

IWMC COLLECTION GUIDELINES

1

COLLECTION BEGINS AT 7:00 a.m.

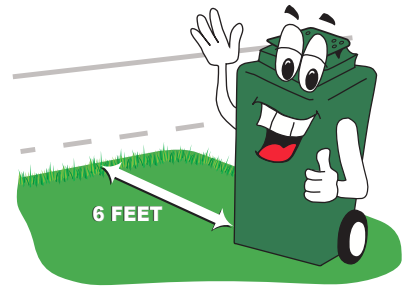
To ensure collection is provided, please have your **CARTS** and/or **BLUE BAGS** curbside prior to **7:00 a.m.** on your scheduled collection day. (**Note:** Drivers or routes may change without notice, therefore your material may not be collected around the same from week to week).



2

CART PLACEMENT

Carts should be placed within **6 FEET** from curb in such a manner as to not interfere with pedestrian or automotive traffic. During the winter months, carts may be placed within **18 FEET** from the curb to accommodate snow clearing operations. **Be sure your cart and recyclables are accessible and not stuck in ice or buried in snow.**



3

CART WEIGHT LIMIT

Maximum cart capacity is **220 LB.** Carts exceeding this weight will not be collected.

4

SORTING IS MANDATORY

Drivers will only accept material which has been properly sorted. Please visit our [Interactive Sorting Guide](#) or contact Customer Service if you have questions on 'what goes where'.



5

MISSED YOUR COLLECTION?

Drivers have until 6 p.m. to complete their collection routes. If your material was not out on time, not properly sorted, or if the driver could not access your material, trucks cannot return to provide collection service.

Your options include:

- Hold material until your next scheduled collection day. If your cart is full, two additional containers or bags can be collected along with your cart on your next pickup. (See [Excess Material Guidelines](#))
- You may take your materials to a [Waste Watch Drop-Off Center \(WWDC\)](#). A disposal fee based on weight will be charged.
- On Saturday mornings blue bags, cardboard and household metals may be dropped of at no charge at WWDC's (see [Blue Bags - Free Saturday Morning Guidelines](#)).

If your material was placed at curbside by 7:00 a.m. according to Collection Guidelines, but was missed by the driver, please contact IWMC's **Customer Service Department (1-888-280-8111)** within two working days to report the miss.

If you contact us by e-mail or by leaving a message on our voice mail, we require your name, civic number/street address, and a daytime telephone number where you can be reached if necessary.

