

THE CITY OF



ALPHARETTA

GEORGIA

SANITATION & RECYCLING PROGRAM



City of Alpharetta
Finance Department
2 Park Plaza
Alpharetta, GA 30009

Phone: 678-297-6060
Fax: 678-297-6061
www.alpharetta.ga.us

Updated May 2023

QUICK REFERENCE GUIDE



Holiday Schedule

- New Year's Day
- Thanksgiving Day
- Christmas

If your scheduled pick-up day falls on one of the holidays listed above or a subsequent day of the same week, your revised pick-up day will be the day following your regularly scheduled pick-up day.

NOTE: Household trash, recycling, and yard waste collection schedules will be maintained on all other holidays. If your normal collection schedule falls on any holiday not listed above please have your carts/bin at curbside as usual on your assigned day.

Key Contact Information

City of Alpharetta Customer Service

Office Hours:

Monday – Thursday, 8:30 am to 5:00 pm

Friday, 8:30 am to 4:30 pm

Telephone Numbers:

678-297-6060 (Phone)

678-297-6061 (Fax)

E-mail: utilities@alpharetta.ga.us

TIP: The City of Alpharetta's website is a quick and convenient source of information about the sanitation and recycling program. Please visit: www.alpharetta.ga.us

Republic Services Customer Service

Office Hours: Monday – Friday, 8:00 am to 5:00 pm

Telephone Number: 678-407-6216

E-mail: alpharetta@republicservices.com

WHAT IS RECYCLABLE?

YES! Please recycle these items in your recycling cart:



Acceptable Paper Recycle

- ✓ Cardboard and Pizza Boxes 
- ✓ Food Boxes 
- ✓ Food and Beverage Cartons 
- ✓ Mixed Paper: Mail, Magazines, Phone Books and Newspaper 
- ✓ Paper-based Food Service Packaging 

Acceptable Plastics Recycle

- ✓ #1 PET Drink Bottles 
- ✓ #2 HDPE Jugs and Bottles 

Acceptable Metals Recycle

- ✓ Aluminum Cans 
- ✓ Steel Cans  *Must be clean and empty*

Please visit the City's website at www.alphairetta.ga.us for recycling guidelines including a comprehensive listing of acceptable/unacceptable recyclables.

AND WHAT IS NOT?

NO! Do not recycle these items:

Not Acceptable Recycle

- ✗ Aerosol Spray Cans 
- ✗ Glass* 
- ✗ Grocery or Takeout Plastic Bags 
- ✗ Batteries 
- ✗ Paint Cans** 
- ✗ Styrofoam Containers 
- ✗ Propane Tanks 

In Addition, These Items Are Not Acceptable To Recycle

- NO Cabling or Hoses
- NO Chemicals***
- NO Electronics
- NO Food Waste
- NO Cylinders
- NO Wood

* Residents who wish to recycle glass may take these recyclables to the Alpharetta Department of Public Works, 1790 Hembree Road, Alpharetta, GA 30009. This collection facility is available to residents 24 hours a day, 7 days a week.

** The city offers a year-round option for residents to recycle latex paint. This program is available at the Public Works Department located at 1790 Hembree Road. Please reference the city website for more details.

*** Please monitor the city's website and social media channels for periodic Household Hazardous Waste Collection events.

INSPIRING AND REWARDING SMARTER, EVERYDAY CHOICES THAT LEAD TO A MORE SUSTAINABLE FUTURE

SANITATION & RECYCLING SERVICES

The City of Alpharetta provides sanitation and recycling services to all of its residents through a contract with Republic Services, Inc.

What is collected?

- Household trash, recyclables, yard waste, and bulky waste.

How often?

- Weekly – household trash, recyclables, and yard waste.
- As needed – bulky waste service is limited to two items per week and must be requested 72 hours in advance by completing the Bulky Waste Pickup form on our website (accessible via the QR code included herein or by visiting www.alpharetta.ga.us) or by contacting Republic Services, Inc. at 678-407-6216.

Where can I find the scheduled pickup day for my street?

- Pickup day listing is available for download from our website (accessible via the QR code included herein or by visiting www.alpharetta.ga.us).
- Republic Services, Inc. at 678-407-6216.

When/where should the carts be placed at the curbside for pickup?

- No later than 7:00 a.m. on your scheduled pickup day.
- The handles of the household trash and recycling carts should face the front of the house when placed at the curbside. Carts should be placed no more than 2 feet behind the curb line while leaving 5 feet of clearance (please do not place near mailboxes, trees, etc.).
- Backdoor service is provided to customers with physical impairments. Please contact the city's customer service team for more information.

How do I signup for new service or cancel existing service?

- Contact a member of the city's customer service team: in person at City Hall, 2 Park Plaza, Alpharetta, GA 30009; or (b) by completing the *Establish/Terminate Trash Service* electronic form on our website (accessible via the QR code included herein or by visiting www.alpharetta.ga.us).

How do I report a service issue such as damaged or missing containers, missed pickups, etc.?

- Most efficient reporting method is completing the *Issues with Existing Service* electronic form on our website (accessible via the QR code included herein or by visiting www.alpharetta.ga.us). Goal is for our customers to receive a response from Republic Services, Inc. within 24 hours of form submission. If no response is provided within this time frame, please contact the city's customer service team at 678-297-6060.

How much does the service cost?

Base Service (effective July 1, 2023):

- \$82.56 quarterly for 95-gallon household trash cart and 65-gallon recycling cart.
- \$77.19 quarterly for 68-gallon household trash cart and 65-gallon recycling cart.
- Seniors (65 years and older) and customers with disabilities and/or special needs pay \$36.60 quarterly.
- Seniors (65 years and older) and customers with disabilities and/or special needs, that meet certain income restrictions, pay \$0. Backdoor pickup is also available for qualifying customers.
- All fees listed above include household trash, recycling, yard waste, and bulky waste pickup.

Additional Service (effective July 1, 2023):

- \$29.37 quarterly for each additional household trash cart or recycling cart (if needed).
- \$1.95 bag tag that must be secured to each personal trash container and/or plastic trash bag that is not placed in the city's standard household trash/recycling carts. Tags can be purchased in person at City Hall, 2 Park Plaza, Alpharetta, GA 30009.
- \$100.00 to replace a household trash cart that has no material physical damage which impacts functionality (i.e., replacement for cosmetic purposes only).

Available Discounts:

- Customers can receive a 5% discount on all Base Service rates (excludes Additional Services) noted herein by making a non-refundable annual payment in advance, and in full, on or before July 1st of each service year.

How does the City bill for this service?

- City bills quarterly in advance.
- Payment is due 20-days from the date listed on the bill.
- \$5.00 charge is assessed for all late payments.
- A return check fee equal to the greater of \$25.00 or 5% of the check value will be assessed for all checks returned due to insufficient funds.
- In addition to paper billing statements, customers can elect to sign up for eBilling by completing the *Sanitation Opt In eBilling* form on our website (accessible via the QR code below or by visiting www.alpharetta.ga.us).

What are my payment options?

- Types of payment include: Visa, MasterCard, American Express, check, cash, or bank draft.
- Payment can be made: (a) in person at City Hall, 2 Park Plaza, Alpharetta, GA 30009; (b) on our website (accessible via the QR code included herein or by visiting www.alpharetta.ga.us); (c) by completing the *Authorization for Automatic Payment of Sanitation Billing* form (attached) and mailing to the city's customer service team at the address listed above; or (d) by contacting the customer service team at 678-297-6060.

Anything else I should know about the yard waste pickup?

- Yard trimmings should be containerized in: (a) paper lawn bags (10 bags maximum); or (b) 35 gallon trash cans or containers (5 maximum).
- Tree limbs (maximum of 3 feet in length and 6 inches in diameter) should be tied in bundles (10 bundle maximum).

You can access the city's website for Sanitation and Recycling Services through your smartphone with this QR-Code



AUTHORIZATION FOR AUTOMATIC PAYMENT OF SANITATION BILLING

I HEREBY AUTHORIZE THE City of Alpharetta to debit my account and, if needed, to debit or credit my account for adjustments made to correct my account. I request that all transactions be made to the account selected below:

- Checking account
- Savings account

for payments due on my (our) Sanitation Account

My Account information is listed below:

Account Holder(s) Name(s): _____

Billing Address: _____ Account Number: _____

My Bank information is listed below:

Bank Name: _____

Account Number: _____ Bank Transit (ABA) Number: _____

This authority will remain in effect until the City of Alpharetta has received written notification from me of its termination.

Signed: _____ Dated: _____

PLEASE SIGN THIS APPLICATION, ATTACH A VOIDED CHECK AND MAIL TO:

CITY OF ALPHARETTA; FINANCE DEPARTMENT, 2 PARK PLAZA; ALPHARETTA, GA 30009. ANY QUESTIONS CALL 678-297-6060.