

Frequently Asked Questions

Look at the back of this brochure to find information about your new garbage hauler and collection day. You can also use our interactive map at stpaul.gov/garbagemap.

Who needs to participate in the new garbage service?

All Saint Paul residential properties with 1-4 units, including rentals and townhomes, must each have a garbage cart and service per unit. Having all residents participate will help Saint Paul meet our community’s overall waste reduction goals and improve the livability of our neighborhoods through reduced traffic, pollution, illegal dumping, and less wear and tear on our streets and alleys.

How did I get this cart size?

Property owners were asked to choose a new cart size (per unit) in May. If a cart was not chosen, properties were given the same size cart they had with their current garbage hauler. If properties didn’t have garbage service (per unit), they were given a medium cart.

Can I change my cart size?

Yes. Beginning Jan. 1, 2019, property owners can change their cart size once a year at no additional cost. Contact your hauler to order your cart change.

Will my recycling service change?

No. The recycling program will stay the same.

Do I need to cancel garbage service with my current hauler?

No, but... Your current garbage service will be cancelled automatically and your new garbage service begins on October 1. *If you have automatic payment withdrawal set up with your current hauler, you will need to cancel it before September 30.*

Basic garbage service levels and prices:

Quarterly pricing includes all fees and county and state taxes.

Cart Size:	Collection:	# Bulky Items Included (2019):	Quarterly Rates:
Small	Every other week	2	\$60.84/quarter
Small	Every week	2	\$70.32/quarter
Medium	Every week	3	\$96.09/quarter
Large	Every week	3	\$102.45/quarter



City of Saint Paul Public Works
25 W 4th St - City Hall Annex 1500
Saint Paul, MN 55102

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Property Address:

Your New Garbage Hauler:

Your New Garbage Collection Day and Location:

Cart(s) to be Delivered to the Property:



2018 Citywide Garbage Information



Information about your new hauler!

¡Información sobre su nueva compañía de basura!

Maclumaad ku saabsan shirkada qashinka ka qadii doonto!

Ntaub ntawv txog koj lub tuam txhab khib nyiab!



A Cleaner Saint Paul
stpaul.gov/garbage

“Our new citywide garbage service makes Saint Paul a cleaner, safer city for everyone. Starting October 1, Saint Paul neighbors will no longer be charged different prices for the same basic garbage service, and all residents will benefit from having one designated hauler and collection day for their street.”

- Russ Stark, Saint Paul’s Chief Resilience Officer

Get Ready for Citywide Garbage Service!

Step 1



New Garbage Cart Delivery

Aug. 13 - Sept. 21

- Park your cart! Leave it in a safe place and do not use until October 1.
- Use your old garbage cart until your last collection the week of September 24-28.
- Read the garbage information packet attached to your cart.
- Call your new hauler with questions or to set up additional services. **Find your new garbage hauler info on the back of this mailing.**

Step 2

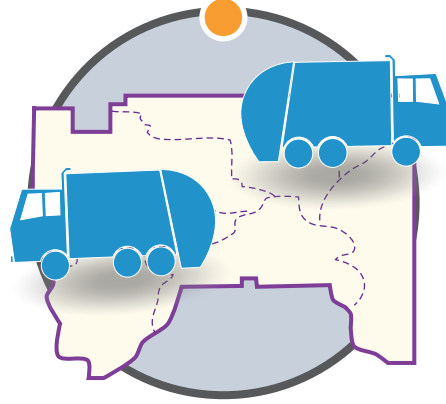


First Invoice from New Hauler

Mid-September

- The property owner will receive a quarterly bill and is responsible for payment. **Call your new hauler with any billing questions.**
- You do NOT need to cancel your current garbage service.
 - If you have pre-paid for services after September 30, your current hauler will send you a refund.
 - If you have an automatic payment withdrawal set up with your current hauler, you will need to cancel it by September 30.

Step 3



New Garbage Service Begins!

October 1

- Use your new garbage cart!
- Set your cart out at the edge of the alley or at the curb by 6:00 a.m. on your new garbage collection day.
- Do not put these items in your garbage cart: biomedical waste (needles), hazardous waste, yard waste, or electronic waste.

Step 4



Old Garbage Cart Removal

Sept. 24 - Nov. 2

- Make sure your old garbage cart is empty. Do not use it after your last collection the week of September 24-28.
- Your old cart will NOT be removed if there is garbage in it.
- Visit stpaul.gov/garbage or call 651-266-6101 to find out when and where to place your old, empty garbage cart for removal.

Additional Services

Contact your new hauler (see the back of this brochure) to sign up for these garbage services.



Bulky Items

Depending on your cart size, you can have 2 or 3 large, "bulky" items collected each calendar year at no additional cost. If you need to get rid of more large items, you can pay \$10-\$35 per item (plus tax) to have them collected. Property owners can call the hauler on the back of this brochure to schedule bulky item collection. They will give you instructions for when and where to put it out.

For a list of accepted "bulky" items and fees, visit stpaul.gov/garbage.

All residences may have 1 bulky item collected in 2018 at no charge, regardless of service level.



Service Holds

If you are going to be away from home for at least four consecutive weeks, you can suspend your garbage service during that time. Service holds can be used for temporary absences such as extended vacations.

To suspend garbage service, you must notify your hauler at least two weeks prior to any service hold requests. The maximum amount of time you may suspend your service is 26 weeks per calendar year. You will be credited for the number of weeks service was suspended on the next invoice after service is restarted.



Walk-Up Service

If you have special physical needs or limitations, all garbage haulers can provide walk-up service if needed.

If you do not meet the criteria as a less able-bodied individual, you can pay for walk-up service. Find the rates and registration form online at stpaul.gov/garbage.



Yard Waste Collection

FOR 2018:

If you have yard waste service with your current garbage hauler, yard waste service will continue with your new hauler through November 30, 2018. You will:

- Receive a refund from your old hauler for October and November.
- Notice a pro-rated yard waste subscription fee of \$35 on your September invoice from your new garbage hauler. This pro-rated cost covers yard waste service for October and November.
- Use your old hauler's yard waste cart until November 30, 2018. Yard waste carts will be removed by haulers Dec. 2018 – April 2019.
- Need to contact your new garbage hauler to subscribe for yard waste service in 2019.

FOR 2019:

You can choose from two options for 2019 seasonal yard waste services (April 15 – Nov. 30):

Seasonal Subscription Service

You can set out 1 yard waste cart and up to 8 compostable bags each week to be collected. (\$120 per year).

Non-Subscription Service

You can set out a compostable bag or a bundle of yard waste beside your garbage cart (\$3 per bag/bundle).

Questions about service? Call your new garbage hauler or visit stpaul.gov/garbage

Need this translated?
Call 651-266-6101

Necesita esta traducción? Comuníquese
con nosotros al 651-266-6101

Ma u baahan tahay tarjamadaan
Naga soo wac 651-266-6101

Xav tau qhov no txhais los? Hu
rau peb ntawm 651-266-6101

