



## **IMPORTANT NOTICE ON CHANGES TO TRASH AND RECYCLING SERVICES BEGINNING SEPTEMBER 30<sup>TH</sup>**

Dear North Austin MUD #1 resident:

In August 2019, the North Austin MUD No. 1 Board of Directors approved a 5-year agreement with Texas Disposal Systems, Inc. (“TDS”) as the District’s new solid waste and recycling provider for North Austin MUD #1, replacing Round Rock Refuse/Central Texas Refuse. TDS is an Austin-based trash and recycling provider to over 130 communities in the Austin area. Some of the highlights of the new contract are:

- Same trash and recycling scope (weekly trash pickup and once-every-two weeks recycling pickup on the same pickup day- **Mondays**)
- The District has increased the additional trash bag or bundle limit to 8 bags or bundles (up from 6)
- The District has added 2 annual leaf bag cleanup months (4 weeks) in the Fall and Spring. During the cleanup weeks on a regular pickup, TDS will pick up all curbside leaf bags in excess of the 8 bag limit
- The District will continue to offer two Saturday bulk item cleanup days (one Fall- November 9<sup>th</sup> and one Spring- TBD)
- TDS will offer residents individual bulk item “call-ahead” pickups of bulky waste items on a scheduled basis

The District is pleased to offer these new services at **no additional monthly cost** to the residents. The transition will begin September 18th with the delivery of the new TDS trash and recycling carts. Each new recycling cart will have a flyer attached with more information on what recyclables are accepted.

Round Rock Refuse/Central Texas Refuse will retrieve their trash and recycling carts on **September 30<sup>th</sup>** following their final regular trash and recycling pickup. **All residents must leave all Round Rock Refuse/ Central Texas Refuse curbside for collection, even if it is not a scheduled recycling cleanup week.**

### **IMPORTANT DATES**

**September 18th-26th** – Texas Disposal Systems will deliver 2 new TDS trash and recycling carts to all homes  
**Monday, September 30<sup>th</sup>** – Round Rock Refuse will collect ALL of its carts following its regular trash and recycling pickup. Please place out both carts curbside on 9/30/19 by 7:00am even if it is not your scheduled week for recycling pickup.

**Monday, October 7<sup>th</sup>** – TDS will complete their first regular trash pickup and the Recycling route “T”

**Monday, October 14<sup>th</sup>** – TDS will complete regular trash pickup for all residents and Recycling route “G”

### **CONTACT INFO**

Texas Disposal Systems Customer Service - **844-873-7734**

Please also visit **northaustinmud1.org** for more information including how to enrolling TDS’ Waste Wizard.

## FAQs

1. When will TDS begin services?

**TDS will be dropping off Carts between September 18-26. The first pickup for TDS will be October 7<sup>th</sup>**

2. Will my trash pickup date change?

**No. Pickup for trash and recycling will be the same day – Monday**

3. Will my recycling pickup date change?

**Recycling service will be collected on Mondays with dates alternating between two routes. TDS has included a new Tan and Green recycling route schedule. Please check the map enclosed or visit Texas Disposal Systems website [www.texasdisposal.com/waste-wizard/](http://www.texasdisposal.com/waste-wizard/)**

4. What will the Carts look like?

**The black lid carts will be used for Trash service and the tan lid carts will be used for recycling service**

5. When will they pick up recycling?

**“T” Route will begin Monday, October 7<sup>th</sup> --- “G” Route will begin Monday, October 14<sup>th</sup>**

**Please see the enclosed flyer or TDS’ Waste Wizard map for more information**

**[www.texasdisposal.com/waste-wizard/](http://www.texasdisposal.com/waste-wizard/)**

6. What is included in the regular trash and recycling pickup scope?

**Trash Pickup Every Week and Recycling Cart Pickup Every 2 weeks  
+ 8 additional trash bags or brush bundles (in 4 foot lengths tied)**

7. When should I leave the Round Rock Refuse/Central Texas Refuse Carts out for collection?

**Please leave all Central Texas Refuse/Round Rock Refuse Carts out on September 30<sup>th</sup>, even if it is not your scheduled recycling pickup date. Central Texas Refuse/Round Rock Refuse will send crews out to retrieve all carts on September 30<sup>th</sup> and October 1st**

8. What will happen with my old Carts?

**Central Texas Refuse/Round Rock Refuse will retrieve all of their Carts (both trash and recycling) after their final pickup on September 30<sup>th</sup> and October 1st**

9. Can I keep my old Carts?

**No. These Carts are owned by Round Rock Refuse/ Central Texas Refuse and must be returned. TDS will not collect trash and recycling in non-TDS Carts.**

10. When is the next Saturday bulk item cleanup?

**Saturday November 9, 2019**

11. Who can I contact for additional questions?

**Texas Disposal Systems 844-873-7734 or [customercare@texasdisposal.com](mailto:customercare@texasdisposal.com)**

12. What is the Waste Wizard App?

**The TDS Waste Wizard is a guide to waste solutions from Texas Disposal Systems. It provides your customized collection calendar for trash and recycling pickup, plus holiday scheduling and local disposal guidelines. You can download it on the App Store or Google Play Store or visit [www.texasdisposal.com/waste-wizard/](http://www.texasdisposal.com/waste-wizard/)**