



Curbside waste collection F.A.Q.
Town of High Level
10511 – 103 Street
High Level, AB T0H 1Z0
Canada

Curbside waste collection Frequently Asked Questions

What is happening with the new garbage carts in Town?

- The Town of High Level is working with our curbside waste collections contractor as they move to a more automated system of waste collection. We are moving to the new bins to help facilitate this process.

How much are these carts going to cost?

- The cost of your two new carts is included in your waste collection fee on your utility bill. Additional carts can be obtained for a fee of \$10.00. Please contact the Town of High Level at 780-926-2201 for details.

Can I be excluded from this program?

- No. All residents who use curbside pickup are required to take part in this program. The contractor is making significant changes to their waste collection process, including new equipment.

Will my carts be picked up on holidays?

- Curbside collection follows a regular schedule and any day that is rescheduled will be communicated ahead of time.

Why weren't my carts picked up on collection day?

- The most common issue with carts not being picked up is that they were not placed properly, or the lids were not closed securely. If you have an issue with your curbside collection, please contact L&P Disposals at 780-926-2988.

I found a sticker on my cart. What does this mean?

- There is a radio tag embedded in the carts to help the Town manage cart inventory, verifies the correct address, and records the replacement history of the cart. The carts are also serialized, which can help locate them. In the event a cart is stolen or damaged by the collection truck, it will be replaced. Please call the Town of High Level at 780-926-2201 if you have an issue with your carts.

How are you keeping track of these carts?

- The carts are marked with serial numbers tied to the property and they contain radio tags to assist in identification. The radio tags do not provide any tracking or usage information and are used only to verify the correct address and replacement history of the cart. In the event a cart is stolen or damaged by the collection truck, it will be replaced. Please call the Town of High Level at 780-926-2201 if you have an issue with your carts.

What happens if I use only one cart?

- If your waste for the week fits in only one cart, that's great! Please feel free to use either the black cart or the green cart.

I'm moving soon. Do I take my carts with me?

- Your carts are registered to your home, so you are asked to leave them if you move to a new residence. The carts remain the property of the Town of High Level.

Can we put locks on the carts?

- Please do not add locks or make significant alterations to the carts. The carts are the property of the Town of High Level and are leased to the property, not the property owner.

Can I label my cart?

- Yes! Please feel free to add an address label to the carts if you wish. However, we ask people not to add their names or other information to the carts so that can continue to be used at the property in the event a resident moves.

Is there a weight restriction on the cart?

- There is no weight restriction on the cart. The cart only has to be placed properly with the lid secured.

Can the carts be replaced if they are damaged or lost?

- Please contact the Town of High Level at 780-926-2201 if your carts are damaged or lost.

How should I maintain the carts?

- The carts are durable and can be stored inside or outside your home. Please store them out of direct sunlight and in a cool, well-ventilated area if possible.

Why do we have a black cart and a green cart?

- For the time being, there is no difference between the two carts. Council decided on a black cart and a green cart to save money in the future should the Town move toward waste separation streams – such as organics or recycling.

What items can we put in the cart?

- There is no change to the type of waste collected as part of the curbside waste collection program. (Full list of items not permitted)

Can we get an extra cart if we need one?

- Yes! The Town of High Level can provide residents with an additional cart at a cost of \$10.00 per month. The amount will be added to the residential utility bill. Please call the Town of High Level at 780-926-2201 for more information.