

Kluesner Garbage Q & A

Q: How much will my bill go up?

A: Residents currently pay \$18.50 and on July 1st will be paying \$20.66.

Q: Do I have to buy new bins?

A: No! Kluesner owns & supplies a 65g trash and recycling bin to residents.

Q: How do I get my bins?

A: Kluesner will be dropping off all bins to resident the end of June. Date TBD.

Q: When is the first trash day with Kluesner?

A: Your first pick up with the new service will be July 6th.

Q: When is trash day?

A: The entire city will be picked up on **Mondays**.

Q: What if I want to downgrade or upgrade my bin?

A: Call the number on your supplied bin to swap out bins. There's a one-time fee for larger bins (95g).

Q: What do I do with my left-over Rudd tags?

A: Unfortunately, there is no refund on tags. Use them or lose them.

Q: Can I still buy tags?

A: Yes! Tags will be \$2 a piece and sold at City Hall. With larger bins, the hope is to not need as many! (Kluesner is still working with 2 other locations to sell tags)

Q: Can I set out bulk items?

A: Yes! There is an extra fee. Please call the number on your bin for more info.

Q: Can I set out large cardboard boxes for pickup?

A: There will be a community cardboard dumpster behind City Hall for residents to recycle cardboard boxes. Anything small can be put in your bin.

Q: Do we still have fall leaf vac?

A: Yes! Kluesner has a leaf vac truck and will pick up leaves for 3-4 weeks.

Q: Where do I put my bins for pickup?

A: Kluesner has automatic trucks that lift the bins. Please place bins at the end of your driveway at **least 2ft apart** from each other and any other obstacles. The handle is to face your house while the lid faces the road.

Q: How many trucks are needed for the city?

A: Kluesner will run 2 trucks in town. 1 for trash and 1 for recycling.

Q: What if my trash is missed or I forgot to set it out?

A: Call the number on your bin and they will gladly come back to pick it up. Just don't make this a bad habit!

Q: What if I personally damage my bin?

A: You are responsible for paying \$100 for a replacement.

Q: What if a wheel falls off or my lid breaks?

A: Call the number on the bin, they will replace them.

Q: Can I recycle glass?

A: No! Glass is not recycled. Please put it in your normal trash, in a bag.

Q: What if my can is lost or stolen?

A: Contact Kluesner for a replacement.

Q: What if the wind takes my can away? How will I know it's mine?

A: Do NOT write on the cans. Kluesner recommends taking a piece of duct tape and putting it inside the lid and writing your address on the tape.

Q: I can't fit my bins in my garage, or I don't have a garage, what do I do?

A: You can store your bins outside. They are roughly 15lbs.

Q: Do the drivers accept tips and goodies?

A: Of course! Just make sure you hand it to them or make it known it's a goodie for them so they don't toss it in the truck!

Q: Can I throw loose trash in my bin?

A: Kluesner highly recommends bagging your trash, so it doesn't blow out.

Q: Can I bag my recycling?

A: Kluesner recommends NOT bagging recyclables. The bags get stuck in the machines at Linn County.

Q: When I call for an issue, who am I speaking to?

A: Kluesner's headquarters are in Farley, IA. You will talk to a real person. Or you can ask for Josh, who will be serving for Center Point!

If you have any other questions, feel free to comment below and we will answer them to our best ability!