



CITY OF WATONGA

410 West Main Street / P.O. Box 564, Watonga, OK 73772 580-623-4669

City of Watonga-Watonga Public Works Authority

SOLID WASTE COLLECTION (TRASH) PICKUP

Frequently Asked Questions (FAQ)

1. What will **Veteran Waste Solution (VWS)** pick up?
 - a. **Household Waste Collection.** Household waste will be picked up during normal trash days (once a week). This is non-hazardous Waste Material generated by a residential customer. Household waste that is not placed inside the 95-gallon cart, whether or not bagged or otherwise contained outside the 95-gallon cart, will not be collected by VWS. Poly cart will be picked up weekly.

Yard Waste Collection. Brush will be picked up during normal trash days (once a week). Leaves, plants, and clippings must be bagged. Limbs, branches, and bushes must be bundled with degradable string or twine and no items shall be over four (4) inches in diameter or four (4) feet in length.
There is a maximum amount of 1 poly cart container of Yard Waste & Bulk waste per week combined.

Bulk Home Improvement Waste Collection. Bulk waste will be picked up during normal trash days (once a week). This is non-hazardous Waste Material generated by a residential customer doing small home projects including small furniture, household items, etc. It excludes large projects involving a contractor and large household items.
There is a maximum amount of 1 poly cart container of Yard Waste & Bulk waste per week combined.
 - b. If you have bulk waste in excess of the allowable amount, you can contact Watonga Light & Water office to schedule a pick-up and payment must be received before bulk waste can be collected. Per City Ordinance.
 - c. You can also utilize the transfer center located south on Hwy 281. The hours of operation are listed on our website, www.watongaok.gov.
2. When does the new company start picking up the trash?
 - a. Veteran Waste Solutions was awarded the contract and the first pick up date for Vets will be Wednesday, February 1, 2023.
3. Will residential customers receive new poly carts?
 - a. Yes, City and Veteran Waste Solutions staff will be delivering poly carts January 28 thru January 31, 2023. Current residential accounts will receive one poly cart.
4. Where do I place my poly cart?
 - a. Residential poly carts must be placed on the street. Veteran Waste Solution will not be picking up any waste (household, brush, or bulk) in any alley or other areas of the property. Commercial pick up is designated by Vets.
5. How many poly carts can residential customers get?
 - a. The maximum amount of poly carts a customer can get is 4. There is a base charge for the first poly cart and an additional charge for each poly cart requested up to 4.
6. What happens to the old poly carts?
 - a. Veteran Waste Solution will have a buyback program. You can contact 405-235-VETS (8387) after February 1, 2023, until February 28, 2023, if you chose to participate in that program.



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7. Will you pick up my dumpster?
 - a. Commercial accounts will have a scheduled pickup for dumpsters. Residential customers will only have poly cart pick up.
8. What if I am unable to move my poly cart to the street?
 - a. You need to contact Veteran Waste Solutions 405-235-VETS (8387).
9. Will you still pick up my old cart/dumpster in residential area?
 - a. Your last trash pickup day with the City of Watonga will be as scheduled on your normal trash pickup date of January 25, 26, 27, 30 & 31, 2023.
10. What happens if I miss my schedule trash day pick up?
 - a. You need to contact Veteran Waste Solutions at 405-235-VETS (8387).
11. Who do I contact if I am moving in/out?
 - a. You need to contact Watonga Light & Water office at 580-623-7353, during business hours.
12. Who do I contact if my poly cart is inoperable?
 - a. You need to contact Veteran Waste Solutions at 405-235-VETS (8387). They will assess and determine the next course of action.
13. Who do I contact for billing?
 - a. You need to contact Watonga Light & Water office at 580-623-7353, during business hours.
14. Will the trash route change and days of pickup?
 - a. Yes, the residential schedule is on page 4 of this FAQ and final maps will be mailed, available at City Hall and posted on our website www.watongaok.gov.
15. What time does the collection start?
 - a. Collections times begin at 6:00 am until 7:00 pm on the day of your collection. Your poly carts must be ready at that time the day of your scheduled collection.
16. If your collection day falls on a holiday, when will my trash be picked up?
 - a. By the contract there are only 6 holidays Veteran Waste Solution observes. When the holiday falls within that week a Saturday collection date is implemented. Below is the tentative schedule:
 - i. **Memorial Day- Observed- Monday, May 29, 2023**
 1. Monday collection is picked up Tuesday 5-30-23
 2. Tuesday collection is picked up Wednesday 6-1-23
 3. Wednesday collection is picked up Thursday 6-2-23
 4. Thursday collection is picked up Friday 6-3-23
 5. Friday collection is picked up Saturday 6-4-23
 - ii. **Independence Day- Observed- Tuesday, July 4, 2023**
 1. Tuesday collection is picked up Wednesday 7-5-23
 2. Wednesday collection is picked up Thursday 7-6-23
 3. Thursday collection is picked up Friday 7-7-23
 4. Friday collection is picked up Saturday 7-8-23
 - iii. **Thanksgiving Day- Observed- Thursday, November 23, 2023**
 1. Thursday collection is picked up Friday 11-24-23
 2. Friday collection is picked up Saturday 11-25-23
 - iv. **Christmas Day- Observed- Monday, December 25, 2023**
 1. Monday collection is picked up Tuesday 12-26-23
 2. Tuesday collection is picked up Wednesday 12-27-23
 3. Wednesday collection is picked up Thursday 12-28-23
 4. Thursday collection is picked up Friday 12-29-23
 5. Friday collection is picked up Saturday 12-30-23



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v. New Years Day- Observed- Monday, January 1, 2024

1. Monday collection is picked up Tuesday 1-2-24
2. Tuesday collection is picked up Wednesday 1-3-24
3. Wednesday collection is picked up Thursday 1-4-24
4. Thursday collection is picked up Friday 1-5-24
5. Friday collection is picked up Saturday 1-6-24

17. What are the new rates for the services? Per ordinance passed by council January 17, 2023:

Cost is per poly cart or per dumpster

Code	Type	Frequency	Rate/Month
17-507			
	Refuse Collection Admin Fee	1 charge per account per month	\$2.00
Residential	First Poly Cart	1x per week	\$15.25
	Each Additional Poly Cart	1x per week	\$6.50
Commercial	Small Commercial Poly Cart	1x per week	\$15.25
	2-yard dumpster	1x per week	\$60.00
		2x per week	\$85.00
		3x per week	\$110.00
		4x per week	\$135.00
		5x per week	\$160.00
		Additional Pickup	\$25.00
	4-yard dumpster	1x per week	\$85.00
		2x per week	\$110.00
		3x per week	\$135.00
		4x per week	\$160.00
		5x per week	\$185.00
		Additional Pickup	\$30.00

<p>Billing/Start or Stop Service – Contact Watonga Light & Water Office – 580-623-7353</p>

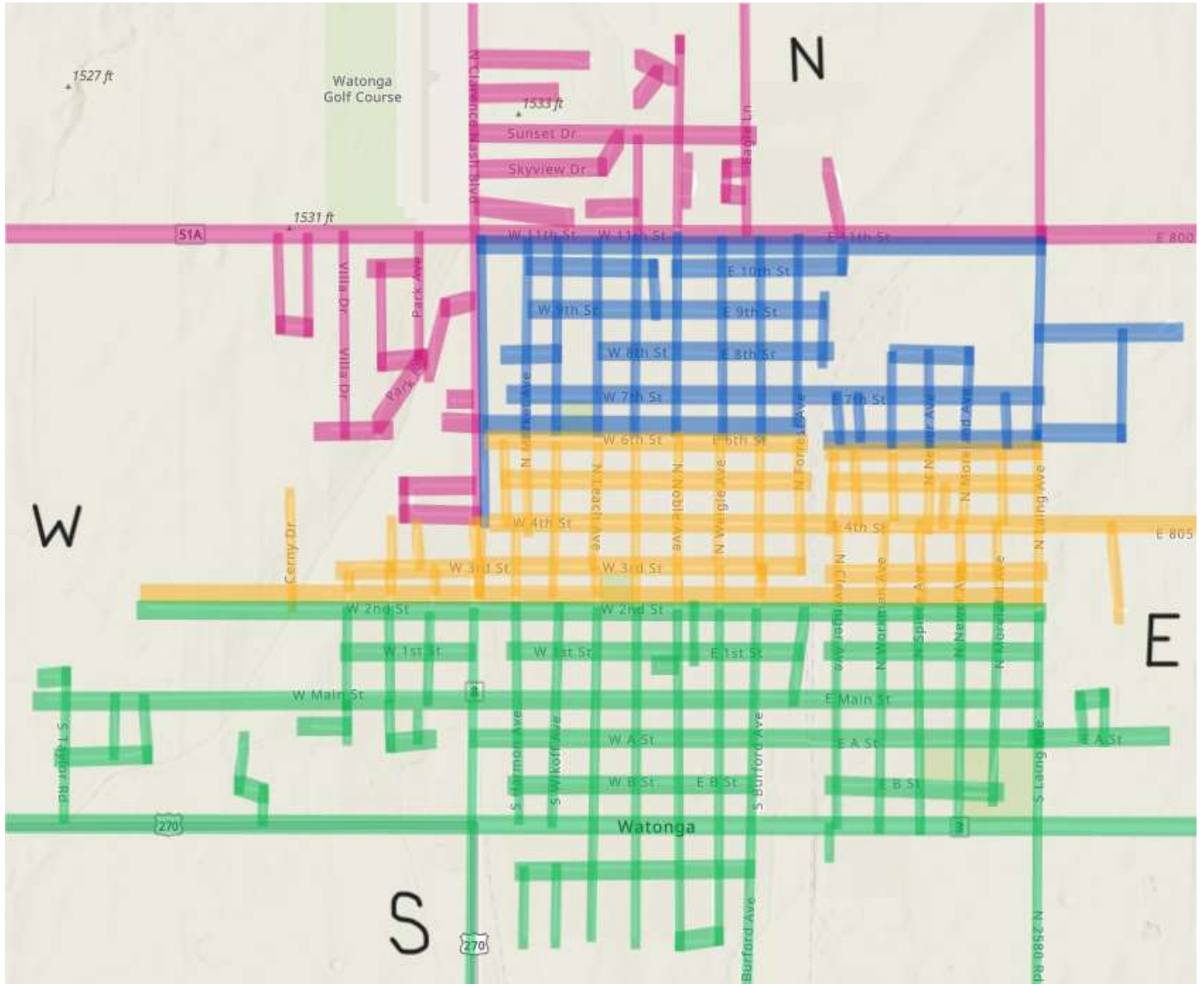
<p>Operations/Pickup – Contact Veteran Waste Solution – 405-235-VETS (8387)</p>
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The map provided is a residential route draft, you will receive a final route map no later than January 31, 2023.



CODED BY PICK UP SCHEDULE LISTED ABOVE:

MONDAY

TUESDAY

THURSDAY

FRIDAY

Example: If I live on South Noble and my current collection day is Wednesday then the City will pick up their last collection day for your address on January 25, 2023 then Veterans will begin your collection day on Friday, February 3, 2023.

Example: If I live on 800 block of North Weigle and my current collection day is Monday then the City will pick up their last collection day for your address on January 30, 2023 then Veterans will begin your collection day on Tuesday, February 7, 2023.

FAQ issued 1-19-2023