

2024



Sun Lakes/IronOaks

Service Outline

Bulk Schedule and Service Reminders



Waste Connections of Arizona (WCofAZ), formally known as Right Away Disposal (RAD), is committed to meeting your expectations and satisfaction in your provided curbside trash and recycling service. For 15 years now, WCofAZ has worked steadily in building a positive reputation in Sun Lakes, which is based on community involvement, integrity, reliability and exceptional service. We are truly confident in continuing to hit this benchmark in 2024.

At WCofAZ, we strive to provide the best service at a reasonable cost. We will continue to meet our arranged obligations through all levels of service. We value your business and look forward to continued opportunities in meeting and exceeding your current services.





2024 Community Service Outline

Sun Lakes

Holiday Service and Service Do's and Don'ts

Holiday Schedule

WCofAZ observes **four (4)** Holidays throughout the year and will not be providing collection service on these Holidays:

If your service day falls on one of the listed holidays, shown to the right, then you will receive service the following day. The rest of the week following the holiday is also pushed back one day, with Friday's customers being serviced on Saturday. Holidays such as Memorial Day, Labor Day, MLK Day, Presidents Day and Veterans Day are not affected. Please set your carts out on regular day of service. Complete 2024 schedule: _____ →

Independence Day - July 4th

July 1 Monday	July 2 Tuesday	July 3 Wednesday	July 4 Thursday No Service Thursday's service moves to Friday	July 5 Friday Friday's service moves to Saturday	July 6 Saturday
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Thanksgiving

November 25 Monday	November 26 Tuesday	November 27 Wednesday	November 28 Thursday No Service Thursday's service moves to Friday	November 29 Friday Friday's service moves to Saturday	November 30 Saturday
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Christmas

December 23 Monday	December 24 Tuesday	December 25 Wednesday No Service Wednesday's service moves to Thursday	December 26 Thursday Thursday's service moves to Friday	December 27 Friday Friday's service moves to Saturday	December 28 Saturday
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New Year Day 2025

January 30 Monday	January 31 Tuesday	January 1 Wednesday No Service Wednesday's service moves to Thursday	January 2 Thursday Thursday's service moves to Friday	January 3 Friday Friday's service moves to Saturday	January 4 Saturday
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Your Service day for curbside trash and recycling is:
Sun Lakes (non-IronOaks) - Monday & Thursday
Recycling is the 2nd and 4th Wednesday of each month
IronOaks Tuesday & Friday
Recycling is the 1st and 3rd Wednesday of each month

Fun Fact - Advanced Technology

Trash and recycling collection can be tricky business. 3rd Eye® on-board camera systems constantly monitors WCofAZ drivers as well as their environment to ensure the safe operation of their vehicle. It also allows managers and customer service staff immediate verification of service through recorded video. Five placed cameras per truck provide a 360° coverage to monitor vehicle and driver environment in real time.

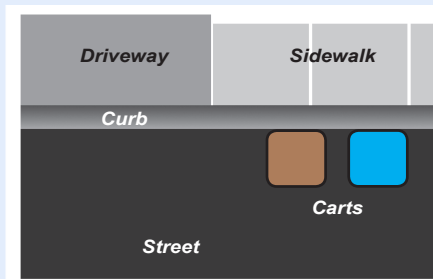
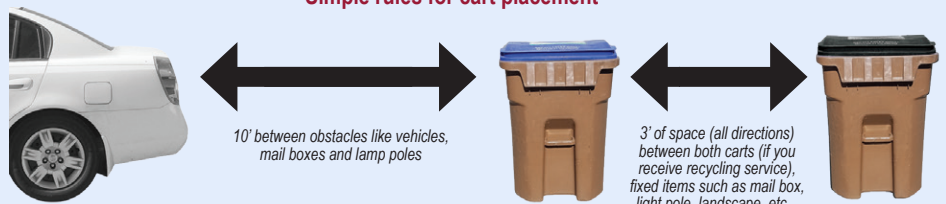


Service Compliance Requirements for Curbside Trash and Recycling Collection

Place both garbage and recycling carts out the night prior, or by 6:00 a.m., on your service day. **Contracted service is 6:00 a.m. to 6:00 p.m.** Due to weather, equipment, road construction, changes in routing, etc... there are **no guaranteed times on the day of scheduled service.**

Position carts on the street with wheels as close to the curb as possible. Allow three (3) feet in all directions, from cars, mailboxes, fencing, landscape or other items that may interfere with service or at risk of damage. 10' from vehicles parked on the street (see diagram below) Face cart so lid opens toward the street (handles facing home of service). Do not overfill or place additional garbage on top. Lids must be fully closed. This reduces airborne trash on windy days. Always keep sidewalks clear for pedestrian traffic and children. Items such as **oil, paint, solvents and other liquid household hazardous waste materials** are strictly forbidden within your curbside program.

Simple rules for cart placement



Ensure the cart lids open to ward the street



Cart wheels placed in the road gutter area shown in red above - do not place in the driveway or in landscape. If community has no gutter area please ensure a 3' margin from all landscape and fixed items as reflected above.



2024 Community Bulk Pick-up Schedule

Sun Lakes

To receive bulk service customers **MUST** schedule by calling Waste Connections of Arizona (WCofAZ) at **480.983.9100 no later than noon the Wednesday before service**. Without scheduling WCofAZ will not service your bulk placement. To ensure bulk pick-up, customers will need to make sure all materials are set out properly and placed curbside **prior to 6 a.m. on day of collection**. Materials will be collected by 6 p.m. on the assigned day.

Sun Lakes Bulk Service Schedule

This service is strictly for Waste Connections of Arizona customers only.

2024

To receive service you must call 480.983.9100 and schedule by 12:00 noon the day before scheduled service, to receive bulk pick-up.

The fee for **non-free** days is **\$85.00**.

Tuesday, February 20 th	Tuesday, July 16 th
Tuesday, March 19 th	Tuesday, August 20 th
Thursday, April 18th Free Collection	Tuesday, September 17 th
Tuesday, May 21 st	Tuesday, October 15 th
Tuesday, June 18 th	Thursday November 21st (free of charge)
	Tuesday, December 17 th

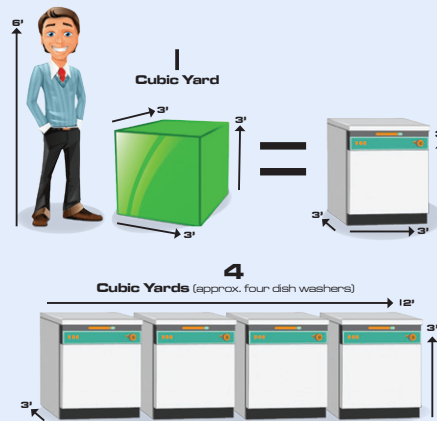
Improper Bulk Set-Out



Proper Bulk Set-Out



The allowed area for bulk is 4-cubic yards.



DO

DO – Cut tree branches and wood into 4 foot lengths and bundle/tie together with twine, duct tape, etc...

DO – Place loose yard waste such as leaves and grass in bags

DO – Place furniture, such as chairs and couches at curb. No special preparation required.

DO – Place century plants, cactus and other similar plants in boxes.

DO NOT'S

DO NOT: Place limbs or yard waste in a pile without being tied together

DO NOT: Place construction materials (concrete, dirt, rock, gravel, concrete blocks, drywall, etc...) at curb. Construction debris is solid waste derived from the construction, repair, remodeling of structures and will not be collected.

DO NOT: Place oil, paint, batteries or other hazardous materials

Vacation Hold Policy

Vacation Hold Service — also known as seasonal service, holiday hold and snowbird billing — lets you pause your services up to six (6) months. You must provide notice of any Vacation Hold request to Waste Connections of Arizona at least two (2) business days before the date of the next regularly scheduled collection service. After six (6) months your service and billing is automatically reinstated.

Acceptable materials for bulk collection include:

- Furniture and large appliances (excluding refrigerators)
- Household garbage and cardboard (including items that don't easily fit into the trash cart; the lid should close completely)
- Yard debris (including items that don't easily fit into the trash cart; the lid should close completely for standard collection; see additional requirements for preparing yard debris below)

When preparing yard debris for bulk collection, remember the three **B's**; Bagged, Bundled or Boxed!

- Grass, leaves and other small items should be bagged and ARE not to exceed 50 pounds per bag.
- Tree limbs and cuttings cannot be longer than 4 feet and must be bundled and tied with twine, string, duct tape or similar cord so one person can handle them. Logs and limbs 12 inches in diameter or less are acceptable.
- Century plants, all cacti and similar plants that are hazardous to our collection employees should be boxed to avoid injury.

Unacceptable materials for bulk collection include:

- Tires, refrigerators, freezers, hazardous materials, motor oil, paint, batteries and construction materials such as harmful debris, concrete, carpet, pavers and brick.

Visit our Website

For more information regarding bulk pick-up service please visit our site at: WCofAZ.com - under "Schedule Bulk Service"



Recycling Service Guidelines

Sun Lakes

The Big 5 - Hang on to this information!

If you don't see it below, it's not allowed in your recycling cart

#1 Aluminum



Clean aluminum beverage cans, pie pans, serving trays, cat food cans and foil.

Absolutely no other aluminum items, such as lawn furniture, automotive parts or other related items.

#2 Paper



Newspaper, printing paper, junk mail, shredded paper, magazines, paper sacks and phone books, wax-free shipping paper.

If it's not listed above, it's not allowed

#3 Plastic Bottles



Clean Plastic bottles, jugs and containers with Plastic 1-7 stamped

Plastic coat hangers, clothes baskets, PVC piping, patio furniture, electronics and plastic bags are not a 1-7 container, so it doesn't belong in your cart. Containers must be empty at a minimum, and rinsed whenever possible. Place plastic tops back on containers prior to recycling

#4 Cardboard



Cardboard boxes, cereal, frozen food and detergent cartons.

That's it—no other fiber products. If it's not listed above, it's not allowed. Wood, carpet and textiles are sometimes made from natural fiber but they aren't cardboard, or cartons, so they don't belong in your cart. Also remove any plastic, Styrofoam and other related packaging items and place within your trash cart. Last, flatten all boxes to avoid overfilled carts.

#5 Tin



Steel tin cans, vegetable, fruit, soup, etc... If it's not a tin can, it doesn't go into your recycling cart.

Metal hangers, scrap metal, frying pans, automotive parts or anything else that doesn't resemble a can is not accepted.

Glass



The current model for glass, and the distance it must travel for processing, is no longer a sustainable or eco-friendly option. WCofAZ is constantly looking at ways of minimizing its carbon footprint and emissions created by recycling/manufacturing. Due to the composition of glass (sand), introducing it to landfill is safe and environmentally sound.

What does incorrect use of trash and bad recycling look like?



Open lids cause airborne trash through neighborhood well before service



Landscape material is not recyclable



Appliances and electronics are not permitted in recycling



Over packed cart and cart placement (too close to car), unable to service



If paint or oil is placed in either cart it will burst open during service

Thank you for your understanding, it is truly WCofAZ's goal in making recycling beneficial to you, your community and your planet. Let's get onboard with **green!**

To learn more about WCofAZ's Recycling Program, please visit WCofAZ.com, and click the tab titled "Recycle with WCofAZ"