



## Service Guidelines

- Please have all trash and recycling curbside by **6 a.m.** on your pickup day. Regardless of your “normal” pickup time, we may be to your stop as early as 6 a.m. on any given pickup day. We highly recommend putting everything out the night before. The fee for us to return if you miss us is approximately \$50 (subject to change).
- For curbside pickup, containers must be within 5 feet of the curb and free of obstructions, including snow.
- Per the Mass DEP; Recycling is mandatory. Disposing of acceptable recyclable materials as trash is prohibited.
- The Massachusetts Department of Environmental Protection (MassDEP) has introduced bans on easy-to-recycle and toxic materials. In compliance with these bans we are no longer able to accept the following items with your trash (some of these items can be included in your Single Stream Recycling, see: Single Stream Guide):
  - Asphalt Pavement, Brick, Concrete
  - Cathode Ray Tubes, Florescent Bulbs
  - Clean Gypsum Wallboard
  - Commercial Food Waste
  - Ferrous & Non-Ferrous Metals
  - Glass, Metal, and Aluminum Containers
  - Lead Acid Batteries
  - Leaves & Yard Waste
  - Recyclable Paper, Cardboard & Paperboard
  - Single Polymer Plastics
  - Treated & Untreated Wood & Wood Waste
  - White Goods (Appliances)
  - Whole Tires
- Additional unacceptable curbside collection items:
  - Hazardous waste (contact us to arrange collection)
  - Ashes, hot or cold
  - Liquids of any kind
  - Medical waste (including needles)
  - Loose trash. Tie all bags. 20lb maximum per bag. *For your sake, we strongly suggest bagging smaller bags, like dog waste bags, inside larger bags. Loose trash creates stickiness which results in trash staying behind in the bottom of your trash cart. Eww!*
- Please notify us of extra/bulk items you need removed **at least 1 business day prior** to your pickup day.
- Extra trash fees are \$2.00 per bag – OR - \$0.15 per pound. Improperly sorted recyclables that need to be disposed of as trash will be billed as extra trash.
- ☐ **NON-COMPLIANCE NOTICE:** Uh-oh, it appears that something you’ve put out is not in compliance with the Department of Environmental Protection/Board of Health standards. Please contact us with any questions.
- **Board of Health Contact Info by town:**  
Ayer – (978) 772-8213. Bolton – (978) 779-3301. Groton – (978) 448-1120.  
Harvard – (978) 456-4100. Littleton – (978) 540-2430. Pepperell – (978) 433-0328.