



FAQ's – Updated April 26, 2017 **New Garbage/Recycling Hauler**

When does the new garbage hauler start?

May 1, 2017

Who is the new hauler?

Flood Brothers

Will my pick-up days change?

No, your pick-up days will remain the same.

Will the service be the same?

Yes, you will still be able to put the same items out at the curb as you have been with the current contract.

Will we be receiving new carts?

Yes. All residents will have Flood Brothers carts in time for the 1st pick up in May.

When will I get my new cart?

New carts will be delivered in the afternoon of your normally scheduled pick-up day on April 24th and April 25th. The carts will be delivered to your curb.

What size cart will we be receiving?

Refuse (garbage): 95 gallon cart

Recycling: 65 gallon cart

What if I do not want the standard sized cart?

Please fill out form included in your water bill, welcome packet, or available on our web site and at City Hall and return by April 10th if you would like your preferred size by May 1st. Forms are also available at City Hall

What will happen to my old carts?

Republic will be picking them up after your normally scheduled pick-up on April 24th and April 25th.

NEW! PLEASE NOTE: Republic will be picking up the old carts through the remainder of the week (April 24th – April 28th). If your cart is not picked up by next week, please call Stacey 630-787-3716.

What if I did not put my Republic cart out on April 24th or April 25th?

Republic will come through the town the remainder of the week to remove carts that were not collected earlier in the week. Please keep your old carts out at the end of the driveway until they are picked up.

Republic will also pick up any straggling carts that were not collected in the prior week on May 1st and 2nd.

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What if I purchased my Republic cart a while back, will I be reimbursed?

Any resident that purchased a Republic cart was reimbursed in 2010 via a credit to their water bill.

Can I purchase additional carts?

Yes. Please use the Cart Request Form included in your water bill, welcome packet or available on web site and at City Hall and return to City Hall. Forms turned in after April 10th will receive requested carts in the next few weeks.

Additional garbage carts: \$2.15/month

Additional recycling carts: No charge

What if I did not get a Cart Request Form or cannot locate mine?

Please stop by City Hall to pick up a form or visit our website

<http://www.wooddale.com/residents/garbage-removal-recycling-yard-waste> and print a form.

NEW! What if I did not receive my 35 gallon carts?

There was a delay from the manufacturer in distributing the 35 gallon carts. The Wood Dale branded 35 gallon carts should be arriving by next week. In the meantime, residents who requested a 35 gallon cart prior to the April 10th deadline will be receiving a Flood Brothers branded cart by the end of the week. If you do not receive a 35 gallon cart by the end of the week, please contact Stacey at 630-787-3716. Once the new carts arrive, Flood Brothers will be swapping them out on garbage day, so please leave your carts out.

NEW! What if I did not receive my Flood Brothers carts?

All residents should receive their new Flood Brothers carts by the end of the week. If you did not receive either of your Flood Brothers carts, please contact Stacey at 630-787-3716.

NEW! What if I turned in my form and did not receive the carts I requested?

If you turned in your form prior to the April 10th deadline and did not receive your requested size carts, please contact Stacey at 630-787-3716. If you turned in your form after the April 10th deadline, you will be receiving your requested size carts in the next few weeks. Please keep your Flood Brothers carts out on garbage day so that they can come by to swap them out.

NEW! What if I requested an additional cart on the form I turned in?

If you turned in your form prior to the April 10th deadline, your additional carts will be delivered by the end of the week. If you turned in your form after the April 10th deadline, you will be receiving your additional carts in the next few weeks.

NEW! What if I am in an association?

If you are in an association and not on the City's garbage contract, please contact your association president. Staff has been in touch with the association presidents and we are working to correct any miscommunications that may have occurred during the transition.

Is there a Senior Discount available?

Yes, there is a service discount available to individuals 65 years of age and older. If you are 65 or older and would like the reduced service rate, please include proof of age with your Cart

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Request Form, or return to City Hall. If you do not provide proof of age, you will not be eligible for the discount.

What if I have additional questions?

Please feel free to reach out to:

Stacey Heckler, Management Analyst.

630-787-3716

sheckler@wooddale.com

OR

Flood Brothers

630-261-0578

www.floodbrothersdisposal.com