Waste Management

Frequently Asked Questions

As the city is preparing to transition to Waste Management under a temporary month-to-month contract for weekly trash collection services, we have understandably received questions. We have tried to get back to folks and answer as many as possible over the past few days, then compiled a list of the most-asked ones, and will now provide those answers on a broader scale

Q - Curb Exemption CE Program (*Often Called carry out*)

This service has been provided in Parkersburg for decades, and Waste Management has agreed to honor those moving forward.

This program is for our elderly and disabled neighbors, who cannot physically take their trash cart curbside by themselves and have no one living in the household capable of getting the cart to the curb for collection.

The city has a form that is required to be completed and submitted for review/approval. This form can be found on our website here;
https://parkersburgwv.gov/departments/sanitation___recycling/index.php

If you are unable to complete and return the form virtually, you can call 304- 424-8570, and a form will be mailed to you. Once approved, your trash man or woman stops the vehicle, gets out, and retrieves your cart, brings it to the truck for disposal, and then returns it to your storage location by your home. We understand the difficult job of collecting trash, so of course, we ask you not to abuse this, which again is for our elderly and disabled, not for those who are able but just choose to have the trash crew do it for them.

One Cart vs Extra Carts - How and when can I get a second cart?

These new carts aren't big enough for my household.

The original multi-year contract allowed customers to obtain extra carts at a nominal charge, but that contract has been stalled by the recent petition signed by 15% of Parkersburg's voters. We will now be operating under a month-to-month contract, which does not provide for extra carts at this time; however, the Mayor and Finance Director are working on a mechanism to allow customers who need additional carts to obtain one. More information will be coming as it is designed and vetted.

Before customers receive an additional cart, we are encouraging high-volume generators to explore signing up for curbside recycling. This is an economical and convenient way to reduce

your trash quantity. Curbside recycling services are now available from Rumpke for $36 per year. To enroll in curbside Recycling, call **800-828-8171**.

Once enrolled, customers are provided with a 94-gallon cart for free. The new recycling program is much more robust than what was previously offered to customers in that all recyclable items are eligible, and all materials are placed in one can, with no sorting required, and curbside collection every other week.

Initial feedback from the nearly 1000 customers already enrolled has been positive regarding the expanded list of items Rumpke takes for recycling, compared to the old Parkersburg program, and how much it truly reduces the amount of product you have in your regular trash and this means reducing the amount of waste in our local landfill which is important because once the local landfill is full a new location will need to identified and purchased or our waste will need to be transported out of the area resulting in higher costs to customers.

What do I do with my old trash can(s)?

Some feel that since Waste Management has provided everyone with a new cart, with a hinged lid and wheels, they no longer need or want their old trash cans. We believe it prudent *for now*, given the temporary nature of this contract and the yet unresolved matter of the multiyear contract for residents to keep their cans and repurpose them or hold in the event the city is forced or elects to abandon centralized service and in-house billing and have residents obtain their own service required under WV Code 22C-4-10, which requires every residence subscribe use and pay for trash collection service.

In the meantime, you may drop your cans at the city garage located at 100 24th Street, Parkersburg, and the city will either repurpose, donate to the Wood County Solid Waste Authority, or dispose of them properly

If we have WM collecting trash, why is the city billing me?

The City chose this method for multiple reasons.

- When private service bills, citizens are required to pay 3 months in advance and continue to pay a month in advance for the duration of your service. In addition, if a customer fails to pay within 10 days of the due date, the hauler discontinues their service.
- This would result in trash accumulation and possible health and safety issues.
- With the city providing billing, there are no advance payments required. And, most importantly, if the customer falls behind, their trash can still be collected, keeping the city cleaner and healthier.
- The customer's cost for sanitation disposal was also lower because the city committed to providing billing, as Waste Management does not have those billing and bad debt expenses.

How can this new cart service work in congested areas and areas where streets are narrow?

Waste Management will deploy trucks in the same manner the city has for decades, and your new crew will handle them well. There should be expected a few hiccups at first, so please remain respectful to your new trash men and women. For example, the WM team is aware that they will need to use pickup truck-sized vehicles in some areas and smaller rear-load trucks in other locations.

Will My Service/Collection Days Change?

Some collection days will change, and those changes will be communicated in advance. We ask that folks remain patient and keep an eye out for these communications and adjust accordingly.

Bulky Goods: (Bulky Goods are collected the first full week of each month)

Most people on any given week do not have bulky goods. As much of this is picked up by a special team, it is better to know exactly where service is needed, rather than having that crew drive the entire route just hunting for items. This is more efficient and, in the long run, makes for lower costs and more timely collection. For more details on the bulky goods collection, see the service guidelines outlined on our website at;
https://parkersburgwv.gov/departments/sanitation___recycling/index.php

Yard Waste Bags Bulky Goods

The City has purchased and will provide customers with a limited number of paper yard waste bags for use as part of the bulky goods collection; this initial supply is not meant to be permanent but will allow residents to get used to them. These one-time provided bags can be collected at 100 24th Street beginning the week of July 6th, and customers will be limited to 3 per account or household. *Reminder: grass clippings can be bagged and placed in your 96-gallon cart for weekly collection* and as long as the lid closes it doesn't require any change in how you dispose of your yard clippings