

# - Questions and Answers -

New auto-cart collection system for Unincorporated Brevard County - October 1, 2013

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## **Q – How do I change my cart size?**

There is a \$25.00 delivery charge per cart if you want to exchange for another size. Residents need to contact Waste Management's customer service at:

*North Brevard 321-636-6894 | South Brevard 321-723-4455*

## **Q – What are the collection hours?**

Residential collection begins at 6:00 a.m. and runs through 8:00 p.m.

## **Q – I have a disability – is there a service for this?**

If there is no able-bodied person living at the residence to get the carts to and from the curb; Waste Management will provide backdoor service with a letter confirmation from the customer's doctor.

## **Q – I may have items that won't fit in the cart, how is this handled?**

If you have bulk items that don't fit in the container; contact Waste Management Customer Service to let them know what items you have to be picked up. Collection of bulk items will be available weekly and picked up on your yard waste day.

## **Q – What if I need additional carts?**

Additional carts can be rented for \$4.00/month or purchased for \$75.00 from Waste Management. Residents may also purchase their own compatible containers from Home Depot or Lowes (must meet standard for semi-automated/automated collection).

## **Q – If my cart is lost or damaged; what do I do?**

Damage to carts under normal wear and tear (lids, axles, wheels) is replaced by Waste Management; however residents will have to pay \$75.00 for a replacement cart if stolen or subject to abuse or neglect by the customer.

## **Q – What about yard waste collection?**

Yard waste collection is not part of the automated collection system. It is still collected using a durable plastic or galvanized metal container no larger than 40 gallon. Limbs, branches and palm fronds are to be placed at the curb. Plastic bags are prohibited for yard waste use.