



Automated Recycling Frequently Asked Questions

Questions and Answers about Automated Recycling Collection

Using the new automated system is easy! Each participant will receive a wheeled recycling cart to replace the existing recycling bins currently used for recycling collection. The lid color designates your collection week. Green lids are collected on green collection weeks. Blue lids are collected on blue collection weeks. Your recycling schedule is not changing. Carts should be wheeled to the curb and set with the lid facing the street by 7:00 a.m. on the day of collection. Carts will be emptied using equipment with an automated lift arm that will dump materials into a special truck.

Is my recycling day changing?

NO - your recycling day will remain the same. Please have your recycling cart at the curb by 7:00 am on your day of collection.

What can I put in the cart for recycling collection?

Only items listed in the curbside recycling guide can be put in your container. Do not place yard waste, brush, or any construction debris in your cart. Automotive parts, tires, hazardous waste and hot ashes are all prohibited. All recyclables must be in the cart or it will not be collected.

Can I use another container?

Only carts compatible with the automated trucks can be used. Items left outside the carts will not be collected. Carts that are blocked or turned the wrong way cannot be emptied.

Does cardboard have to be bundled and tied?

Cardboard does NOT have to be bundled and tied. To prevent cardboard from being jammed too tightly, we ask that you cut or flatten the cardboard so that the container can be easily emptied.

What size is the recycling cart?

Initially most households will receive one 96-gallon recycling carts. Multi unit homes (up to 4) will receive multiple carts. A limited number of 35-gallon carts are available for the elderly, disabled residents. If a customer has a valid concern about having a larger recycling container and needs a smaller one, department staff can assess the situation and may replace the recycling carts (if available) for one time at no charge.

Do I still need to use Town of Natick trash bags?

YES - all trash must be bagged in the approved blue Town of Natick trash bags. Trash should not be placed in the recycling carts.

Can I bag my recyclables?

Recyclables should not be bagged. The town uses a completely automated process. Plastic bags clog the automated machinery.

Where should I put my cart?

Carts must be placed at least three feet from obstacles such as utility poles, mailboxes, trees, and parked cars. Carts must be within two feet of the curb edge. Make sure the container handle faces away from the street toward your home.

How do I move my carts?

Make sure the lid is closed, grab the handle with both hands, place one foot against the base of the cart on the axle, and carefully tilt the cart toward you. Push or pull the cart to roll it. Do not drag the cart as it may result in damage. Do not tilt or roll the cart with the lid open. On hills, push the cart when going

downhill, and pull the cart when going uphill. The cart should always be on the downhill side of you. Use caution when moving your cart on ice or snow.

Why do the handles on the recycling containers need to be facing my house?

The automated collection truck cannot turn the container around when picking it up. Dumping the container “backwards” can break or damage the lid.

Why do I need to provide space between my garbage cart, recycling cart, and other items out for collection?

The collection arm on the automated truck requires space to make the collection safely so that it will not tip over other containers or damage your property. Please keep the containers away from mail boxes, fire hydrants, telephone poles and other obstacles that may interfere with the collection.

When should I put the cart out?

Your cart must be at the curb by 7:00 am on your trash day. After your cart is emptied, remove it from the curb that day.

Will a 96 gallon cart be sufficient? What if I need more than one cart?

Experience has shown that the large 96 gallon carts are sufficient for most homes. One cart holds the equivalent of three average garbage containers.

Can large families get additional carts?

Are you recycling? Recycling more materials in these much larger recycling carts will reduce your trash costs. Additional carts will be sold at the Department of Public Works.

What if my cart gets damaged or stolen?

The carts are the property of the Town of Natick, and each one is assigned an address and a serial number. All reports of damage or theft will be investigated and should be reported to the supervisor at 508-647-6562. If our collection truck caused the damage, we will replace the cart at no charge to you. If the damage is from any other cause, the resident is responsible for replacement. Wheels, lids, and axles are normally replaced at no cost to the resident. Please DO NOT write house numbers or put any other marking on the carts. The cart is the property of the Town of Natick. If you move, please leave the cart for the next resident your home.

What should I do with my old recycling containers?

Old containers can be used inside the home and emptied into the new cart. You can repurpose the old bins for another use should as returnable storage. If you do not wish to keep your old container, please take it to the recycling center and place it in the rigid plastic recycling dumpster.

How do I identify my carts?

Your carts are assigned to your address using a serial number imprinted on the cart. Record these numbers. This will help you identify your carts in the case of a windstorm or if your carts are stolen or misplaced.

Where and how do I store my recycling carts?

Store your carts in the backyard, garage, or any other convenient or safe location. Do not store your carts near a furnace, grill, or any other heat source.