



Hello, I'm your new trash cart!

I'm happy to have a home at your place.
A few things you should know about me:

- ★ **I EAT A LOT** - I can hold about 95 gallons per week, and I can weigh up to 300 pounds.
- ★ **I need walked once a week** - to your weekly pickup location on the front curb or in the alley, then back to the house once I'm empty.
- ★ **I am pretty low-maintenance** - Just keep me away from harsh chemicals and hot ashes, and I will last a long time.
- ★ **If I'm not enough** and you want another one - A second cart can be yours for a small monthly fee, \$14.58.

*You may begin using your new
cart immediately.*

*Place it in the usual spot on
your usual day for now.*

*Your new weekly pick-up schedule
and location will begin
September 27.*

Read on for more important details ►

The City of Independence is pleased to offer you enhanced, more efficient residential trash service. Please see below for answers to some common questions about the changes to our service, and please bear with us as we work to smooth out the new process.

Thank you for your patience and understanding!

Q: How will I know if my trash pick-up location is changing from the alley to the curb?

A: For most residents, the pick-up location will change to the curb in front of your house. However, there are several exceptions (for example, where street access is too steep to safely place and pick up the trash cart). **An interactive map is available on the City's website** which allows you to type in your address and see both your designated pick-up location (street or alley) and day of the week. Visit the website at www.independenceks.gov or scan this code to access the map:

Scan for interactive map
showing your weekly
pick-up day and location.



Q: Can I throw away my old trash can?

A: Yes. Just leave a note on your trash can and place it with your poly cart, and we will collect it with your trash.

Q: What time does my cart need to be placed at the curb/pick-up location?

A: By 5 a.m. on your day of service. Please take it back to your house as soon as possible after we've emptied it.

Q: What if I am physically unable to haul my cart to the curb?

A: The new carts are on wheels, making them easier to maneuver than free-standing trash cans and heavy filled garbage bags. However, trash pick-up service closer to your house is available for a small additional fee of \$6.60/month – or \$1.65 per week.

Q: What if I miss my collection day or I am late putting out my trash?

A: We will be back next week. Unfortunately, we cannot manage second passes to individual residences.

Q: Will the schedule change on holidays?

A: Yes. The following holidays and schedule changes will be observed for the remainder of 2021.

- November 11 (Veterans Day) no service.
- November 12 (Friday) Sanitation will be picking up the Thursday route.
- November 13 (Saturday) Sanitation will be picking up the Friday route.
- November 25 (Thanksgiving) no service.
- November 26 (Friday) Sanitation will be picking up the Thursday route.
- November 27 (Saturday) Sanitation will be picking up the Friday route.

Q: *What if my cart is damaged or stolen?*

A: If you haven't damaged the cart with things like harsh chemicals or hot ashes, the City will provide you a new cart at no charge. If the cart is stolen, you will have to file a police report in order to receive a new cart. As each cart will have a serial number unique to its address, tracking will be easier.

Q: *What if I move, do I take my cart?*

A: No. Leave your cart at your residence, even if you just move across town. Your cart's serial number is associated with its address.

Q: *Will you still pick up bulky items?*

A: Yes. The easiest way to get on the list for bulky item pick-up is to put in a work order on the City's website. However, the easiest way to get rid of large amounts of trash (from moving, cleaning out a house, doing renovation, etc.) is to contact the City to arrange rental of a residential dumpster (note there are restrictions on what can be placed in a dumpster).

ALSO, the City Sanitation Yard at 21st & Maple is still accepting bulky items on the following schedule:

- Tuesdays & Thursdays 8 a.m.-2 p.m.
- 1st Saturday of the month 8 a.m. to 12 noon

AND, beginning October 2, the City's brush dump (located on County Road 4100 a half mile south of College Ave.) will be open to residents on the first Saturday of the month from 8 a.m.-12 noon.

Q: *Since weekly pick-ups will be reduced, will my bill go down?*

A: No. Currently, residents are limited to two 32-gallon trash containers per pick-up. Our new poly carts hold 95 gallons-plus. We anticipate our total trash pick-up volume to remain consistent with current averages. Likewise, our fees for using the county landfill will remain the same, so it will cost the City the same amount of money to operate sanitation services. It just allows us to do so more efficiently, allowing our crews to dedicate more time to other customer services, such as brush, leaf and appliance pick-up and special requests.

Q: *Is there a hardship rate?*

A: Yes. Please call the main City line, (620) 332-2500, if you feel you qualify.



A quick reminder, water, sewer and sanitation services are combined for residential accounts. We do not offer water, sewer and sanitation services separate from each other. For your convenience, we do offer multiple options for paying your bill:



Mail your payment using the return envelope provided with your bill.

Cost of a stamp



Drop it in the receptacle located at original City Hall, 120 N. 6th, and temporary City Hall, 811 W. Laurel.



Deliver it in person at temporary City Hall, 811 W. Laurel.



Pay online on the City's website:
independences.gov
or
municipalonlinepayments.com/independences



Set up an automatic monthly draft. Forms are available on the website.



Pay your bill by phone at **844-215-7377**



INDEPENDENCE
KANSAS

811 W. Laurel
Independence, KS 67301
(620) 332-2500

independences.gov