

Question: *My cart arrived, but the lid won't close tightly?*

Answer: Place the cart in the sun with the lid closed and it will moldö shut. During shipping, the lids are left open

Question: *When do we begin using the carts?*

Answer: Please refer to the mailer that was sent in early march to find the Week (either A or B) that you are scheduled for and use the calendar to find the week you place your collection out.

Question: *Why do some people have their carts out when I do not?*

Answer: Much of the savings the Town is seeing is based on reconfiguring the routes. On collection day, half of the town will have recycling and the other half will not. The following week, recycling will get collected from those that previously did not, and so on.

Question: *These things are bulky and won't fit in my garage.*

Answer: The truth is, the footprint of these carts is the same as your current recycling bin. The only difference is you may not be able to store these on a shelf.

Question: *What do I do with my old recycling bin?*

Answer: If you wish to recycle it, you may place it in your cart. Or, you are welcome to keep it and use it around the house.

Question: *What is RFID?*

Answer: An RFID chip is installed in each cart for delivery assurance and maintenance. When the carts are dropped at your house, they are scannedö to confirm delivery at each address, which will help the town track its assets. In time, the technology may be used to monitor habits, but that technology is currently not being used by either the Town or its contractor (Modern).

Question: *What if I don't want to recycle?*

Answer: Each parcel will be provided a cart to encourage recycling participation. Recycling is voluntary in the town, but it is a service provided to each resident. There is no penalty if you do not wish to participate.

Question: *The carts will just blow over.*

Answer: These carts are rated to be stable in wind gusts up to 35mph when the lid is closed. It is common for wind gusts to exceed this speed, so we encourage residents to be conscious of their carts on high wind days, just as they are their garbage cans.

Question: *What if I have extra recycling?*

Answer: If additional recycling capacity is needed, residents may set out clear plastic bags of recyclables next to their recycling carts. All cardboard that does not break-down to fit inside the cart, shall be placed to the side in 3ft long by 3ft wide sections. Other large recyclable items that do not fit in the cart may also be placed to the side of the recycling cart.

Question: *Why do I have to have the "hinges facing the house" on my cart?*

Answer: This is requested for the ease of collection. When the truck pulls up to your driveway, a pneumatic arm grabs the cart and tips it over into the side of the truck, emptying all contents.

When the arm places the cart back down, the lid will shut. When the cart is placed incorrectly at the curb, the lid may not close shut when emptied. This could cause a problem on windy days if the wind catches the lid and may tip over the cart.

Question: *Who can I contact about missed collection?*

Answer: Please contact Modern Customer Service to notify them of a missed collection. They can be reached at 1-800-662-0012.

Question: *Does the Town make any money from recycling?*

Answer: Yes. For each ton of recycling collected, the Town receives revenue sharing.

Question: *How does the Town save money from this program?*

Answer: The Town's reformulated Recycling collection program is designed to effectively manage rising costs associated with recycling collection. By collecting recyclables at an every-other-week frequency, the town cuts down its labor and maintenance costs paid for collection. Also, the town is expecting more recycling due to the larger carts and will receive revenue from Modern for each ton collected.

Question: *Can I mark my cart with my address?*

Answer: Each cart has a serial number intended to keep track of the containers. You are encouraged to write down your serial number and store it in a safe place. If you wish to mark the carts, mark the inside of the lid. The cart is property of the Town, other than a marking inside the lid, residents may face defacing penalties if caught doing otherwise.

Question: *Are accommodations being made for the elderly and disabled?*

Answer: Yes. The wheeled carts are in many ways easier to roll than lifting a garbage can. If you have a physical or mental hardship, please contact the Highway Department or Supervisor's office for assistance.

Question: *What happens if my carts are lost or stolen? Do I pay for the replacement?*

Answer: If your carts are lost/stolen or damaged, please contact the Highway Department or Supervisor's office to report your incident. The Town will work to drop off a replacement. Each Cart is equipped with an RFID Chip (much like a grocery store bonus card) allowing the Town to identify the address of a recovered cart. If your cart is found, you will be notified. As far as replacement, if a pattern of abuse is identified (such as multiple replacements in a short period of time) the Town may charge a fee for replacing each cart.

Question: *How do I place my cart out in the snow?*

Answer: We encourage you to clear a spot to place your cart when snow is on the ground. If you would like to place your cart in your driveway, you are welcome to, however expect your cart in the same location after it is emptied. Also, you may skip a week of recycling collection if you prefer.

Question: *When can I change my cart size if it is too small or too big?*

Answer: The Town requests you try out your cart for 90 days and then contact the Highway Department or Supervisor's office to request a change.

Question: *Who is responsible for the maintenance of the carts?*

Answer: Residents will be responsible for routine maintenance, such as keeping the carts clean, removing from the streetline and storing the carts in a safe place. If your cart is defective or breaks, please call the Highway Department or Supervisor's office to report the problem and efforts will be made to fix the cart.

Question: *If I move, do I take the cart with me?*

Answer: No. Do not take the cart with you when moving. They are property of the Town. Each cart is stamped with a serial number and equipped with an RFID chip that identifies each cart to each property.

Question: *Why aren't we using recycling bins like other communities?*

Answer: By providing a larger container for recycling, Modern can collect your recycling cart less frequently. Also, every year more and more materials we use in our homes can get recycled; therefore providing adequate capacity in recycling carts will soon become the norm in many communities. Lastly, Single Stream recycling makes recycling easier than ever! you can put everything into one container and take it out when it is full.