

REFUSE, RECYCLING AND YARD WASTE REMOVAL

Frequently Ask Questions

General

1. When does the rate increase go into effective?
 - a. Each July 1, beginning 2018 through and including 2021.
2. How will I know when my garbage, recycling and yard waste will be picked up?
 - a. Contacting your hauler directly is the most effective way to find out this information. If you do not know who your hauler is, log on to the City of Decatur website and click on the Decatur Digital atlas to find this information.
3. Will there be alley service?
 - a. Garbage will continue to be picked up in the alley if a resident currently has alley service. Please call your hauler to see if your recycling will also be picked up in the alley.

[CLICK FOR RATES](#)

[CLICK FOR MAP OF HAULERS](#)

- Click on the layer list icon in the lower center of the map



- Scroll down to the Garbage Haulers layer in the Layer List pop-up box and click the box next to the name

Garbage

1. Can I still have twice a week garbage removal?
 - a. No. Garbage removal will be once a week. However, you can either choose: Basic Service which will include collection of up to three (3) 32-gallon cans or one (1) 96-gallon toter OR Expanded Basic Service which allows for the collection of up to six (6) 32-gallon cans or two (2) 96-gallon toters. The Expanded Service

provides the same volume of garbage disposal service as twice a week.

2. Is bag service available?
 - a. Yes. This service is still available.
3. Are there any changes to the list of actual items that can be disposed of as part of the garbage program?
 - a. Yes. Any garbage, other than environmental hazards, that fits in your can and is less than or equal to the allowable weight (35 pounds for the 32-gallon can) can be placed in your garbage can for pickup. The previous program prohibited construction and demolition debris.
4. What type of container can I use for garbage?
 - a. Metal or impact resistant plastic, watertight cans of not less than 15 or more than 32-gallon capacity with tight fitting lids and at least two opposing exterior handles.
 - b. Watertight bulk containers with tight fitting covers (carts/toters) not less than 32-gallons or more than 96-gallons. Must meet approved standards for automated or semi-automated collection. Carts/toters may be leased from your licensed refuse hauler, purchased from a licensed refuse hauler or purchased from an independent source.
5. Is back door service available?
 - a. Back door service is no longer provided as a standard option, except in cases of valid hardships. However, your hauler can continue to offer such a service and may charge an additional fee to do so. The city does not set a rate for back door service.

Yard Waste

1. Is there yard waste pick up?
 - a. Yes. Both Basic and Expanded Basic service come with unlimited yard waste pickups for six weeks each spring and fall. However, if you wish to have unlimited yard waste pick up throughout the year, you can subscribe to the Premium Yard Waste option for an additional \$1.00 per month. Yard waste pickup is done by customer request only January 1 through March 31 each year.

2. If I sign up for Premium Yard Waste collection, will I have to pay the \$1.00 per month even during the winter months?
 - a. Yes. Yard waste is collected during the winter. The only difference is you must call your hauler if you have yard waste that needs collected during the period of January 1 through March 31 each year.
3. Are there any other changes to the rules of yard waste disposal?
 - a. No.
4. What type of container can I use for yard waste?
 - a. You may use 33-gallon paper bags designated for composting purposes OR Metal or impact resistant plastic, watertight cans of not less than 15 or more than 32-gallon capacity with tight fitting lids and at least two opposing exterior handles marked with an approved "YARD WASTE ONLY" sticker.
5. Where are the "YARD WASTE ONLY" stickers available?
 - a. The "YARD WASTE ONLY" stickers can be picked up at the Decatur Civic Center, 2nd Floor Finance payment windows, or 3rd Floor Department of Economic and Community Development offices during normal business hours.

Recycling

1. Are there changes to the rules about recycling compared to previous programs?
 - a. No. You do not have to sort the recyclables. They all go in to the same bin/cart. The list of recyclable items has expanded to include cardboard, chipboard (cereal boxes, etc.) and junk mail along with plastics, metals, paper and glass.
2. What type of container do I use for recycling?
 - a. You may use the 65-gallon blue recycling cart provided by the City, or the 18-gallon plastic bins previously provided to customers.
3. What days will my recycling be picked up?
 - a. Your hauler will communicate recycling service days for your area.
4. How can I register for the cart and how much is it?

- a. The cart is provided at no additional charge. You can request a cart by calling 424-2784 or emailing your Name, Phone number and Street Address to recycling@decaturil.gov or online at www.decaturil.gov.
5. When can I receive my recycling cart?
 - a. Cart deliveries are made once each month. The cart will be delivered to the curbside. Residents can use their existing red bin until they receive their new cart and will be able to mix all recyclables without sorting.
6. What items are recyclable?
 - a. The lid of the cart will contain a specific list of acceptable materials. As a general rule: paper, plastics 1-5 & 7, metals, glass and cardboard are acceptable through the program. Hazardous materials, plastic grocery bags, light bulbs, window glass panes, electronics and organic matter are not recyclable.
7. What should I do with my existing red bin?
 - a. You can still use the existing red bin for recycling OR if you do choose to do so and don't have another use, you can recycle it.
8. What is the size of the recycling cart?
 - a. The cart is 65-gallons and measures approximately 26" w X 26" l x 41" h.
9. Can I request a cart, try it and return it if it does not work for me?
 - a. Yes. Call 424-2784 to request a pick up.
10. Do I have to sort my recycling?
 - a. No. Recycling is "Easier Than Ever, Mix it All Together". All appropriate recyclables can be put in the container. No separating is required.
11. I am a small business, church or non-profit and would like a cart. Can I do that?
 - a. No. At this point the curbside program is only offered to single family households or multifamily dwellings of up to 6 units. You can, however, contact a local commercial recycling service for more options.
12. I live just outside the City. What are my options for recycling?

- a. Macon County Environmental Management has various recycling options. Please visit <http://macongreen.com/> or call 217-425-4505 for your options.