



# Priority Waste FAQs

Beginning July 29, 2024, Priority Waste will be providing automated collection of garbage to Canton residents utilizing ADA-compliant, 95-gallon carts. The new carts will replace the current collection protocol of using 32-gallon containers and garbage bags.

The waste hauling contract is one of the largest contracts Canton has and we understand this change will generate a lot of questions. In an effort to help educate residents on this new process, below is a list of frequently asked questions and answers. Additional questions can be emailed to Canton's Municipal Services Department at [municipalservices@cantonmi.gov](mailto:municipalservices@cantonmi.gov).

## **Will my collection day change?**

No. Priority Waste will utilize the township's existing residential collection schedule. Please note, while your collection day will remain the same, your collection time may vary.

## **Will a new cart be provided for trash collection?**

Yes. Priority Waste will begin delivering 95-gallon carts to all curbside residents starting in July. Please note, although you'll receive your new cart in early July, DO NOT put it out until July 29. Any cart put out before July 29, will not be collected.

## **How easy is the cart to maneuver?**

Carts are ADA-compliant, highly durable and on wheels, making them easy to maneuver, even for children and seniors. The carts will make the process of taking out the garbage much easier and more convenient than dragging a can or carrying multiple bags to the curb.

## **How much garbage does the 95-gallon cart hold?**

The new 95-gallon carts will hold approximately eight, 14-gallon garbage bags.

## **Can I purchase a second garbage cart?**

Yes. An additional cart may be purchased through Priority Waste, **AFTER August 19**, for \$125.

## **Is there an option to switch to a smaller cart?**

Initially, all homeowners will need to take delivery of the 95-gallon cart, unless your entire subdivision was approved for a 65-gallon cart (please check with your Homeowners Association on your approval status).

Once all carts are delivered, there will be an on-line form available to request a switch, for a yet-to-be-determined fee. That form will be available in mid-July. Residents will be asked to show proof of need (i.e. handicap sticker, vehicle tag or doctor's note) in order to request a 65-gallon cart. In addition, if your HOA has limited storage space (i.e. one-car garage, lack of side or backyard storage), Municipal Services staff will meet with HOA board members to determine if your complex qualifies for the smaller cart.

### **Will the switch to Priority Waste change how I put my garbage out?**

Yes. After July 29, 2024, all garbage bags must be placed inside the cart in order to be collected. Any garbage bag left outside the cart **WILL NOT** be collected. **Please note, garbage bags outside of the cart DO NOT count as “Bulk Items.”**

### **Will there be any parking restrictions on collection days?**

Residents must leave at least three feet around the carts in order for the mechanical arm on the truck to easily fit around the cart.

### **What happens if my cart is broken or damaged during service?**

Carts are under warranty by Priority Waste and will be replaced at no cost, as long as homeowner negligence is not identified.

### **If my cart becomes dirty, will the township clean it?**

No, maintenance of the cart is the homeowners responsibility.

### **Will bulk items still be collected at the curb?**

Similar to the existing practice, Priority Waste will allow residents two bulk items per week. No special arrangements are required and there is no extra fee. Please note, refrigerator and freezers must have all Freon and doors removed in order to be collected. Any refrigerator or freezer left at the curb with the doors on will NOT be collected. If you have more than two bulk items, call Priority Waste at 586/228-1200 to inquire about a “Special Pickup” for a fee.

### **What time does my garbage, recycling and yard waste need to be at the curb?**

All garbage, recycling and yard waste must be placed at the curb no earlier than 6 pm the night before your collection day and no later than 6:30 am on your regular collection day to ensure pick up. Priority Waste will not pick up garbage, recycling or yard waste that is placed past the sidewalk (between the sidewalk and your home) on private property. Garbage and recycling carts should face towards your residence with the lifting bar facing the street.

### **How do I report a missed pick up?**

Missed pickups can be reported on-line at either [www.prioritywaste.com](http://www.prioritywaste.com) or [www.cantonmi.gov/216](http://www.cantonmi.gov/216). You can also call Priority Waste at 586/228-1200 or Canton’s Division of Public Works at 734/397-1011.

### **Will I get a new recycling cart too?**

No. The recycling carts provided by GFL will now be the property of Canton Township.

### **Will I get a new cart for Yard Waste?**

No. There will be no change to the curbside collection of residential yard waste. Curbside pickup of residential yard waste begins the first week in April and runs through the second week in December. Yard waste containers must be labeled “Yard Waste.” **CONTAINERS OVER 50 POUNDS OR OVER 32 GALLONS IN SIZE OR PLASTIC BAGS WILL NOT BE ACCEPTED. Please note, yard waste collections will revert back to your normal collection day starting the week of July 29.**

### **Will Priority Waste provide residents with scheduled Canton Clean-up days?**

Yes. Priority Waste will hold their first Canton Clean-up on Saturday, August 24 from 8 a.m. – 4 p.m. at the Van Buren Transfer Station, located at 44135 Yost Road. To view the 2024 Canton Clean-up schedule, visit [www.cantonmi.gov/917](http://www.cantonmi.gov/917).