

## MSW & Recycling Program

### Q&A

**1) I have my own [different than Casella] trash company, is there anything I need to do so that I don't get charged?**

If you do not want to change services, you need to complete an opt out form. They can be found here on our website:

<https://www.putnamct.us/departments/municipal-solid-waste-recycling> or you can pick up a form at the Revenue Collector's window.

Note that if you are an eligible residence in the Town of Putnam that currently contracts directly with Casella, Casella will be reaching out to move the account to the Town of Putnam's list.

**2) Presently, I put stickers on items like chairs, a rug etc.....what will we do with them now? [Similarly: how will residents of Putnam get rid of bulky waste like furniture...there was talk about doing something at the school but the problem with that is not everyone has a truck or a vehicle in general. I think there should be a few days throughout the year that you can put that stuff like the metal day pick up.]**

When automated pickup begins, bulky waste will no longer be picked up curbside. The Town will hold several bulky waste events throughout the year.

Upcoming bulky waste events are scheduled as: May 18, 2024; August 17, 2024; October 26, 2024. These are held at the Middle School and/or Armory.

Metal pickup by the Town's Highway Department will continue.

Other types of bulky waste curbside will need to be arranged by the property owner, at the property owner's cost. Casella will provide this service at direct cost to the property owner, and expects to coordinate so that one Casella truck can schedule multiple requests at a time.

**3) I wonder how the new program will be billed.**

The cost of the bins will be billed annually in June, with 1/2 of the payment due in the month of July for the period of July - December and the other 1/2 due in the month of January for the period covering January- June.

**4) How do I go about requesting the 65-gallon trash bin instead of the 95-gallon?**

You need to complete the form below, which is found on our website and copies of the form are available at the Revenue office.

<https://www.putnamct.us/departments/municipal-solid-waste-recycling>

**Note that due to the program ordering bins in March 2024, eligible property owners that want 65-gallon bins must request that size by March 1, 2024. Otherwise, there may not be an opportunity to change between the larger and smaller, or vice versa, for some time.**

**5) I own a 4-family home. Do I receive 4 bins?**

4 family homes are not eligible for the trash program. The program is available to properties of 3 families or less.

**6) I would only like to participate in the recycling program. [Similarly: Not offering just recycling pickup also means that residents that simply can not pay the extra cost and opt out of the trash program will not be recycling anymore either.]**

Unfortunately, recycling-only is not an option. To participate in the program, you must accept both the trash and recycling bins.

Note that the cost of recycling is significant, and the Town will pay by the ton for recycling pickup and handling. This recycling cost has been included in the cost options of the Town program.

**7) Do we need to place garbage in a bag, or can we use just the bin?**

All trash should be put in trash bags prior to placing in the bin.

**8) I only use 1 small trash bag per week. It isn't economical for me to participate in the program.**

The program is not mandatory. You may find alternative plans for your trash removal. Simply complete the form on our website to opt out.

<https://www.putnamct.us/departments/municipal-solid-waste-recycling>

**9) The bins are being delivered in May, but the first billing is in July. How do we pay for May and June's trash removal?**

For the months of May and June, you will continue to utilize the sticker program for

your trash bags. You will simply place stickers on the trash bags, and then place the bags into the bins.

**10) We live in a 3-family home. Will we each receive a separate bill for our trash removal?**

3 family homes will receive 3 trash bins and 3 recycling bins. The property owner will receive the billing for trash removal. It will be the landlord's decision on whether or how he bills the tenants.

**11) I already use Casella privately, but your rates are cheaper. What do I need to do to change?**

Contact Casella and let them know that you would like to stop your private pickup when the Town program begins. Casella also plans to reach out to their current eligible customers located in the Town of Putnam to coordinate switching plans.

If you are an eligible property owner (3 family or less), you will automatically receive a 95 gal bin and a 95 gal recycling bin. If you would like to request a smaller bin, please see our website.

<https://www.putnamct.us/departments/municipal-solid-waste-recycling>

**12) What is the criteria to qualify for a 65 gal bin?**

There isn't a criteria to qualify. If you would like to request a 65 gal bin for your trash pickup, complete the form to request the smaller bin.

<https://www.putnamct.us/departments/municipal-solid-waste-recycling>

**13) What if I opt out of the program and then in September decide to join? Is it still \$395.00 a year or is the amount pro-rated?**

The rate would remain the same. The program will not be pro-rated. Any new joining eligible properties will either have to wait for the start of the next 6-month period, or pay for the ongoing 6-month period. Coordination for bin delivery timeline will also factor into options.

**14) Will the Town reimburse me for any unused stickers I have?**

The Town will not reimburse you for unused stickers. Please plan accordingly.

**15) What happens if I have more trash than what will fit in the bin?**

All trash and recycling need to fit in the appropriate bin with the lid down. Should you have additional trash or recycling, please contact Casella to make arrangements for

disposal at separate cost.

Also note that the bin if stuffed too full, it may not be fully emptied by the automated equipment.

**16) Is there a weight limit on amount in bins?**

The maximum weight of waste for a 95-gallon standard bin is 95 pounds. The maximum weight for a 65-gallon bin is 65 pounds.

**17) I am a two-family unit, however the 2nd unit is empty and has been for some time. [Similarly: If I opt-out now can I enroll at a later time? I own a 3-family in Putnam but I am the only one living in it. I am in the process of renovating the other 2 apartments which I will be renting out in the future. And similarly: I own the 2 family at X Street and I would like to request only one 95 gallon trash and 95 gallon recycling bin, please. I do not want two of each.]**

To be consistent with the program, temporary vacancies are not considered, and the number of units per the Town's property database will govern how many bins per property. A two-family property will get two sets of bins, and a three-family property will get three sets of bins.

Joining the program at a later date is acceptable. However, please plan accordingly as payments are for specific 6-month periods, either July through December, or January through June. If you join mid-period, then you will pay the full period amount.

**18) Clarify the use of stickers on bags during May, June and July 2024.**

Once automatic side load delivery begins in early May 2024, there are no more bags at curbside allowed. Only stickered bags in provided bins will be picked up.

Note that the first invoice for the new program will be delivered in early July, and will be for the period of July 1, 2024 through December 31, 2024. The cost to the property owner during the transitional months of May 2024 and June 2024 will be sticker-based, at the current \$3/bag for 13-20 gallon bags, and \$5/bag for 30-35 gallon bags. During May and June 2024, bags with appropriate stickers need to be placed into the provided bins for automatic sideload pickup.

**19) How much money does the Town make from the trash program?**

The Town is a municipality and our operating budget is reflected annually based on estimated costs, with monitoring throughout the year of actual costs by the Board of Finance. Please consider getting involved in the budget process, including during the various Board of Selectmen and Board of Finance meetings in upcoming months, as we plan and prepare for vote the operating budget for fiscal year 2025 (July 1, 2024 through June 30, 2025).

The Town, including its Board of Selectmen for the trash program, does not expect to make any profit from the MSW and recycling program. In fact, as has been the case for many years, there are many aspects of this public service that are not covered by the collected revenue (stickers or invoices). The new trash program is intended to have revenue projections from use of the program (property owner payments of \$350 or \$395 per year) equal to the estimated cost of the contracted services for these MSW, recycling, and incineration components of the waste stream.

**20) I opted out but may want to join later in the year, what will my cost be?**

Eligible property owners may join the program at any time, however, the cost will be for the ongoing 6-month period of the request. Property owners should plan, ideally, joining the program in time for either July or January start – to most accurately reflect the cost of that 6-month period. There are no options for partial period payments and there are no options for monthly payments.

**21) Will Casella provide private subscriptions for my property.**

Casella will offer all eligible properties (residential, 3-family and smaller) the Town-based service, with biannual billing by the Town. If your property is not eligible (4-family and larger), Casella offers other types of waste removal, including dumpsters (2-yard, 4-yard, 10-yard etc).

**22) Can a two family home choose to get only one trash and one recycling bin for the house?**

No. The program is designed to require eligible multi-family properties to have separate bins for each unit.

**23) Will the day my garbage is picked up change?**

Very likely. Casella will have the Town's program mapped out in March 2024, and will communicate street names and days at that time. Because automated sideload delivery is a faster method of picking up MSW and recycling, we expect that days will change. (As trucks will be able to pickup from more stops in one day using automatic sideload.)

Note that Casella is developing an App for smartphone users, specifically designed for the Town of Putnam. This App will have information on days by street, any known holidays, scheduling modifications, and information on what's acceptable to recycle, among other things. We encourage participants to consider using the App for the most up-to-date information.

**24) Why is the Town invoicing for trash during the same months that property taxes are due? [Similarly: Why would you choose to make people pay the trash bill in the same months they already have to come up with money for their taxes? That is**

**hard enough to pay and now you add to the expense. Maybe if you cut the homeowner's expense somewhere else, they would not be so upset because then they could come up with the money. Like lower taxes a little or the water/sewer bill.]**

The Town is administering the trash program with its current resources, using computer software and existing staff. In order to allow that efficiency, the Town must collect trash invoicing at the same time as other tax revenue.

We encourage all residents to get involved and understand the municipal budgeting process. The Town's operating budget projects costs and revenue for the trash program, with the goal of the revenue balancing the cost of MSW pickup and transport, recycling handling, and final disposal by incineration. Bulky waste days and hazardous waste days that are offered to all Town residents (regardless of property size), are budgeted to be included as a cost by the general government operating budget.

**25) Do you expect to have an increase in illegal dumping of waste?**

The Town will continue to monitor and use all means available to prosecute illegal dumping. In addition to the Putnam Police Department, the State Police and other entities, the Town will work to minimize illegal waste dumping and littering. Please report to the Town and all proper authorities any information regarding illicit waste handling.

In addition, note that in recent years, the Town of Putnam has passed a Blight Ordinance, which requires compliance of proper waste disposal. In a property has a current blight violation, and does not remedy within the required timeline, the Town may impose fines of up to \$100 per day to the property owner.

**26) Is the \$350 and \$395 price locked in for a number of years?**

The Town offered the two prices based on the cost of various MSW and recycling pickup, transportation, and disposal/managing costs. The Town's contract with Casella is for 5 years, through June 30, 2028. (Note the contract started July 1, 2023 with curbside bag pickup for the first year.)

Per Town ordinance, the Board of Selectmen (Town Ordinance Article 264-22), consider the trash program and make any modifications. The annual costs of the two options (\$350 or \$395), were selected by the Board after careful consideration of estimated costs and projected revenues. And those estimates were considered for the duration of the 5-year contract. Depending on actual realized costs and revenues, the Board may consider modifications.

**27) I live in a neighboring town, but am really close to the Town of Putnam border. Can I participate in the program?**

No, the program administered by the Town of Putnam is eligible for Putnam households only.