



City of Huntington

New Trash Collection FAQ



Frequently Asked Questions

- **Who is Advanced Disposal?**
 - Advanced Disposal is the fourth largest solid waste company in the United States. They are in 16 states with over 2.8 million residential customers, including many communities around Huntington. To learn more about Advanced Disposal as a company please [click here](#) or go to <https://www.advanceddisposal.com>
- **What is my trash day?**
 - Trash collection days have not changed. Please continue to set out your City Trash cart the night before your collection day. Any future route/collection changes will be communicated directly to those affected.
- **What if I purchased an extra cart from the City?**
 - The purchased cart is yours to keep if you wish, however it will not be emptied by Advanced Disposal under the new program. If you wish to keep your previously purchased extra cart, it should not be set out after Friday, November 30, 2018 as those in use will be collected and disposed of. There will be no reimbursement for extra carts previously purchased.
- **What if I have extra trash and need an additional cart from the trash provider?**
 - If an additional cart is needed contact Advanced Disposal and contract with them directly. The additional cart will be billed separately through Advanced Disposal directly to the customer requesting the service. The customer is responsible for any additional carts that they request.
- **I have two carts, an Advanced Disposal cart and my City trash cart, what should I do with the City trash cart?**
 - Continue to use the City cart (with city logo) until it is collected. Advanced Disposal will be collecting the carts over the next several weeks. Because of the large number of carts it will take up to two months to collect all 5,900.
 - When the City trash cart is removed, then begin using the new cart (with Advanced Disposal logo). DO NOT use the Advanced Disposal cart until the City cart is collected. Using the Advanced Disposal cart early will only slow down trash collection for everyone.
- **When should I set out my trash cart?**
 - Similarly to recycling, trash carts should be put out the night before your scheduled trash day service. Crews will begin picking up trash at 6 a.m. which is earlier than in the past. Setting it out the night before will ensure that it will be ready for collection when crews begin.
- **I live on a one-way street which side of the street should I set my cart?**
 - In order to provide safe and efficient service to one-way streets we ask that residents put their cart on the right hand side of the road based upon direction of travel. It is recommended that carts be placed in areas that allow for the driver to pick it up without having to fight parked cars. If parking is available on the opposite side of the street you are encouraged to park there.
- **I recycle a lot of material or I don't generate that much trash, can I get a smaller cart?**
 - The standard cart is 95 gallons in size, a limited number of smaller 65 gallon carts are available. A request for a smaller cart may be made by contacting Advanced Disposal directly.



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- **Where do I set my cart for pickup?**
 - Carts should be placed within 5 (five) feet of the curb with the lid hinge away from the street. Please make certain that the area surrounding the cart is free and clear of any and all objects for easy pickup.
- **Why did I receive a cart or receive numerous carts?**
 - Carts are tied to residential utility accounts. For single family homes only one cart is provided. In some cases there are multiple residential utility accounts within a building so a trash cart for each service was provided. As carts are still being delivered, please wait until after December 1, 2018 before calling about not receiving a cart.
- **What can I do with my live Christmas tree after the holiday?**
 - Christmas Tree disposal service will be provided by Advanced Disposal in January. Pickup dates will be communicated in the newspapers, on the City of Huntington Facebook page and on the City of Huntington website. Please keep checking those sources for information. It is required that the tree is free of any ornaments, lights, etc. **DO NOT BAG THE TREE.**
- **What happens if my trash cart is broken or needs maintenance?**
 - If your trash cart needs maintenance from normal wear and tear contact Advanced Disposal directly. Any malicious damage caused by a resident will result in them being billed for the repairs.
- **What happens if my cart comes up missing?**
 - First, check around your house for the cart. Sometimes the neighbors may have taken the wrong cart by accident. Each cart has a serial number - when you first get the cart make note of that number and retain it somewhere safe. If you still are unable to find the cart please report a missing cart to Advanced Disposal. Sometimes the trash cart will slip out of the garbage truck arm and end up in the hopper on accident - therefore a new cart will be provided.
- **What happens if I move addresses?**
 - Leave the cart at the house you are selling or moving from.
- **I am a commercial customer, am I able to opt in to the program?**
 - No, commercial accounts are not able to opt into the City's residential trash collection program. There are a number of other private trash collection providers in the area. Consult the internet or a local phone book for those listings.
- **What holidays does Advanced Disposal recognize?**
 - News Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day. If the holiday falls on a weekday, then service after the holiday will be delayed by one (1) day the remainder of that week.

Example: December 25, 2018 (Christmas Day) is on a Tuesday. Monday's pickup is unaffected. Tuesday pickup will occur on Wednesday, Wednesday's pickup will occur on Thursday, Thursday's pickup will occur on Friday and Friday's pickup will occur on Saturday.

City Services
(260) 356-4720

Advanced Disposal
(260) 436-8700