CITY OF WESTFIELD TRASH & RECYCLING INFORMATION
REFUSE GUIDELINES
- Ray’s Trash Service will provide residential, solid waste collection one time per week within the City of Westfield. Pick up days for the City of Westfield is still being determined. Residents will be receiving route confirmation during the last week of December. Collection will occur between 7:00 AM and 5:00 PM. Please have all material to the curb by 7:00 AM.
- Acceptable garbage includes: animal or vegetable waste resulting from the handling, preparation, cooking, serving, or consumption of food, and including all paper, wrappings, boxes and cartons used to contain such food.
- Yard waste needs to be securely tied together forming an easily handled package not exceeding (4) four feet in length, eighteen inches (18”) in diameter nor weighing more than forty pounds (40 lbs).
- One (1) Christmas tree per household per year. Christmas tree will be picked up through the week of January 15.
- A 96 gallon cart will be delivered for each household by late December.
- Overage bags can be purchased at the Department of Public Works for $1.00 a bag.

RECYCLING GUIDELINES
- Newspaper, advertisement sections, junk mail, office grade paper, phone books, catalogs, magazines, 1 through 7 plastics, bi metal and aluminum cans, small pieces of clean cardboard flattened, green, brown, and clear glass are all acceptable in the curbside program.
- A 65 gallon cart will be delivered for each household by late December.

BULK ITEMS
- White Goods & Heavy Trash: Such items would include, but not be limited to stoves, washers, dryers, furniture, and other items with weights or volumes greater than those allowed for by approved containers. This term shall also include items that previously contained refrigerants (Freon) such as refrigerators, air conditioners, freezers, and dehumidifiers, as long as the resident can provide the contractor with appropriate documentation showing that the CFC’s or HCFC’s have been properly removed by a licensed technician.
- White goods and heavy trash pick up shall be arranged with at least a 48 hour notice by the homeowner with Ray’s Trash Service.
- A $10.00 fee billed directly to the homeowner
- Ray’s Trash Service will collect bulk items along with other garbage on the designated pick up day. Bulk items include items weighing more than 85 pounds, large furniture, and metal appliances (without chlorofluorocarbons –CFCs). Please do not place construction or demolition debris at the curb.

UNCOLLECTABLE WASTES
- Hazardous Materials: Any waste designated as “hazardous” by the United States Environmental Protection Agency or appropriate state agency as the same is now in effect or may hereinafter be amended. This term shall also include any flammable/volatile liquids. No paint cans, or items containing Freon. Please contact your local hazardous waste site for details on proper disposal:
  Hamilton County Household Hazardous Waste Center
  1717 Pleasant Street
  Suite 200
  Noblesville, IN 46060
  317-776-4005

HOLIDAY SCHEDULE
- Ray’s Trash Service does not provide service on Christmas Day and New Year’s Day. All pick-up schedules with pick-up days falling on these holidays and/or days in the remainder of the holiday week, will be delayed by one day.
WHEN DOES THE SERVICE BEGIN AND WILL I NEED TO CONTACT MY CURRENT VENDOR TO CANCEL SERVICE?
The effective date is January 1, 2009 for all Westfield City residents, not including businesses. If you are with Ray’s, No - you do not need to do anything your account will automatically transfer over. If you are with any other vendor, Yes, it is recommended that residents contact their current vendor and express their wish to cancel their existing service.

WHAT IF I HAVE ALREADY PAID FOR 2009 SERVICES?
If you are a current Ray’s customer and have paid for 2009 services you will be receiving a refund starting January 31, 2009. If you are currently serviced by another contractor please contact them as soon as possible. An insert in your water/sewer bill outlined how to handle other vendors, please contact them directly, or if you have questions direct them to Westfield City Services at (317) 804-3150.

WHEN WILL THE NEW CARTS BE DELIVERED?
The new carts will be delivered during the month of December. We understand that this may provide an inconvenience to residents, having to store two vendor’s carts; it is imperative to ensure that residents have their carts available on January 1, 2009 for a smooth service transition.

HOW MANY CARTS WILL BE DELIVERED AND WHAT SIZES?
One 96 gallon for trash and one 65 gallon for recycling will be delivered for the initial roll out. The yellow lid will indicate recycling, so the residents may choose to use the 96 for recycling and the 65 for trash, the lids simply need to be swapped out by Ray’s.

CAN WE USE THE OLD CART OR OTHER VENDOR CART IF A NEW CART HAS NOT BEEN DELIVERED?
Yes, if for some reason a resident did not get a new cart, Ray’s will pick up trash out of your old cart during the first few weeks of implementation. The customer should contact Ray’s customer service immediately if they did not receive their new cart by January 1, 2009. If your current vendor has already picked up their container and you do not have a Ray’s trash and recycling cart, residents can place their trash in trash bags for curbside pickup.

CAN WE REQUEST A THIRD CART? HOW MUCH WILL IT COST, WHEN AND WHERE DO WE CALL?
A third cart may be requested in either a 96 gallon or 65 gallon size for a maximum total of 3 carts per resident. There is no additional cost for the third cart. The additional cart may be requested directly from Ray’s after Feb. 1, 2009.

WHAT DO WE DO WITH OUR OLD VENDOR CART?
We advise you to contact your prior vendor to ensure a specific date for pick up.

WHAT DO I DO WITH A RECEPTACLE WE PURCHASED OURSELVES BUT NO LONGER WANT?
If it is a container that was bought from a retailer and is plastic or metal Ray’s Trash will take this on an upcoming Trash Can Amnesty Day based at different locations around Westfield.

WILL RAY’S PICK UP SCHEDULE INCLUDE THE ENTIRE NEIGHBORHOOD IN THE SAME DAY?
It is Ray’s goal to plan route schedules so that entire subdivisions will be serviced on the same day.

WILL THE TRASH AND THE RECYCLING BE PICKED UP ON THE SAME DAY?
Yes, the trash and recycling will be picked up weekly on the same day however, the trash will be picked up by one truck and the recycling will be picked up by another truck.

IF WE DO NOT WANT A 96 GALLON CART CAN WE SWITCH IT FOR A 65 GALLON CART?
Yes, contact Ray’s customer service department at 1-800-531-6752 or on the web at westfield@raystrash.com.

HOW DO I GET IN CONTACT WITH CUSTOMER SERVICE?
You may contact Ray’s customer service where they have dedicated CSR’s handling only Westfield Residents at 1-800-531-6752 or on the web at westfield@raystrash.com. You may also contact Westfield City Services Customer Service Department at 317-804-3150.

WILL APARTMENTS OR BUSINESSES BE INCLUDED?
This service will cover curbside trash removal and recycling only. In general, apartments will not be included but some smaller rentals like duplexes may have this service. Businesses will not be covered in this service.

WHEN WILL I BE NOTIFIED OF MY PICK UP SCHEDULE?
We are currently working to determine route schedules. Residents will be receiving route confirmation during the last week of December.
## Recycling Bin Items

### Paper
- **Acceptable:**
  - Newspapers
  - Magazines
  - Junk mail
  - Cardboard (shipping boxes/pizza boxes)
  - Office grade paper

  *Please flatten cardboard & tuck paper neatly to one side*

- **Unacceptable:**
  - Wet paper
  - Wet cardboard
  - Food stained paper
  - Food stained cardboard

### Glass
- **Acceptable:**
  - Clear, green and brown beverage bottles
  - Food jars

- **Unacceptable:**
  - Ceramics
  - Windows
  - Light bulbs
  - Mirrors
  - Dishes and Pyrex

  *Rinse cans, place lids inside cans*

### Cans
- **Acceptable:**
  - Beverage cans
  - Soup & food cans
  - Other aluminum, tin and steel cans

  *Rinse cans, place lids inside cans*

- **Unacceptable:**
  - Loose can tops
  - Full aerosol cans
  - Paint
  - Chemicals
  - Needles
  - Biohazard materials

### Plastics
- **Acceptable:**
  - Soda & water bottles
  - Milk jugs and detergent bottles
  - Other plastics

- **Unacceptable:**
  - Styrofoam
  - Packing peanuts
  - Cooking oil containers
  - Motor oil containers

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