

# Frequently asked questions about automated cart service

- **Can I spray paint or write my address on the container?**
  - No. The automated carts are still the property of Waste Connections and Island Disposal. Any purposeful damage/modifications made to them can be charged to your account. If you must mark them, please use some tape to write your name or house number to make it easier to identify for yourself if are serviced in a community location. All containers have a serial number and will be registered to the account holder.
- **Can I lock the lid down with a bungee, rope, cording, brick/rock or a tie?**
  - No, it is required that all containers can freely open on service days. All securement methods must be removed on service day. The only approved mechanism we've found so far is the "Safe Waste Global" lid latch. <https://www.safewaste.global/products>
- **I have my own garbage can that looks like yours. Can I use it?**
  - Only our company containers will be serviced by mechanical means. Should you have an extra can out, it cannot be larger than 32 gallons with all contents bagged. Bags only are highly preferred. The driver will have to empty the contents of any personal cans into our container and service our container again. Each extra can/bag will be charged the regular "Extra Can" fee.
- **Where do I buy bags for these new cans?**
  - Use the same regular bags you have been. There are no specific style bag requirements for these containers. We still ask that refuse is bagged to keep neighborhoods clean on windy days.
- **Can I have a regular weekly service, and another can for on call service?**
  - Unfortunately, no. We cannot mix-match service type. You will be provided the largest container for service on a schedule that fits your needs. If you have occasional extra, you may still place out 30-gallon trash bags near your container. The driver will manually refill your cart and the truck will service it again. "Extra Can" charges will be assessed.
- **Will the can go up my driveway?**
  - It should. All the new company carts have 8- or 10-inch wheels, depending on cart size.
- **I live on a long road; do you have ideas on how to get my cart down my driveway/private road?**
  - There are companies out there that make attachments for different vehicle types to assist in moving containers down private roads. Please see the information in our announcements page for some links and search words.
- **They delivered the bin to my house, does that mean you will be servicing my private road/area instead of the community location?**

- No, if you were required to place your containers in a special location due to accessibility issues, this will remain the case. The new trucks are bigger, and some areas may be impacted requiring placing in community locations that weren't required previously. If your pickup location requirement changes, you will be contacted about it.