

## **City of Albemarle Recycling Re-Route Effective February 8, 2021**

### **FAQ's**

#### **Why is there a Change to Recycling in Albemarle?**

- The Service will remain the same which is Every other Week. Currently Waste Management has trucks in the Albemarle area on alternating weeks, so every other week has no trucks in Albemarle servicing recycling.
- With the Growth and Development of Albemarle and the foreseeable future, Waste Management has requested to re-route the Recycling so that half of the City is serviced one week and the other half of the City the following week. This will provide a Waste Management Recycle truck in the City of Albemarle every week and will also provide ability to more efficiently grow as the City grows; all while maintaining safe and consistent service.

#### **How will I know if I live in half the City that will be changing weeks?**

- Prior to the Start date of the change, notification will be sent to residents that will have their week of recycling service change and will also receive a post card in the mail notifying them of the change.
- There will also be posted a new Recycling Calendar on the City website as well as attached to residents recycling carts prior to February 8th. Every resident will either be serviced every other week during **RED** or **BLUE** weeks.
- Residents that receive notification of being serviced during **RED** weeks will see the change in weeks for recycling. The **RED** serviced residents will receive service the week of February 1st as currently provided, and then place their recycling carts again for service the week of February 8th and every two weeks thereafter.
- Residents that are to be serviced during **BLUE** weeks will have no change in their recycling service week and will continue with the same week of recycling service every other week. Residents noted as **BLUE** recycling will place their carts for service the week of February 1st and then again the week of February 15<sup>th</sup> and every other week thereafter.

#### **If the service week is changing, will my service day also change?**

- No, the Service day of each week will still be on the same day as is currently. As an Example: if your service day is currently on a Thursday, it will remain on a Thursday; so therefore, if your trash is serviced on Thursdays then your Recycling will be serviced on Thursdays also.
- There is no change of day or service levels for Trash or Recycling – Trash is still serviced 1x each week, and Recycling is still serviced every other week.

#### **With the change effective on February 8th, should I put my recycling cart out the week of February 1st as the current schedule allows?**

- Yes, all residents will be serviced as normal the week of February 1<sup>st</sup> through February 5<sup>th</sup>. The following week of February 8<sup>th</sup>, half of the residents will be serviced during **RED** recycling week, and **RED** week residents will again place their recycling carts at the curb the week of February 8<sup>th</sup> and do so every other week thereafter.
- Note – half the residents serviced the week of February 1st will again be serviced during **BLUE** recycling week beginning February 15<sup>th</sup> and every other week thereafter.

#### **If I have additional questions, whom should I contact?**

- Due to the potential volume of calls, we suggest you send an email with your inquiry. This will allow for a greater number of inquiries to be responded to most effectively. You may send email to: **WM-Albemarle@wm.com** with your name, detail of your question, and home address.
- If you don't have access to email or prefer to call, you may call the Waste Management office in Albemarle at 704-982-1224. If you leave a message, please leave your name, detailed nature of your call, your home address, and phone number that you can be reached.