my home owners association (HOA). Will that end the week of September 30, 2019?

HOAs who have a contract for trash collection will be allowed to finish out their existing contracts, but the contracts cannot be extended past their current expiration date. Once the contract has ended, everyone in the HOA will be moved to the Town contract. The Town is aware of the following HOAs that have contracts: River Valley Ranch, Hendrick Ranch, Keator Grove and Crystal Valley Mobile Home Park. If you are a member of another HOA that has a contract for trash collection, please call 510-1217 and let us know so we can track those existing contracts as well.

Under the new residential trash and recycling contract, will I have options on the size of my trash and recycling containers?

The contract has four (4) trash container options: Super Saver, Small, Medium and Large. You will also be able to choose between Medium and Large recycling containers. You can also choose a wildlife resistant container if you want one. For more information on container sizes and pricing, click the “Town of Carbondale Service Level Options” link below.

How do I let the Town know what service level I want?

The service level selection period will be from **June 1 to June 30, 2019**. Customers who do not contact the Town during this time to select a service level will default to the Medium Trash with Medium Recycling option. More details on the service level selection process will be shared as they become available.

How will the service level selection work?

The Town is developing an on-line form that can be filled out and submitted electronically. In addition, there will be a kiosk set up at Town Hall for those who would like to come in and use it to submit the form electronically. Paper forms will be mailed with the June utility bills and will also be available at Town Hall for those who prefer to sign up in that way. During this process, the Town will be switching on-line bill pay vendors. **ALL** utility customers wishing to use or continue to use on-line bill pay will be required to sign-up with the new vendor during the month of June.

Can I “opt-out” of the new residential trash and recycling service?

You have the option to choose a different hauler, but you will still have a charge on your utility bill for the Town’s residential trash and recycling service.

Is recycling included in the cost, or will that be an additional charge?

Recycling is included in the cost of all service levels. There will not be an additional charge for recycling, but it will also not reduce your bill if you choose not to use it.

What will be happening between now and the week of September 30, 2019?

Below is a chart showing the major steps between now and September 30th:

Step	Dates
Identify all HOAs and determine contract end dates.	Now through May 1, 2019
Prepare informational material related to service options for distribution prior to service selection period.	Now through May 15, 2019
Service selection period	June 1 through June 30, 2019
Service start-up	Week of September 30, 2019

How did the Town decide to provide residential trash and recycling services?

For information on the process that led to this decision, click the “Residential Trash and Recycling Process” link below.

What if I have additional questions?

The Town is currently working with Mountain Waste & Recycling to develop an implementation plan and additional information related to the new residential trash and recycling service, so there may be some questions that we are not able to answer at this time. Beginning on May 20, 2019, customers can call (970) 510-1202 for dedicated staff that can answer questions and provide more detailed information on the implementation plan and service level selection process.