



NEW CITY RECYCLING

Q: What are the main differences in the new recycling program and how will it affect my current routine?

A: One of the biggest differences will be that curbside collection of recyclables will now happen every other week instead of every week. This change will not only be a cost-saving measure, but will also maximize service value and productivity; and will allow for new programs such as "Recycling | Perks".

In addition, you will also receive a much larger recycling container – 96-gallons - that is on wheels and has a lid (very similar to your trash container).

The new cart will not only allow for larger accumulation of recyclables, but will also provide a much cleaner and easier way to do so.

Recycling Hotline
(804) 340-0900

City of Colonial Heights Recycling

Questions or comments?

Contact the CH City Manager:

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City Manager

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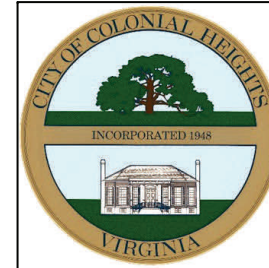
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City of Colonial Heights



**NEW
RECYCLING
PROGRAM**

Frequently Asked Questions



City of Colonial Heights Residential Recycling Programs and Services

Q: How do I know which week is my recycling week?

A: You will receive a new collection calendar with the curbside recycling cart delivery. Beginning July 7, your curbside recycling will be collected every other Friday. You can subscribe to the collection reminders by email to receive an email the day before your curbside recycling collection by visiting www.cvwma.com.

Q: When will I receive my new container?

A: Delivery of the new curbside carts will begin June 18, 2012.

Q: What color is the new recycling cart?

A: Green, similar to the color of the current recycling bins.



Q: What will happen to the container or bin that I have now? Can I keep it?

A: Yes. You can keep your current bin if you would like. If not, simply place it with your recyclables and it will be picked up.

Q: What if I would prefer not having the 96-gallon container for recycling and want to just keep using my current bin?

A: You may continue to use your current recycling bin instead of (or in addition to) the new, larger 96-gallon cart. If you have more recycling than will fit in the new cart, you can also use the bin for overflow.

Q: Can I get a smaller recycling cart?

A: The curbside 96-gallon cart is the only recycling cart provided at this time.

Q: What if I want a second recycling container? How much will it cost? How do I go about getting one?

A: Visit www.cvwma.com or call the Recycling Hotline to purchase additional recycling carts for \$65; and the cart will be delivered. (No refunds or returns; and CVWMA and/or the City are not responsible for broken carts. Carts damaged by the driver will be repaired at no additional fee).

Q: What are the basic recyclables that are currently collected? Will that change with the new program?

A: Items for curbside recycling remain the same - cardboard, mixed paper, steel & aluminum cans, plastic bottles with a 1 or 2 PETE or HDPE, glass bottles and jars. There will be no change in the items collected.

Q: Will my recycling cart be collected in the alley like the trash?

A: As has always been the case, the recycling program is curbside only (There may, however, be some areas of the City that will allow for an exception to this rule. Call the Recycling Hotline for further information).

Q: Can I use my recycling cart for trash?

A: No. The trash collectors will not collect from the green recycling carts.



Q: What is the "Recycling | Perks" program?

A: "Recycling | Perks" is a program offered by the City's recycling service provider (TFC) that allows residents to earn points for recycling! The points can be redeemed in discounts and coupons at local retailers and restaurants. For a look at how this program works visit www.recyclingperks.com.

Q: Do I have to sign-up or create my own account on the TFC website to be eligible for the "Recycling | Perks" program?

A: Yes. Go to www.recyclingperks.com to learn more about the program & its benefits.

Q: I would like to participate in the "Recycling | Perks" program but don't have a computer. How do I sign-up?

A: The only way to register and participate in the "Recycling | Perks" program is through the TFC website at www.recyclingperks.com. For Colonial Heights customers that do not have access to a computer, there is a computer station available for this purpose in the main lobby of the Colonial Heights City Hall (201 James Avenue) or at the Colonial Heights Public Library (1000 Yacht Basin Drive). City staff can provide assistance in this regard and there is no charge for this service.

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