

# Frequently Asked Questions

## **How do I receive residential garbage service inside the city limits of Johnson City?**

When you sign up for water service at the Municipal and Safety Building (City Hall), you are automatically set up for Solid Waste billing. If you are on an automated route and your home is newly constructed or there is not a garbage cart at your home, please contact Solid Waste Services for a cart to be assigned to your residence. If there is already a cart at your residence, or if you are not on an automated route, simply place your container at the street or alley by 6 a.m. on your collection day.

## **On what day is my garbage collected?**

Please call (423)975-2792 Monday-Friday between 6 a.m. and 5 p.m. for your collection schedule.

## **Will the driver pickup extra garbage beside my maroon cart?**

No. Drivers only collect what is placed inside the cart.

## **What if all my garbage doesn't fit in my cart?**

You may purchase an additional cart for \$50 plus tax. The cart is your property and may be taken with you should you move. Along with this purchase, there is an annual decal purchase of \$30. Both of these items may be purchased with cash or check only at the Solid Waste Services Complex, 91 New St., Johnson City, TN 37601. Call (423)975-2792 for more information.

## **Why was my garbage not picked up?**

The most common reasons garbage may have not been collected include your container being:

1. Set out too late (after 6 a.m.)
2. Not in proper location (too close to mailbox, vehicle, another cart, etc.)
3. Turned the wrong way
4. Overloaded (lid should be closed)
5. Too heavy for the truck to lift

## **How do I obtain a recycle bin?**

Recycle bins may be picked up at the Solid Waste Services Complex, 91 New St., Johnson City, TN 37601, between the hours of 6 a.m. and 5 p.m., Monday through Friday.

## **What do I do if my cart is damaged?**

Call the Solid Waste Division at (423)975-2792 and report the type of damage so it can be determined whether a repair or replacement is necessary.

**My garbage cart is missing – what should I do?**

Call 911 to report your refuse cart stolen. The Police Department will issue you a case number. Contact the Solid Waste Division with this case number, and a replacement cart will be delivered to your residence.

**Is there a landfill where I can take items not collected by Solid Waste Services?**

Iris Glen Environmental Center is located at 1705 E. Main St., Johnson City, TN 37601. Please call (423)926-8375 for a list of accepted items, rates and hours of operation.

**How do I get furniture or appliances picked up?**

Call the Solid Waste Division at (423)975-2792 to schedule collection.

**When will my brush and/or leaves be picked up?**

Call the Street Division (423)975-2700 for scheduled collection dates.

**Is there a collection service for building material or carpet?**

The City does not pick up building material or carpet. It is the property owner's responsibility to dispose of these items. Call the Washington County Convenience Center at (423)753-1652 or the Iris Glen Environmental Center at (423)926-8375 for rules and/or rates regarding disposal of this material.

**What do I do with paint?**

Mix dirt or sand in the paint to make it a solid. Put the lid back on the can then place the can in your garbage cart for collection.

**How do I sign up for dumpster service?**

New customers may sign up for dumpster service at the Municipal and Safety Building (City Hall), 601 E. Main St, Johnson City, TN 37601. For further information, call (423)975-2792 or see Commercial Dumpster Service at <http://www.johnsoncitytn.org/publicworks/solidwaste/>