



## Garbage and Recycling Collection Service Interruptions

During severe weather, your garbage and recycling collection service may be interrupted from its regular schedule. The following questions and answers are intended to provide information related to your service.

<b>How do I know when my garbage/recycling will be picked up?</b>
<ul style="list-style-type: none"> <li>• Generally if schools are closed, solid waste (garbage), recycling and yard debris collection service is likely to be interrupted.</li> <li>• Contact your garbage/recycling hauler for up-to-date collection information in your area.</li> <li>• If your service was interrupted due to weather, your collection will be made the following day.</li> <li>• If adverse weather conditions persist (schools remain closed) for more than one day, customers whose collection service was missed will receive garbage service the following week on their regularly scheduled collection day. This means recycling/yard debris service will also be collected on your next regularly scheduled collection day. <b>Reminder: Recycling/yard debris is collected every other week.</b></li> </ul>
<b>My garbage and recycling volumes have doubled since my regular pick-up was missed. What should I do with the extras?</b>
<p>Extra Garbage:</p> <ul style="list-style-type: none"> <li>• You can place your extras (garbage and recycling) at the curb for the next scheduled pick-up and there will be no additional charge for the extra material. If there is not enough room in your containers, place your garbage in a securely closed plastic bag next to your garbage can.</li> </ul> <p>Extra Recycling:</p> <ul style="list-style-type: none"> <li>• If you can't store it, please prepare your recycling as you would for regular collection. Recyclable material that does not fit in containers (the container is full) can be set beside the container as long as it is properly prepared and set out on the scheduled pick-up day. If recyclables are prepared in plastic bags, please try to indicate that the bag contains recyclables. A clear plastic bag works well for this.</li> </ul>
<b>Will I be charged for the extra bags I place at the curb?</b>
<ul style="list-style-type: none"> <li>• No. Your bill will not reflect any extra charges.</li> </ul>
<b>Will I receive a credit for the days my collection service was missed?</b>
<ul style="list-style-type: none"> <li>• No. Your garbage and recycling will still be collected so no credit will be issued by your hauler. We recognize it is inconvenient to have your collection delayed while waiting for the weather to clear and make it safe for the collection trucks to get back on the road. However, haulers usually incur extra costs to pick up garbage in the aftermath of a storm. Rather than issue a credit for missed days, then charging customers for the "extras" that are set out, haulers will pick up all the garbage and recycling that was missed at no additional charge to you.</li> </ul>

For further directions or if you have questions, please contact your waste hauler. You may also contact the City of Hillsboro at 503-681-6191.

- Aloha Garbage: 503-649-6727
- Cornelius Disposal: 503-357-3510
- Garbarino Disposal: 503-647-2335
- Hillsboro Garbage: 503-648-4219
- Pride Disposal: 503-625-6177