



Plainfield Township – Automated Cart Collection System

FREQUENTLY ASKED QUESTIONS

- **Why are you changing my collection service to carts?** WM has invested in automated side load collection trucks to service our customers in Plainfield Township and surrounding communities. Using these trucks in conjunction with carts is a more efficient way to collect trash and recycling and creates a safer environment for our employees and the community. The truck has an arm that extends from the side of the vehicle, grabs the cart to lift and empty the contents into the truck, and then returns the cart to where it was picked up. **WM will begin using these automated trucks on July 1, 2026 to pick-up trash and recycling from residents.**
- **When will we receive our trash and recycling carts?** Delivery of the new carts to each home is expected to begin mid-June. The carts will be placed at your home where you normally have your trash and recycling located for pickup. Please do not begin using your carts until July 1st as the side load trucks won't begin operations until then. Starting July 1, only the carts should be used for trash and recycling collections. Please do not place other containers at the curb, and don't place additional bagged materials outside of the carts.
- **How will I know what to do with the new carts?** Each resident will receive an informational brochure by mail at their home in June that describes how to place the carts on collection days. The brochure will also be posted on the Township website for information. The recycling schedule will be coming in June.
- **Do I have to use the new carts for trash and recycling?** Yes. The carts work with the automated collection trucks. In addition, use of the carts keeps trash and recycling from getting wet and/or becoming litter during windy days. All trash and recycling must be placed within the carts. Please cut or flatten cardboard boxes so they fit in the recycling cart. **Do not bundle or tie your cardboard.** Bulk items should **NOT** be put into your carts.
- **How do I schedule a bulk item for pickup? What if I have more than 1 item?** Residents should call 1-800-869-5566 to let us know if you will have a bulk item for pickup that week. Only one bulk item per week is included in the free service.
- **Why do I have to bag my trash to go in the cart?** All household waste should be in a bag before placing it in your cart. This keeps your cart clean and from smelling over time. It also reduces the risk of litter being created and blown by wind during collection.
- **Why can't I bag my recycling before it goes into the recycle cart?** There is no need to place your recycling in bags before putting it in the recycle cart. All recycling items should be placed in the recycling cart loosely. Plastic film and plastic bags of any kind **CANNOT** be recycled in our system, and plastic bags get tangled in the sorting equipment at the recycling processing center and can damage processing equipment. So please, no bags in your recycling!
- **Will I still be able to get rid of yard and leaf waste as part of the free collection service?** No. Yard Waste collection is not part of the free service provided by WM. Never place yard waste in your carts.
- **What happens if my service day is on a holiday?** Services will not occur on holidays including New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving and Christmas. Your service(s) will be delayed one day following a holiday.