

Frequently Asked Questions (FAQ's) about Big Trash Pick Up

1. How do I get a Big Trash Pick Up?

Simply place your Big Trash Items within 10' of the curb between the 1st and 10th of the month on your designated collection months.

2. What months may I use the Big Trash Pick Up?

- Those with **Monday** trash service will have **BIG TRASH SERVICE** in the months of **March – July- November**
- Those with **Tuesday** trash service will have **BIG TRASH SERVICE** in the months of **April – August- December**
- Those with **Thursday** trash service will have **BIG TRASH SERVICE** in the months of **January – May- September**
- Those with **Friday** trash service will have **BIG TRASH SERVICE** in the months of **February – June- October**

3. Do I need to call to make arrangements for Big Trash Pick Up?

No, just place your items at the curb in your designated months

4. How many times may I use the service?

As many times as you would like but only during your designated months.

5. Are Commercial or business customers able to use this service?

No, the Big Trash Pick Up is for residential customers only.

6. Is there a cost for Big Trash Pick Up?

No, the service is free to residential Moore utility customers.

7. Do I still need a voucher like the old program? No voucher is required.

8. What will not be collected? Tires, batteries, paints, oils, gases, household chemicals, Freon units, or shingles.

9. Where do I put my big Trash Pick Up Items?

Place your Big Trash items within 10' of the curb between the 1st and no later than the 10th of the month on your designated collection months. Items should be placed as close to the curb as possible, not under tree branches or electrical wires, or any other overhead obstruction.

10. When will City crews collect my Big Trash items?

City crews will be by your house sometime during your designated collection month.

11. Will this effect my regular trash service?

Absolutely not. This will have no effect on regular trash pick up days.

12. How is the City getting information out about this service?

-The City is mailing approximately 20,000 postcards to every residential customer in the City of Moore.

-The June Inside Moore show will feature this program and the changes. Inside Moore airs on Cox Cable Channel 20.

-The new service is on the City of Moore website at www.cityofmoore.com. Click on Big Trash Pick Up on the Home Page.

-There is a hotline for people to call to get information. The number is 793-5211.

13. If I have further questions how do I get more information?

Please call 793-5211 or visit the City's website at www.cityofmoore.com. Click on Big Trash Pick Up.



Questions

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at **793-5211**

or click on **Big Trash Pick Up**
at www.cityofmoore.com