



## Mid Michigan Waste Authority - Cart FAQ

Maple Gove Township is a member of the Mid Michigan Waste Authority (MMWA). The Authority was formed in 1991 to secure better prices and a wider array of services for approximately 68,000 households across its 34 member communities. The Authority currently manages the trash collection and disposal, recycling collection and processing, and yard waste collection and composting contracts for these 34 member communities.

MMWA's current vendor agreements will expire on December 31, 2022. Through MMWA, Maple Grove Township has chosen to continue with Waste Management for the next ten years as its service provider for weekly trash and recycling collection.

New in 2023 will be the implementation of "carts" (rolling trash and recycling containers). We anticipate cart delivery in mid 2023. **Until then, you should continue placing your trash, bulk and recycling at the curb just as you do right now.**

Below are some common questions that you may have about cart service.

**Q: When will the carts be distributed?**

Carts will be rolled out by community in 2023. Please visit MMWA's website at <http://www.recyclemotion.org/> or follow their [Facebook](#) or [Instagram](#) accounts to stay up to date. You can also check our Township's website at [www.maplegrovetownship.org](http://www.maplegrovetownship.org) .

Once your carts arrive you should begin using them on your next service day.

**Q: What carts will I be getting?**

All residents will be receiving one 96-gallon cart for trash and one 96-gallon cart for your recyclables.

**Q: Will I be charged for the cart?**

Two carts (one for trash and one for recyclables) will be provided at no charge to each residence as a part of the contract.

**Q: What if I want another cart?**

If you need an additional cart, you can purchase one at a cost of \$120.00. This cart will then be owned by you the resident. Call the Mid Michigan Waste Authority at (989) 781-9555 or visit, [www.recyclemotion.org](http://www.recyclemotion.org) to purchase an additional cart.

One 96-gallon cart can hold up to three (3) 20-35 gallon containers' worth of trash.

**Q: What if my cart becomes damaged?**

If your cart is broken or lost, please call the MMWA office at (989) 781-9555. Staff will be able to assess your situation and assist you.

**Q: Can I put the trash directly in the cart or do I need to put it in bags and then into the cart?**

MMWA recommends all trash be bagged. While loose material can be placed in your cart, bagging your material helps to reduce blowing litter at the time of disposal.

**Q: What if I would like a smaller cart?**

To start, each household will be issued one 96-gallon cart for trash and a separate 96-gallon cart for recyclables. Think of those first thirty days as an introductory period. Residents can use those first 30 days to get used to the carts and see how their trash and recycling volume works with the 96-gallon carts before considering a smaller size cart. After that first 30 day period ends, residents can swap their 96-gallon cart for a 64-gallon cart for either their trash or their recyclables or both by contacting MMWA. Residents will have up to six months from the end of that 30 day introductory period to make the switch at no cost.

For example, if carts are delivered to your address on Monday, July 24<sup>th</sup>, you should start using your carts on Friday, July 28<sup>th</sup>. After your first 30 days, around August 24<sup>th</sup>, you can request your cart(s) be swapped out for a smaller cart. If you make that

request by February 24, 2024, the swap would be at no charge. After February 24<sup>th</sup>, there will be a \$50 fee per swapped cart.

**Q: What if all my trash cannot fit into the cart, is there a charge?**

You can place minimal amounts of trash bags outside the cart. However, this should not be done on a weekly basis. If you need an additional cart, you can purchase one at a cost of \$120.00 per cart. This cart will then be owned by you the resident.

Keep in mind, MMWA's current bulk program will remain in place as is. Each resident is allowed up to two bulk items per week. Bulk items are objects that are too large to fit into your trash cart with the lid completely closed. Some examples of bulk items are appliances, box springs, chairs, couches, large electronics, mattresses, and other large furniture items.

Bulk items should be placed at the curb, along with your trash cart, no later than 7:00 am on your regular collection day. If you are unsure if your item is considered bulk or not, please call the MMWA office at (989) 781-9555 or visit, [www.recyclemotion.org](http://www.recyclemotion.org).

**Q: Can I have more than one cart?**

Yes, MMWA will provide additional carts for an additional charge. Contact MMWA (989) 781-9555 for more information or visit [www.recyclemotion.org](http://www.recyclemotion.org).

**Q: Does the cart need to be facing a certain way?**

Carts should be placed with the lid opening facing toward the street. You want the material to be able to fall out in front of the cart. We recognize that residential lots come in plenty of different sizes. Optimally, carts should be placed with a minimum of three feet between each container and other objects.

**Q: What if I do not want or use the recycling cart?**

MMWA encourages all residents to recycle. One easy item to start with is the cardboard from your Amazon and other deliveries. Another easy item to recycle are your plastic water bottles.

Your cart designated for recyclables cannot be used as another trash cart.

**Q: Can I keep my current recycle bin/trash can?**

Yes, you may keep your current recycle bin/trash can for use as you choose but contents in the current bin/can will no longer be collected at the curb once you receive your carts.

**Q: If I already own a 96 gallon or 64 gallon cart can I start using it right away?**

No. WM trucks are being retrofitted with tipper arms. Until that retrofitting is completed, manual service remains in place. The standard for manual service is a container between 20-35 gallons in size or up to a 55 gallon plastic trash bag. The container and contents cannot weigh more than 50 pounds.

**Q: What if the cart is too heavy, or if I have a disability?**

You may request to be put on a special side door service list by calling MMWA at (989) 781-9555. If you are approved for side door service WM drivers will take your cart from an approved location (i.e. garage door) to the curb, empty it and return it to the approved location.

**Q: Do I put yard waste into either of the carts?**

Maple Grove township does not currently offer curbside yard waste collection. Yard waste should NOT be put into either cart.

**Q: I did not receive a new trash or recycling cart. What should I do?**

If you believe your house was missed on the delivery round, please call MMWA at (989) 781-9555 to inquire.

**Q. Will my collection time change?**

We understand that residents can get used to when 'their guy' comes around. However, residents have always had a service day, not a collection time. Routes can change at any time for a variety of reasons including routing efficiencies, staffing levels and inclement weather. For best results we recommend that residents place all of their properly prepared material at the curb no later than 7:00 am. Keep in mind that even though the MMWA office closes at 5:00 pm, collection doesn't automatically stop at that time. Generally, drivers go until their routes are serviced.

**Q. Who do I contact if I have questions?**

Contact the Mid Michigan Waste Authority for questions regarding trash and recycling at (989) 781-9555. MMWA's office hours are from 8:30 am to 5:00 pm Monday through Friday. Residents can leave a message during off hours or if all phone lines are busy. Calls are typically returned on the same business day.

**Q. Why do I need to call MMWA if Waste Management does the collecting?**

Being a part of an Authority has several benefits. For example, as the Authority represents 68,000 households it was able to negotiate a wider array of service options at a better price for its member communities than an individual community could do on its own. Another benefit is that resident questions and concerns are handled by the MMWA staff. Residents do not have to navigate the customer service system of a large corporation, instead, they can talk to a person familiar with their community and knowledgeable about their specific services.