



Hello Boerne Utilities customer,

We'd like to let you know about **changes with our residential recycling** that includes new bins, trucks and services that will roll out soon. Below are some commonly asked questions that explains what you can expect.

What is changing with recycling?

Each home will receive a NEW 64-gallon green cart with yellow lid for items considered recycling.

How much will it cost?

For Boerne Utilities customers, there will be **no additional cost** for these new recycle bins and new programs.



Why the change?

Drivers can pick-up more carts. The technology in the trucks keeps noise to a minimum and is better for the environment. The automated carts are also more resistant to tipping by animals and a cover reduces blowing litter and strewn garbage.

Why is this better?

The automated service is safer should the driver have to exit the cab. It also eliminates exposure to sharp objects and pathogens in the waste.

What else is changing?

Bulky item pick-up will now occur monthly, as opposed to every six months. Also, as part of this transition, Boerne utilities customers will now be able to take advantage of hazardous waste collection. Contact Waste Management's 'At Your Door' at 800-449-7587 or atyourdoor@wm.com.

Where do I place the carts for pickup?

The cart must be at the curb or street with the handle facing your residence, and the lid should open towards the street. Carts must be placed at least 4 feet away from each other and other obstacles such as utility poles, mailboxes, trees, fire hydrants, and parked cars.

Why do I need to provide space between my garbage and recycle carts?

Since a different vehicle collects each cart, the collection arm on the automated vehicles requires 3 feet of space to make the collections safely.

What can I do with my old bin?

There are plenty of options. Many people choose to keep their bins and use them around the house as indoor recycling or as a storage bin in the garage.



Additional information will be provided in the coming weeks as we prepare to roll out these new and expanded services. If you have any immediate questions you can call customer service at **830-249-9511 (option 1)**.