

CITY OF COVINGTON TRASH & RECYCLING SERVICE FAQs

RESIDENTIAL CUSTOMERS

How do I sign-up for trash and/or recycling service?

Please contact Rumpke at 1-877-786-7537 to request a trash and/or recycling carts.

When does Rumpke service start?

Rumpke started servicing Covington households July 1, 2015.

When will I receive my new City-issued trash and/or recycling carts?

Rumpke will begin delivering trash carts to Covington households the week of July 6, 2015. Rumpke will begin delivering recycling carts to Covington households late July. We anticipate everyone to have a city-issued trash and/or recycling cart(s) by mid-August.

- **Need a Trash Cart?** If you do not receive your carts by mid-August call Rumpke at 1-877-786-7537.

What will happen to the old Republic Services/CSI carts?

Rumpke will remove your current Republic Services/CSI trash cart. The carts are property of Republic Services/CSI and will be returned to the company. Please leave your Republic Services/CSI trash cart(s) at the curb for 48-hours following your trash collection to allow Rumpke to collect your old carts(s).

Can I get smaller trash cart?

Yes. In most cases, residents will receive a 95-gallon trash cart.

- Smaller trash carts are available upon request in 35-gallon or 65-gallon sizes.
- Please remember that all trash must be placed completely inside the City issued trash cart each week. We encourage you to use the 95-gallon cart for at least 30 days before you make the decision to downsize.
- Residents with physical impairments or space constraints (e.g. lots with no yard or storage space) can discuss substitute 35-gallon and 65-gallon cart sizes and disposal alternatives with Rumpke by calling 1-877-786-7537 or e-mailing covington@rumpke.com.

Can I get an additional trash cart?

Yes, additional carts are available to lease at the following rates:

- Additional 95- or 65-gallon trash carts for \$75/year (\$6.25/month).
- Additional 95- or 65-gallon recycling carts for \$37.50/year (\$3.13 / month)

- Additional 35- gallon recycling or trash carts are available at no charge only to those residents who currently have a 35-gallon cart.
- Please contact Rumpke at 1-877-786-7537 to order additional carts

How many additional trash carts can I get for my household?

- Below please find a schedule of the maximum number of carts allowed for residential households.
- Any resident requesting more than the maximum amount of carts shall be considered a commercial user and will have to make arrangements with Rumpke regarding collection and billing.

RESIDENTIAL MAXIMUM CARTS PER HOUSEHOLD					
Household Size	Max. Initial Waste Cart	Max. Initial Recycling Cart	Max. Add. Waste Cart	Max. Add. Recycling Cart	Max. Total Carts
Single Family	1	1	1	1	2 trash 2 recycling
Two Family	2	2	1	1	3 trash 3 recycling
Three Family	3	3	1	1	4 trash 4 recycling
Four Family	4	4	2	2	6 trash 6 recycling

Can I use my current trash can?

No. Beginning October 1, private trash cans are prohibited and will be removed as trash if left out on collection day.

What if my cart is stolen/misplaced?

Please follow the following steps to obtain a new cart:

- Please contact Rumpke to alert them of the incident and get the serial number for your cart.
- Request the City of Covington Missing/Stolen Cart form.
- Before completing the form check your neighborhood to see if you can locate your missing cart based on serial number.
- If you are not able to locate your missing cart please complete the City of Covington Missing/Stolen Cart form.
- Return completed form to Rumpke via regular mail at P.O. Box 575, Alexandria, KY, 41001 or by faxing to 859-448-0521. The form can also be sent electronically by emailing covington@rumpke.com.
- Your claim will be reviewed and a replacement cart ordered. Multiple claims may result in denial or charges.

I think that my neighbor has my trash cart, what should I do?

If you suspect that someone has your trash cart, please follow the steps below:

- Contact Rumpke to get the serial number for your cart.
- Double check that the cart is indeed yours by comparing the serial number given to you by Rumpke;
- Contact the Police Department for assistance.

What if my cart is damaged?

Rumpke can fix issues with wheels, lids and cart lift bar. Cart may be temporarily or permanently replaced depending on the nature of the damage. Please contact Rumpke at 1-877-786-7537.

What do I do with my trash/recycling cart when I move?

Trash carts are owned by the City of Covington. Please contact Rumpke to return your cart at least 48 hours prior to moving to arrange for a pick-up of your cart. Please contact Rumpke about getting carts for a new address.

COLLECTION AND TRASH GUIDELINES

What does the City trash service include?

The City of Covington trash collection includes:

- The collection of a City-issued 95-gallon trash cart
- The collection of a City-issued 65-gallon recycling cart
- 12 large items/excessive trash per year (if properly prepared and stickered)
- 1 real Christmas tree pickup
- 2 bulk clean up days per year (dates TBD)

When is my trash collected?

Rumpke will initially follow Covington's current service days, collection times may vary.

- Please make sure you place your trash at the curb by no earlier than 6 pm the evening before collection day and no later than 6 am on collection day.
- Rumpke will notify you via mail if your service day will change.

Can I put my trash cart in the alley for collection?

Rumpke will initially collect your household's trash and recycling from where you traditionally place it for collection, whether curbside or in an alley. If adjustments are needed, Rumpke will contact you.

What if I have more trash than what my cart can hold?

Rumpke will continue to collect extra trash and one properly prepared large item per week until October 1, 2015.

- After October 1, 2015, weekly trash collection will be limited to only items placed entirely inside your City-issued trash cart, as well as any large items properly placed at the curb with a City-issued green sticker.
- The City will provide each household with 12 large item stickers per year, which can also be used to dispose of up to **six 30-gallon bags of trash**. If you continuously have more trash than what your trash cart can hold, please request additional trash carts from Rumpke.
- Residents are encouraged to alert Rumpke 48-hours prior to the collection day of their intention of disposing of a Large Item.
- Large Items that do not have a green sticker will not be collected after September 30, 2015, and a citation will be issued.

How do I get additional Large Item Pickup Stickers?

Residents can purchase additional stickers for large items through the City or Rumpke at a cost of \$5/sticker.

What is a Special Pickup?

A Special Pick occurs when a resident wishes to make arrangement for a collection of a Large Item on a day other than the regularly scheduled collection day or when all 12 Large Item stickers have been used.

- To arrange for a Special Pickup, Residents must make arrangement with Rumpke no less than 48 hours prior to setting out the waste items that require disposal.
- Residents requesting Special Pickups will be charged an additional fee of \$4/yard (the equivalent of a love seat) or \$5 dollars per item.
- There is a \$25 fee for Special Pickups on weekends or after-hours

SPECIAL PICK UP RESIDENTIAL RATES				
Min. Trip Charge	Per Yard	Per Hopper	Per Bag	Per Large Item
\$75.00*	\$4.00	\$12.00	\$2.00	\$5.00

** No trip charge if large item is scheduled on regular collection day*

I have bed bugs – how do I dispose of the contaminated items?

Mattresses and upholstered furniture and any items known to be contaminated with bed bugs should be completely wrapped in plastic and placed at the curb with one City-issued large item sticker.

What should I do with yard waste?

Yard waste should be placed inside in your trash cart with your trash.

- If you have more yard waste than what your trash cart can hold, you can use one of the City's Large Item Pickup stickers to dispose of up to **six 30-gallon bags of yard waste**.
- Loose shrubbery or tree limbs must be bundled and tied in lengths **no larger/longer** than 4 feet long and 2 feet wide. Bundles should not exceed 50 pounds and be marked with a Large Item Sticker.

I need a large container to clean out my house/basement/yard. What are my options?

Rumpke offers open top dumpster rentals for the following prices:

RENTAL CHARGES	
Container Size	Per Day Rental
10 Yds.	\$3.00
15 Yds.	\$3.00
20 Yds.	\$3.00
30 Yds.	\$3.00
40 Yds.	\$3.00

DISPOSAL CHARGES	
Container Size and Weight	Disposal Charge
10 Yds. / up to 4 Tons	\$400.00
15 Yds. / up to 4 Tons	\$425.00
20 Yds. / up to 4 Tons	\$450.00
30 Yds. / up to 4 Tons	\$500.00
40 Yds. / up to 4 Tons	\$550.00
Charge for each Additional Ton	\$31.00

Rumpke also offers a convenient alternative called Haul-it-Away, where a team of professionals will assist with your clean-up by removing items directly from your residence. Haul-it-Away pricing varies based on the amount of trash. If you are interested in learning more, please contact Rumpke at 1-877-786-7537.

RECYCLING

Is there an additional cost to recycle?

Every-other-week curbside recycling with a City-issued 65-gallon cart is available to households at no additional cost.

How do I sign-up for recycling?

To request a recycling cart, please contact Rumpke.

Do I need to provide my own recycling container?

No. The City will provide you with a City-issued 65-gallon recycling cart.

Can I get a larger/smaller recycling container?

The City recommends the 65-gallon recycling cart, since recycling is collected every-other-week however, additional sizes are available upon request including:

- A smaller 35-gallon recycling cart
- A larger 95-gallon recycling cart

What can I recycle?

Rumpke accepts a wide variety of common household items as part of its recycling program, including:

- Plastic bottles and jugs (please flatten and reattach the lid)
- Cartons
- Glass bottles and jars (any color)
- Aluminum and steel cans
- Empty aerosol cans (with lids and tips removed)
- Paperboard (cereal boxes, 12-pack containers, etc.)
- Cardboard (broken down to 3'-by-3' sections)
- A variety of paper products, including:
 - Office paper
 - Newspaper
 - Magazines
 - Junk mail and envelopes (with or without windows)
 - Telephone books
 - Paper grocery bags

Can I mix all the recyclables together?

Yes. All recyclables can be mixed together in your recycling cart. Please place items in your cart loose. Don't bag your recyclables before placing them in the cart.

What happens to my recyclables once they leave the curb?

Recycling is transported to Rumpke's state-of-the-art recycling facility in St. Bernard Ohio, where it is skillfully separated by type before the material is shipped to end-users

to be turned into new products. To learn more about the recycling process, please watch this video: <https://www.youtube.com/watch?v=vwukIVXT6F0>

When will my recycling be collected?

Recycling is collected on the same day as your trash collection. Beginning in August, recycling will be collected every other week. Rumpke will be sending residents calendars with their collection week.

RESIDENTIAL BILLING

Who bills me for trash and recycling services?

The City of Covington bills all owners of residential properties with 4 or less units for regular waste and recycling services.

- Mixed Use Parcels – If your property has a storefront, you may have been identified as a commercial property, which means that Rumpke will be billing you at commercial rates.
- If you believe that you've been identified as a commercial property in error, please call the City to reclassify your property as residential. You will be required to show proof that:
 - You reside at the property by providing the City with a copy of the most recent utility bill
 - That you are receiving only once per week collection services.
- Property owners with parcel consisting of 5 or more units will be billed by Rumpke. To learn more, please see the section on Multi-Unit Residential Customers.

QUESTIONS?

Contact Rumpke at 1-877-786-7537 or covington@rumpke.com.