



Information About Changes To Your Residential Trash And Recycling Service.

The City of Carmel residential trash & recycling service provided by Republic Services receives exceptionally high customer satisfaction ratings from Carmel residents. Starting January 1st your trash and curbside recycling service will be provided by Republic Services through the City program.

The new contract with Republic Services, which has served a majority of Carmel for many years, calls for the company to now cover all residents in Carmel. By entering into an exclusive agreement, ending the old "opt-out" option for residents, the city was able to receive a better deal. Effective January 1, 2017 all residents who previously opted-out of the city trash service will be included in the City trash and recycling program.

The current City contract for trash and recycling expires 12/31/16. The City sought bids on this service from qualified providers and Republic Services was the low bidder by more than 20 percent. The monthly fee for the service will be \$11.18 which will be added to your Utilities bill starting in late January or February (trash service is billed in arrears). If you do not currently receive a bill from Carmel Utilities, you will start receiving one for trash and recycling service.

Both trash and recycling service will be weekly. Your service day will remain the same. Details about the recycling program will be attached to your trash cart when it is delivered.

Existing Trash Service:

Since you contracted independently for trash and recycling service you will need to terminate your existing trash service or you may end up with two trash contractors on January 1, 2017.

Non-Republic Trash and Recycling Containers:

If your trash and recycling containers are owned by your current contractor, please give them a call to arrange for pick up. If you own your own trash containers and would like for them to be recycled, please put them inside your recycling (if recyclable) or inside trash bin to dispose of them at your convenience. If it is too big to fit in your container, please call Republic Services at 317-917-7300 option 3 to arrange for free pick-up.

New Trash & Recycling Carts:

Between December 19th and December 30th each home will be delivered one 96 gallon trash cart and one 96 gallon recycling cart. After the initial delivery, residents can request a third cart for trash or recycling at no additional charge. More than 3 carts are \$5.00 more per month for each cart.

Delivery Instructions for Snowbirds:

If you will be out of town during the delivery period, please call 317-571-2442 to arrange for an alternative delivery date. If your carts have already been delivered, arrangements can be made to have them picked up and re-delivered for when you are back in town.

Alternate Sized Carts:

We ask that you take 30 days to see if the two 96 gallon containers would work for you before ordering a different sized container. If you determine that a different sized container will better fit your needs call Republic Services at 917-7300 option 3 and inform the representative that you would like a 65 gallon size. Please note the footprint size of both containers is similar so you are encouraged to go with the larger size for times when extra capacity is needed.

Landscape Waste:

During the months of April, May and October 15th to December 15th, each household is allowed 20 extra bags or bundles per week of Landscape waste. Outside of these months, each household is allowed one 4 foot bundle of twigs/limbs that are tied and bundled in addition to one trash container. Large yard debris brush pick-up can be

arranged for a separate \$10.00 fee. Please contact Republic Services directly at 317-917-7300 option 3 to arrange for this special pick-up.

Bulky Item Pickup:

Bulky items include household furniture, some appliances, bicycles, etc. Special pickup for these items includes an additional fee of \$10.00 per item to be paid by the resident. Please contact Republic Services directly at 317-917-7300 option 3 to arrange for special pick-up.

Special Overage Tags:

In the event of large amounts of extra waste overage tags are available for purchase for \$2.50 each. You may purchase these tags at one of these locations:

Utilities Billing Office 30 W. Main St. Ste 220 Mon. – Fri. 8 am. to 5 pm.	Water Operations Office 3450 W. 131st St. Carmel, IN 46074 Mon.-Fri. 8 am to 4:30pm	Household Hazardous Waste Disposal Site 901 N. Range Line Road Tues- Fri. 8 a.m. to 5 p.m. Sat. 9 a.m. to Noon.
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Holiday Schedule:

Trash collection will not run on the following holidays: New Year’s Day, Memorial Day, Labor Day, July 4th, Thanksgiving Day, Christmas Day
Service will be delayed one day for the remainder of the week following the holiday.

Weather Delays:

In the event of significant inclement weather, trash and recycling services will run a day behind (i.e. if Monday service is cancelled, Monday customers are serviced Tuesday. Friday customers are serviced on Saturday). For updated information on weather related delayed schedules, refer to the City or Utilities websites at www.carmelutilities.com or www.carmel.in.gov or the Republic customer service office at 917-7300 option 3.

Extended Absences:

If you are going to be away from your home for a month or longer and would like to suspend trash service and related charges call the Carmel Utilities Customer Service Office at 317-571-2442. Water service must be suspended in conjunction with trash service. This feature is not available for periods less than one month.

Special Needs Service:

For those individuals with special needs who are physically unable to wheel their trash carts to the curb, Republic has a special service where they will wheel your cart down for you. To get additional information contact Republic Services at 317-917-7300 option 3.

Questions and Who to Contact:

Service & Container Related Items:

For large item pick-up, bulky landscape waste pick-up, broken containers, ordering extra containers, container switch out, missed trash pick-up, special needs service, recycling questions etc. contact

Republic Services
317-917-7300 option 3
Mon - Fri between 7 a.m. – 5 p.m.

Billing Questions:

For questions about your bill, extended absence notification or unresolved issues with Republic Services contact:

Carmel Utilities
317-571-2442
Mon - Fri between 8 a.m. - 5 p.m.