

City of Keene

Trash Service Guide



Your basic service includes the following:

- Once a week trash collection every Monday/Tuesday/Wednesday – See Map below.
- Free Bulk Collection four times a year. Specific dates are published by the City.
- Extra trash pick-up services are available for a fee. Call (254) 221-4416 to request a pick-up for bulky collection.
- **How does my trash collection work?** Just roll your cart to the curb by 7:00 am on your collection day. The cart is emptied mechanically from inside Allied Wastes' vehicle cab. The driver uses a joy-stick, much like those used in video games, to operate the automated arm that picks up the cart and empties the trash into the truck. The cart is set back on the curb and the Allied Waste truck moves on to the next stop.
- **When should I set out my trash?** Be sure your cart is out at the curb by 7:00 am on your collection day to ensure collection. Or, you may set your cart out after 7:00 pm the night before your collection day. Carts must be removed from curbs or public rights-of-way by 9:00 am the morning following your collection day.
- **Where do I place cart for service? Proper cart placement is extremely important!** Please roll your cart within two (2) feet of the edge of the street. Make sure the handles are facing your house, so that when the cart is lifted, the lid opens toward the street. Please check to see that the cart is not obstructed by parked cars, boats, etc. The post master requires that the carts be placed far enough

away from the mailbox that the carrier can deliver the mail without interference.

- **What can I put in my cart?** The cart is designed to hold a maximum weight of 175 lbs. All household trash and yard waste must be bagged and can be disposed of in your cart. Please bag everything placed in the cart to prevent littering. Since the cart is mechanically emptied, the driver never leaves the truck. The cart cannot be emptied if trash is on top of or next to the cart. **Everything must fit inside the cart with the lid closed.**
- **What items should I not put in my cart?** Do not put concrete, large amounts of dirt, or heavy waste in your cart. Do not put hot ashes in your cart. Do not put paint or hazardous liquids/materials in your cart.
- **What if I have more than 1 cart will hold?** If you need additional carts, you may request additional carts (maximum of 2) be delivered by calling (817) 641-3336 x39. There is a nominal monthly fee for each additional cart.
- **Who do I call for cart repairs?** Call Allied Waste Customer Service Department for repairs or replacement at (254) 221-4416.
- **What about items that won't fit in my cart?** Allied Waste will collect tree limbs, tree trunks, hedge cuttings and **flat** cardboard boxes on your regular collection day. Tree limbs, tree trunks and hedge cuttings no larger than 4 inches in diameter can be left for pickup. They must be cut into lengths of not more than four (4) feet and tied into bundles. The bundles must **not weigh** more than 40 lbs.
- **What if I don't want to wait for the four times a year bulky pick-up days?** You may call (254) 221-4416, to schedule an extra trash pick-up which will be collected within seven (7) days. There is a minimum charge for this service and payment must be made in advance to Allied Waste. Additionally, each quarter a resident who pays for residential trash service can haul, at their own expense, up to 4 cubic yards of residential trash, to the landfill in Itasca at no additional expense. You must show proper ID and a current utility bill showing the residential trash fees. Safety precautions while in the landfill must be followed.