

## QUESTIONS/CONCERNS

Community Waste Disposal  
Customer Service Representatives  
are ready to assist you with:

Questions  
Complaints  
Cart Repair  
Damages/Spills

## CUSTOMER SERVICE HOURS

Weekdays 8:00 a.m. - 5:00 p.m.  
Saturdays 8:00 a.m. - 2:00 p.m.

**972.392.9300/OPTION 2**

customerservice@cwd.to  
www.CWD.to



2010 California Crossing Road, Dallas, TX 75220-2310  
phone 972.392.9300 fax 972.392.9301 www.CWD.to

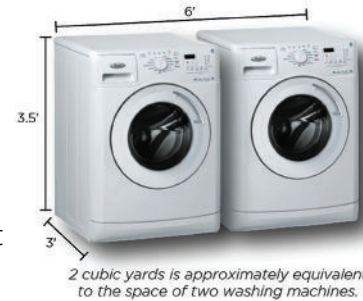


1400 Main Street, Suite 460, Southlake, TX 76092  
817.748.8400 www.cityofsouthlake.com

## BULKY WASTE & BUNDLED BRUSH WEEKLY COLLECTION

Bulky waste will be collected on your regular trash pickup days. You are limited to two (2) cubic yards of bulky waste per collection. No single item should exceed 150 pounds.

Place all bulk items and bundled brush in front of your home next to your trash receptacle(s) no later than 7:00 a.m. on your designated collection days. Please note that all material left outside the cart will be disposed of as trash.



### BULKY WASTE - ACCEPTABLE

- Toys and Yard Tools Tagged as "Bulk Item"
- Furniture
- Bundled Carpet in 4-foot Lengths
- Fence Panels No Larger than 4'x6'
- Washing Machines, Dryers, Water Heaters and Kitchen Appliances
- Refrigerators/Freezers (Must be tagged certifying removal of refrigerants)
- Additional Trash Bags

### BULKY WASTE - PROHIBITED

- Commercial Construction and Remodeling Debris
- Household Hazardous Waste
- Tires, Batteries, and Propane Tanks
- Loose Brush
- Loose Debris (Debris must be placed in a box or other container no larger than 2'x2'x4' and weighing no more than 50 pounds.)

ALL BRUSH MUST BE TIED AND BUNDLED. Bundled brush cannot exceed four feet by two feet nor weigh more than 50 pounds per bundle. **Tied and bundled brush may be set out in UNLIMITED QUANTITIES.**



Have a load that exceeds the acceptable limit? Want it all picked up at once? Please contact CWD for a price quote.

## LOOSE BRUSH CALL-IN SERVICE

Loose brush collection (up to 12 cubic yards per year) is available once a month, according to the following schedule.

**IF YOUR RECYCLE COLLECTION IS:**  
Monday  
Tuesday  
Thursday  
Friday

**YOUR LOOSE BRUSH PICKUP IS:**  
1st Wednesday of the Month  
2nd Wednesday of the Month  
3rd Wednesday of the Month  
4th Wednesday of the Month

### A PHONE CALL IS REQUIRED TO SCHEDULE YOUR PICKUP!

Please call 972.392.9300/Option 2 no later than NOON the Friday prior to your designated day. Items must be at front curb by 7:00 a.m. on your loose brush pickup day.

Note: High seasonal volumes may impact the collection of loose brush. Please allow until Saturday for retrieval.

## HHW & USED ELECTRONICS

Household Hazardous Waste & Used Electronics Door-side Collection



CWD's Door-side Collection program encourages safe, easy, and responsible disposal of approved hazardous waste and electronics. Items accepted via the HHW Door-side Collection program include poison, solvent, oil-based and latex paint, aerosols, used motor oil, auto batteries, fluorescent tubes, and televisions.

How to Prepare for your HHW Collection:

1. Call CWD at 972.392.9300, Option 2.
2. CWD will mail you a collection kit.
3. Assemble your HHW and used electronics according to the instructions provided.
4. Place your HHW and used electronics at your doorstep by 7:00am on your service day, where CWD will pick it up.

go **GREEN** from home



# RESIDENTIAL SERVICES



TRASH & RECYCLING  
BULK & BRUSH

HOUSEHOLD HAZARDOUS  
WASTE & USED ELECTRONICS

**972.392.9300 / OPTION 2**





# TRASH & RECYCLE

 **TRASH WILL BE COLLECTED TWICE A WEEK.**

 **RECYCLING WILL BE COLLECTED ONCE A WEEK.**

Please see the maps to the right to determine the pickup days for your residence. Place all items out no later than 7:00 a.m. on your pickup days for service between 7:00 a.m. and 7:00 p.m.

Household TRASH may be placed in customer-owned cans or disposable bags or boxes. When filled, containers may not weigh more than 50 pounds. All trash must be bagged.

## RECYCLE THESE



Plastic Containers  
#1-5 & #7



Milk Cartons & Juice  
Boxes



Mixed Paper,  
Newspaper, etc.



Corrugated Cardboard  
& Boxboard



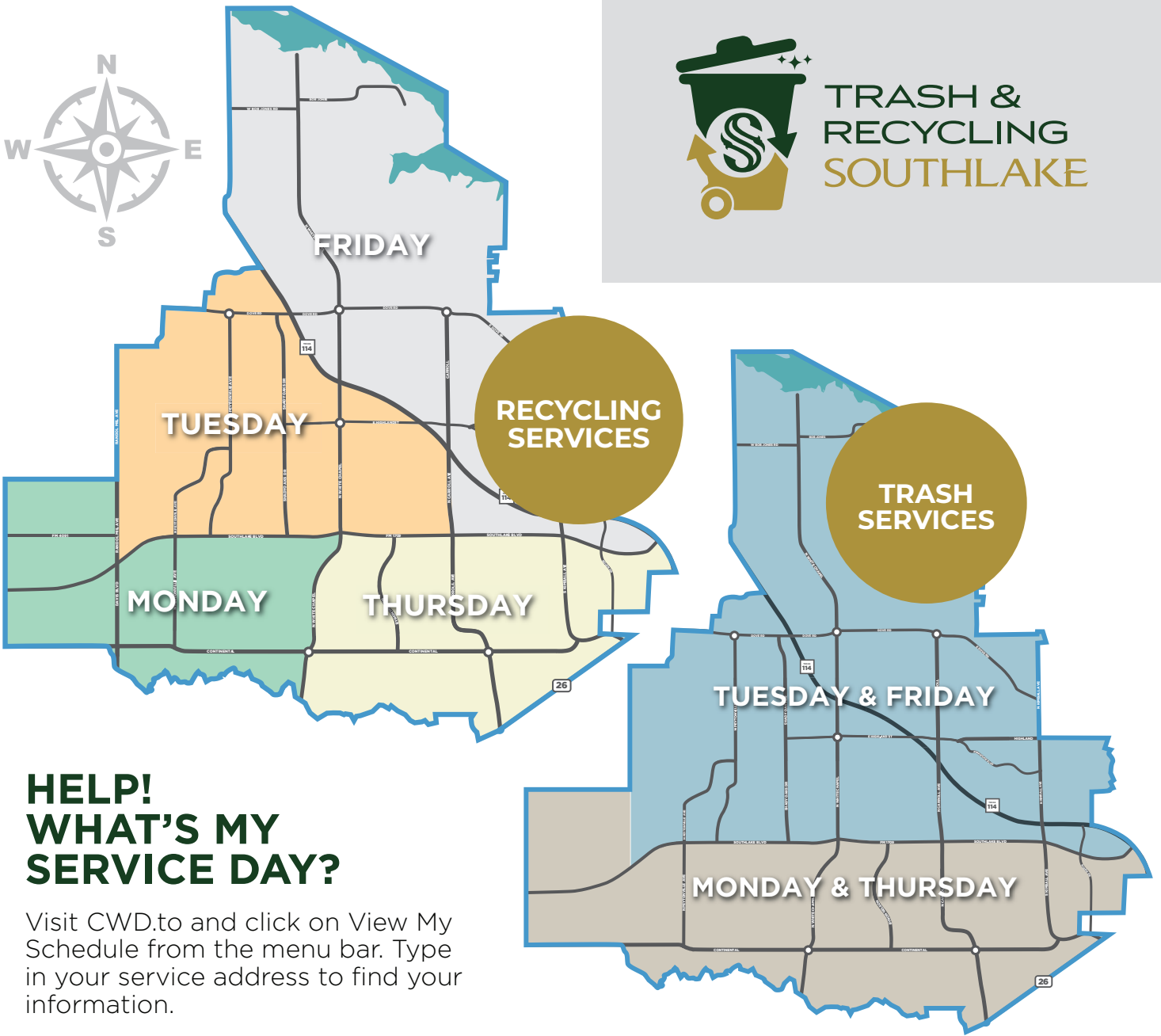
Aluminum, Steel, &  
Tin Containers



Glass Bottles &  
Containers

## DO NOT RECYCLE THESE

Plastic Bags	→	<i>They tangle recycling equipment</i>
Packaging Materials Styrofoam Food or Wet Waste	→	<i>These belong in the trash</i>
Paper Towels/Toilet Tissue Bagged Leaves, Grass Clippings, and Branches Lightbulbs/Window Panes	→	<i>Items constructed of multiple materials are not accepted</i>
Shredded Paper	→	<i>The small pieces get caught in recycling equipment</i>
Paper & Plastic Food Serving Items	→	<i>These items are not recyclable for many reasons, including probable food contamination and cutlery size</i>



## HELP! WHAT'S MY SERVICE DAY?

Visit [CWD.to](http://CWD.to) and click on View My Schedule from the menu bar. Type in your service address to find your information.



## RECYCLE CART PLACEMENT

Please ensure the trash receptacles and the recycle cart are separated by at least three feet, and three feet away from obstacles such as mailboxes, cars, fences, gas meters, and drainage ditches. Position the recycle cart with wheels toward the residence and lid closed.

All RECYCLABLES must be empty, clean, and dry, and placed LOOSELY inside the BLUE 95-gallon recycle cart. DO NOT BAG RECYCLABLES.