

AUTOMATED CARTS - Frequently Asked Questions

When do I begin using my new cart? Begin using the new cart on the next scheduled collection day.

May I use another container?

NO - only the carts issued by the town can be used. Items left outside the carts will not be collected.

What can I put in the cart?

Recycling Carts - click on **RECYCLING** for detailed information. In addition, it is important that cardboard be cut small enough so that it does not create a jam which could result in the cart not being completely emptied.

Refuse Carts - Items that went into your trash can, however, all items must be bagged.

How full should my cart be when I set it out?

Recycling Carts - Ideally, at least half full which is more efficient and economical.

Refuse Carts - Since refuse has the potential to become odorous, it should be set out weekly.

What size is the cart?

Carts come in 96-gallon and 64-gallon sizes. If a resident has a specific request, department staff are happy to make an exchange.

Where should I put my cart?

Carts must be placed at least 3 feet from obstacles such as utility poles, mailboxes, trees, parked cars and other carts. Carts must be within 2 feet of the curb edge. Make sure the container handle faces away from the street toward your home. The automated collection truck cannot turn the container around as it picks it up. Dumping the container "backwards" can break or damage the lid.

Special consideration . . . Parked cars are a concern, especially in the downtown area. Carts that are blocked by parked cars cannot be emptied. Place the cart in driveway openings or in other areas where car will not park to make cart accessible.

What if my cart gets damaged or stolen?

The carts are the property of the Town of Vernon and each one is assigned an address and a serial number. All reports of damage or theft will be investigated and should be reported to the Refuse & Recycling Department Office at 860-870-3500. If our collection truck caused the damage, we will replace the cart at no charge to you. If the damage is from any other cause, the resident is responsible for replacement. Wheels, lids, and axles are normally replaced at no cost to the resident. Please DO NOT write house numbers or put any other marking on the cart. If you move, please leave the cart at your home so that the next owner will not be charged for a new cart.

What should I do with my old recycling bin or trash can?

If you do not wish to keep these items, they may be brought to the Transfer Station free of charge.