

FREQUENTLY ASKED QUESTIONS

Q: I live in Gwinnett County. Why can't I choose my own provider?

A: The Gwinnett County Solid Waste Management Plan divides the county into five service areas, with each area being serviced by a single provider.

Q: When will my cart be picked up and a new one delivered?

A: We are currently in the process of picking up and delivering new carts during the month of June. During this transition, there may be a brief period when you have no cart or 2 carts.

Q: I'm a new customer. How will I be billed?

A: Residents of Gwinnett County are billed through their property taxes effective July 1, 2010. Please contact Gwinnett County at 770-822-7141 for more information, or visit www.sustainablegwinnett.com.

Q: How will the new billing method affect my escrow/mortgage?

A: For billing related questions, please contact the Gwinnett County Call Center at 770-822-7141 or visit www.sustainablegwinnett.com.

Q: You are no longer going to be my provider after July 1st 2010. Why am I still receiving a bill for next quarter?

A: If you are in Gwinnett County, please disregard your bill for July, August, and September, since you will now be billed by the County.

Q: What is the charge for an extra trash cart?

A: \$ 12.00 per month

Q: If I need an extra cart, do I pay upfront or am I billed?

A: Extra carts are billed on a quarterly basis.

Q: Do I have to pay for bulk pickups?

A: No.

Q: Do I need to schedule bulk pickups?

A: Yes. Beginning July 1st, 2010, customers will need to call Customer Service to schedule a pickup. Bulk items should be placed alongside regular trash.

**Q: I am a new customer. Can I use my old provider's recycle bin?
Can I use my own?**

A: Yes. You may use your old provider's bin, or you may use your own container for recyclables.

Q: Do you charge for additional recycle bins?

A: Yes, there is a \$15 delivery fee for additional recycle bins.

Q: Do I need to separate recyclables?

A: No

Q: You are no longer going to be my provider after July 1st 2010. Will I receive a refund for yard waste?

A: Yes. You should receive your refund approximately 4-6 weeks after July 1st 2010.

Q: When can I set up an account for yard waste?

A: After July 1st 2010

Q: Do I need to deactivate recurring payments?

A: Yes. Please visit www.disposal.com to deactivate recurring payments. If you need additional assistance, please contact our Customer Service department.

Q: I'm a renter. How does the ordinance affect me?

A: Since Gwinnett residents will now be billed through their property taxes, the property owner will be responsible for the bill. However, they may pass the cost of trash collection onto their renters.

Q: Do you offer a Senior Citizen discount?

A: No. The Gwinnett County Solid Waste Ordinance does not allow for a Senior Citizen discount.

Q: I am disabled. Do you offer back door service?

A: Yes. Please contact our Customer Service department for more information.

Q: What is your holiday schedule?

A: We are closed for Thanksgiving, Christmas, and New Years Day. When one of these three holidays falls on a weekday, collection service will be delayed one day. For example, on Thanksgiving, Thursday routes will run on Friday, and Friday routes will run on Saturday.