



Curbside Garbage and Recycling Collection – Residents receive bagged garbage collection (up to 10 bags per collection day, weighing no more than 35 pounds per bag) twice per week along with recycling collection once per week. For questions regarding these services or to set up garbage collection call City Hall at (469) 309-4170. For complaints regarding garbage collection residents must call **Waste Connections, Inc.** at (972) 937-8836 to report the matter.

Hours of Service – 8:00 AM to 5:00 PM Service Days Monday/Thursday or Tuesday/Friday depending on service route. Holiday exceptions are **New Year's Day, Thanksgiving and Christmas**. If these holidays fall on your service day there will be no service that day. Trash will be collected on the alternate collection day. To ensure your trash/recycling is picked up on your service days, please place your trash/recycling at the curb before the 8:00 AM start time. Waste Connections tries hard to adhere to the 8:00 AM – 5:00 PM services hours; however, there are circumstances out of their control (eg., inclement weather, equipment failure) which might delay or lengthen their service hours. For questions or concerns regarding hours please contact **Waste Connections, Inc.** at 972-937-8836.

Bundles of Tree Trimmings – Customers are allowed to place one bundle of tree trimmings on each pick-up day for collection. The bundle must be tied, less than 50 pounds, and less than 4 feet in length.

Free Brush Collection – Customers can receive free brush collection up to 4 times per calendar year. Residents must call **Waste Connections, Inc.** to order this service. Collection is on a first come, first serve basis. Customers are limited to eight cubic yards per pick-up and the load must contain only brush (no solid waste).

Leaves/Grass Collection – **Waste Connections, Inc.** provides 2 free collections of leaves per calendar year (First Wednesday in February and November). On the first Wednesday of each month **Waste Connections, Inc.** collects bagged yard waste (i.e. grass clippings, leaves, brush clippings, etc.) from curbside for a charge. Residents must call the **Waste Connections, Inc.** before 5:00 p.m. the day before the collection to put their name on the list. The charge is \$6.41 minimum fee for up to 10 bags (30 gallon maximum size) and each additional bag is 65¢

Bulky Items – Each resident is allowed to have one bulky item (50 pounds or less) collected from curbside once per calendar year. Residents must call in to **Waste Connections, Inc.** to order this service. Collection is on a first come, first serve basis. Examples of bulky items would be: water heaters, washers, dryers, furniture, etc. Please schedule/confirm pick-up date prior to placing item at the curb. Items containing Freon cannot be collected.

Extra Loads – Customers can order extra loads for collection of items that cannot be placed with normal garbage collection. This service is on a first come, first serve basis and the customer will be charged according to the size of the load. Pricing for half of a truckload is \$79.12 plus tax, a full truckload is \$130.80 plus tax. Prices are subject to the annual price increase that takes place in October according to the contract. Residents must call **Waste Connections, Inc.** to schedule this service.

For any additional information on the above services please call **Waste Connections, Inc.** at 972-937-8836 Waste Connections Call Center.