



WHAT DO I

PUT IN MY GARBAGE CART & HOW OFTEN IS IT COLLECTED?

Household garbage should be bagged before placing in the cart. By placing your garbage, yard waste, loose grass, leaves or small branches in plastic bags you will keep your cart clean and minimize odors and spillage. Do not put hot ashes or coals, household hazardous waste and or medical waste in your cart. You will receive an "OOPS" card if you place incorrect items in your garbage cart.

DO NOT OVERFILL THE CARTS. The lids must remain closed to prevent littering, allow for automated collection, and help control odors and varmints. Residents are allowed to place items on side of cart for additional service on their collection day. You should occasionally clean your cart with bleach or ammonia.

WHEN DO I PLACE MY CART AT CURBSIDE FOR PICKUP?

You should move the carts to the front curb the night before your collection day, but no later than 5:00 a.m. on your collection day. Promptly remove your cart from the curb after it has been emptied.

WHERE DO I PLACE THE CART ON COLLECTION DAY?

Always place the cart near the curb and at least three (3) feet away from your mailbox, utility poles, trees, gas or water meters, fire hydrants, cars, sprinkler heads or anything that collection equipment could damage. If you have a ditch, place the cart on the street side of the ditch if possible. Always place the cart at curb with wheels and handle facing towards your residence. When your cart is delivered, it will be placed at the best location for pickup. Do not leave the cart on the street or in the alley where it may be stolen or damaged.

WHAT IF I DON'T KNOW MY GARBAGE COLLECTION DAY?

Your pickup day is listed on the flyer you received in your can upon delivery. You may also call Pelican Waste at (337)-907-6686 for garbage pickup day information.

WHAT IF MY CART IS OVER LOADED?

Please place extra items on the side of carts for collection. Pelican Waste will collect up to two (2) cubic yards per week at roadside not to exceed 6 ft. in length or 75 lbs. The contractor shall collect boxes, other light packaging, or containers placed adjacent to Residential and Small Commercial Service Units.

WHAT HAPPENS IF MY FAMILY MOVES?

The cart belongs to the City of Carencro and must remain at your former residence.

WHEN WILL MY BULKY WASTE BE COLLECTED?

Bulky Waste "Boom Truck Service" will be picked up one time a week. Bulky waste is large items with weights or volumes greater than those allowed for containers. Bulky waste includes items such as, automobile parts, fenders, seats, camper tops and other parts not to exceed 400 pounds, furniture, window air conditioning units, large tree debris and construction debris. However, Pelican Waste & Debris will not pick up dead animals, hazardous waste, and stable waste.

WHAT SIZE CARTS ARE AVAILABLE AND WHAT DOES IT COST?

Initially each household will be given a 95-gallon cart. The 95-gallon cart should provide adequate capacity for an average household. There is no monthly charge for an additional cart. However, there is a one-time \$65 fee which will be paid by the resident.

HOW OFTEN WILL GARBAGE BE COLLECTED?

Household garbage placed in the wheeled garbage carts will be picked up one time each week. Please call (337) 907-6686 for the specific collection day for your address. Recycle bins will be collected once a week. If you would like an extra recycle bin it will cost an extra \$55 dollars. This will be paid for by the resident.

WHAT ABOUT PARKING ON COLLECTION DAYS?

Do not park at the curb on collection day. If a car is blocking the safe collection of your garbage by the automated equipment, then the driver will not pick up at that time. You will not receive collection service. In order to be serviced, all carts should be placed at least 3 feet from vehicles, trees, mailboxes, fence posts, etc. as discussed previously. In those few locations where parking is an extreme problem, place carts on the driveway or next to the curb with the wheels against the curb, and park vehicles far enough away to accommodate the safe collection of garbage. When delivered, your wheeled cart will be placed in the correct position for collection.

WHAT IF MY CART IS STOLEN, DAMAGED, OR DESTROYED?

The wheeled cart is the property of Pelican Waste & Debris and the City of Carencro and they must not be painted, abused, mutilated, altered, or modified in any way. If the cart is damaged or stolen the following policy applies: If the damage is your fault, you will be required to pay for a replacement. If the collection contractor damages your cart, it will be replaced at no charge. Stolen carts must be reported to the police department. Then you must call (337) 907-6686 to inform Pelican Waste & Debris of the stolen cart.

WHAT IS THE SERIAL NUMBER STAMPED ON MY CART?

Each address has a cart "assigned" to it indicated by the serial number stamped on your cart. This helps residents keep up with their cart, and helps Pelican Waste or the city locate lost carts. To identify your address the city will scan the cart and it will tell them the address associated with the cart.

WHAT IF MY COLLECTION DAY FALLS ON A HOLIDAY?

Holidays observed are Mardi Gras, Thanksgiving, Christmas, and New Year's Day. The garbage will be collected the very next day. For example, if your collection day is Thursday the 22nd and Thanksgiving is on Thursday the 22nd, your garbage will be picked up the following day, which is Friday the 23rd.

WHAT CAN I PLACE INSIDE THE RECYCLE BIN?

Commingled containers (Plastics #1-7) Aluminum, Tin, and Steel are accepted inside the yellow recycle bin. Waste material is not accepted. Food waste, wood, restroom waste, Styrofoam, grocery bags, and electronics are not accepted.