What services are changing?
Starting Oct. 1, 2019, customers will see a change in a select number of their curbside collection services. Weekly trash and recycling collection will remain the same, but services like bulky item collection, brush collection, and yard waste collection will be updated.

Bulky Item Changes
For bulky item collection, customers will now be able to place two bulky household items (excluding construction items) at their curbside every week and have them collected after scheduling a pickup with Customer Service at (940) 349-8700.

Brush Collection Changes
Customers will still be able to place up to four cubic yards of brush at their curbside and have it collected as a part of their monthly rate, but now, all brush collection will need to be scheduled with Customer Service to be picked up. For any brush over four cubic yards, customers will be billed at $75/hour in quarter-hour increments ($18.75/15 minutes).
Yard Waste

Yard waste will now be a subscription-based service that customers must opt into to receive service. Yard waste includes grass clippings, leaves, and weeds that are placed in carts or kraft bags. There will be two yard waste collection options:

- **Cart Service:** Purchase a $20 Cart (one-time purchase. Customers may have multiple carts) with a $0.50 monthly service fee. Customers with carts can also put out an unlimited number of kraft bags at no additional charge.

- **Kraft bags:** Place an unlimited amount of paper kraft bags at curbside for a $1 monthly fee. Kraft bags are available at local hardware or retail stores. Plastic bags will not be picked up.

To opt into yard waste service, call Customer Service at (940) 349-8700.

![Figure 3: Kraft bags](image3.png) ![Figure 4: Yard waste cart](image4.png)

**Why are these services changing?**

The services are changing to better fit customer needs, improve service equity, and increase routing and collection efficiency for yard waste and brush. For a list of service change benefits, see below.

**Yard Waste Service Change Benefits:**

- The yard waste cart allows customers to easily store their yard waste prior to pickup and roll it out to the curb;

- Customers wanting to compost their pre-vegetative food waste can combine it with their yard waste (pre-vegetative food waste includes spoiled fruits, vegetables, and stale bakery items);

- By using paper kraft bags or the yard waste cart, customers can reduce waste generated from using plastic bags;
• Employee risk of injury will decrease, as they will no longer have to encounter sharp objects when cutting open or handling yard waste contained in plastic bags; and
• Fewer Solid Waste and Recycling trucks will be needed to serve the City, resulting in reduced emissions and carbon footprint, fewer trucks on the road, and reduced operational costs.

Bulky Item Service Change Benefits:
• Where customers previously were allowed four bulky items picked up per year at no additional cost, customers may now have two items per week picked up at no additional cost;
• No changes to scheduling process; and
• Reduces illegal dumping by providing additional capacity for bulky item pickup.

Brush Item Service Change Benefits:
• No reductions in the amount of brush that can be placed for pickup;
• By calling to schedule collection, residents can have brush picked up days other than the regular trash collection day; and
• With scheduled service, fewer Solid Waste and Recycling trucks will be needed to collect brush, resulting in reduced emissions and carbon footprint, fewer trucks on the road, and reduced operational costs.

How can I opt-in for yard waste pickup?
Call Customer Service at (940) 349-8700 to opt-in for yard waste collection.

Where can I buy kraft bags?
Kraft bags are available for purchase at local hardware stores.

How can I get a yard waste cart?
To opt-in to yard waste service and request a cart, call Customer Service at (940) 349-8700. Carts are 95 gallons. They are available for a one-time fee of $20 per cart. Customers may purchase as many carts as they’d like. Customers with a cart may also place an unlimited number of kraft bags at the curb for collection.
Can I pre-order a yard waste cart?
Yes, yard waste carts can be pre-ordered through Customer Service. Call (940) 349-8700 to order a cart now, and it will be delivered to your home on Oct. 1.

What is the difference between brush and yard waste?
Brush includes limbs, branches, and bushes, while yard waste is designated as grass clippings, weeds, and leaves.

What is considered a bulky item?
Large household item not related to remodeling. Examples of bulky items include sofas, lamps, and chairs. Large items that can be collected for an additional fee include:

- Construction and demolition waste such as lumber, brick, fencing, drywall, carpet, and fixtures.
- Televisions, monitors, laptops or anything with a screen.
- Any appliances containing polychlorinated biphenyls (PCBs) or refrigerants such as refrigerators, freezers, air conditioners or water coolers. Refrigerants are disposed of properly at a permitted disposal facility.

What do I do if I have excess waste?
Customers may have excess waste for different reasons, because of this, there are various ways to dispose of this waste, including getting a larger cart or temporary dumpster, or taking waste to the landfill. To find the best disposal method for you, call customer service at (940) 349-8700.

Which collection services do I need to call for pickup?
- Brush collection
- Bulky item collection
- Home chemical collection
- Electronic collection
- Remodeling refuse