### Stormwater Protection: Dos and Don'ts

<table>
<thead>
<tr>
<th>DON'T...</th>
<th>DO...</th>
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<tbody>
<tr>
<td>...pour fats, oils and grease (FOG) down your drain. It causes a buildup of sludge, which causes residential sewer backups.</td>
<td>...collect cooking oil in a sealed container and contact HHW for collection. See page 7.</td>
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<tr>
<td>...dispose of leaves and/or grass clippings into the street or storm drains. Yard waste clogs drains and leads to excessive algae growth in lakes and streams, killing aquatic life.</td>
<td>...use yard waste as mulch or put it in paper lawn bags for disposal in the CWD yard waste collection program. See page 7.</td>
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<tr>
<td>...drain swimming pools onto the ground or into storm drains. It increases chlorine levels in our lakes and streams, killing aquatic life.</td>
<td>...drain swimming pools into the residential sanitary sewer system found at all homes.</td>
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<tr>
<td>...flush or pour medications down your home drains or place them into storm drains.</td>
<td>...visit CityofAllen.org/HHWguidelines or call 214.509.4551 for disposal options.</td>
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</tbody>
</table>

See someone breaking the rules?
Call our reporting hotline at 214.509.4512 or visit CityofAllen.org/OnlineHelpDesk if you witness someone improperly disposing of materials in the city's storm drains or waterways.

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### Just moved?
The City of Allen offers a one-time service to collect empty flattened and stacked cardboard boxes. Call 214.509.4551 before noon on Friday for Saturday pickup. Packing paper may also be placed in a labeled cardboard box and collected at the same time. No bubble wrap or foam allowed.

### Trim a path
City ordinance requires residents to keep streets and alleys free of hanging branches and encroaching shrubs and plants.
Verify Your Billing
Residential trash customers are typically provided with one trash and one recycling cart; residents may have additional carts for an added fee. Please verify the number of trash and recycling carts on your utility bill and call the City of Allen at 214.509.4560 if you notice any discrepancies.

Collection Schedules
Trash and yard trimmings are collected weekly. Recycling is collected every other week. Bulk waste and loose brush are collected once per month by appointment only. HHW (household hazardous waste/chemicals) is collected by appointment. See page 7.

Set It Out by 7 a.m.
All trash and recycling carts, yard trimmings, bulky waste and household hazardous waste (HHW) must be set out by 7 a.m. on the designated collection day. Customers who miss the deadline and want to schedule an alternate pickup may incur a separate charge. No carts, yard waste, HHW or bulky items may be set out earlier than 6 p.m. the night before pickup.

Call for Missed Service
Call CWD within 24 hours of your missed pickup in order to schedule service for later that week.

Label Your Cart
Residents are encouraged to write their address on carts with permanent marker or spray paint, in order to easily identify them. Trash and recycling carts are owned by CWD and may not be moved to a different address. If carts are misplaced or lost, residents must pay for replacements.

Senior Discount Program
Residents age 65 and older may be eligible for a 20% waste service discount. Pick up an application at the Utility Billing window at Allen City Hall (305 Century Parkway) or apply online at CityofAllen.org/UtilityBilling.

Damaged Carts
Carts damaged or broken in the normal course of service are repaired and replaced by CWD at no charge. Call 972.392.9300 (option 2) to request this service.

DIY Options for Trash
In addition to regular pickups, residents may take advantage of do-it-yourself options for disposing of trash, recycling and yard waste. See page 10.

CALL CWD
972.392.9300
OPTION 2
Kick it to the Curb!
7 Simple Rules for Taking Out Your Trash

#1 Face handles toward the house
Place trash and recycling carts with handles facing the house and lids opening to the alley or street side.

#2 Give carts 2 feet of space
Automated control arms need at least two feet on all sides of your carts in order to pick them up. Keep trash & recycling carts at least two feet apart, and at least two feet from fences, cars, gates, gas meters, etc.

#3 Trash must be contained
DO place your trash in securely-tied plastic bags. Using bags prevents litter and spilled trash.
DO NOT allow trash to overflow. All bags must fit inside the cart with the lid closed.
#4 Don't dump unlawful debris or substances in your cart.

It’s unlawful to put construction materials, hot ashes, oil, dry cleaning chemicals, paint, pool chemicals, car batteries, dead animals over 10 lbs, yard waste (including tree stumps) and any hazardous substances into the carts.

See pages 7-8 for details on how to request free household chemical pickup or to find other options for disposal.

#5 Set it out by 7 a.m.

All trash and recycling carts, yard trimmings, bulky waste and household chemicals (HHW) must be set out by 7 a.m. Missed your collection? You can schedule return service for later in the week for a $45 charge.

#6 Don't place items outside your cart.

Use our DIY disposal options (page 10) to manage extra trash. Any trash left on top of or beside the cart will not be collected.

#7 Bag (some) recyclables

Recyclables may be placed loose or in clear plastic bags in your cart. However, DO NOT put loose, shredded paper in your cart. Instead, put it in securely tied, clear plastic bags to reduce litter. All recycling must fit inside the cart with the lid closed.
Recycling pickup occurs every other week on the same day as trash pickup. Refer to the map on the next page to determine if you fall under Recycling Cycle A or B.

Allen hosts two citywide events to collect items not accepted in Allen's recycling program: Allen Recycles Day and The Great American Cleanup. Find more information on CityofAllen.org and in your water utility bill in March & October.

**CYCLE A**

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<th>January</th>
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**CYCLE B**

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**HOLIDAY!**

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*On designated holidays, trash and recycling collection slides one day. See page 6 for details.

**SAVE THE DATES!**

**April 18, 2020**

GREAT AMERICAN CLEANUP

**November 7, 2020**

ALLEN RECYCLES DAY
Find your route!

Collection Map & Schedule

Call CWD at 972.392.9300 (option 2) to schedule loose brush collection or bulky trash pickup. This is also the number to call for missed trash collection or damaged carts.

Holidays
Trash and recycling will not be collected on these holidays; collection will slide one day after the holiday, ending with a Saturday pickup:

- January 1: New Year's Day
- May 25: Memorial Day
- September 7: Labor Day
- November 26: Thanksgiving
- December 25: Christmas Day

(5 extra trash bags may be placed 2 feet away from your cart on your first service day after Christmas)

Severe weather
If severe weather will impact your trash collection, the information will be shared on CityofAllen.org, CommunityWasteDisposal.com, and on Allen City Television (ACTV) available on Time Warner Channel 16, Frontier Channel 15 and AT&T U-verse Channel 99.

Following a severe weather event, City staff will determine if the amount of debris meets the requirements to trigger a city-wide cleanup effort. A decision will be made within 72 hours of the weather event and will be posted at CityofAllen.org.
Meet our Fleet!
SIX TRUCKS, ONE MISSION

**CWD Trash Service**
Weekly, on your assigned trash day. See the map on page 6 to find your trash day. Set carts at the curb by 7 a.m., but no earlier than 6 p.m. the night before pickup.

**CWD Recycling Service**
Recycling is collected every other week on your assigned trash day. Find your assigned day on pages 5-6. Set carts at the curb by 7 a.m.

**CWD Bulky Waste Pickup**
Monthly, based on trash day. Monday.......1st Saturday of month Tuesday.......2nd Saturday of month Wed/Thurs...3rd Saturday of month Friday...........4th Saturday of month Place items at your trash collection point before 7 a.m. on day of pickup.

**City of Allen HHW Service**
Pickup of household chemicals (also known as household hazardous waste, or HHW) can be scheduled twice per year. Residents are limited to 5 gallons or less per pickup.

**CWD Yard Waste Pickup**
Weekly, on your assigned trash day. See the map on page 6 to find your trash day. Place items at your trash collection point, at least two feet away from carts.

**CWD Loose Brush Pickup**
Monthly, based on trash day. Place at your trash collection point, at least two feet away from carts. Monday ..... 1st Wednesday of month Tuesday ... 2nd Wednesday of month Wed/Thur..3rd Wednesday of month Friday.........4th Wednesday of month
### HOW DO I SCHEDULE?

You don't need to! However, if you miss collection due to setting out carts late, you may schedule a pickup later in the week for a $45 fee by calling 972.392.9300 (option 2).

Requests for pickup must be received by noon on the day before your assigned collection. Call CWD at 972.392.9300 (option 2) to schedule.

Schedule a collection at CityofAllen.org/HHW or by calling 214.509.3100.

Up to 7 bundles or 15 bags of yard waste are collected automatically on your assigned trash day.

Requests for pickup must be received by noon on the day before your assigned collection. Call CWD at 972.392.9300 (option 2) to schedule.

Up to 3 cubic yards (about the size of three washing machines placed side-by-side) of tree and brush trimmings. Branches must be no longer than 6 feet in length.

### WHAT IS ACCEPTED?

- Household trash, including spoiled food, smelly diapers, unmatched socks, broken wine glasses, spent pens, dead alkaline batteries and burned-out incandescent lightbulbs.
- Glass bottles and jars, cereal/soda boxes, newspapers, magazines, soda bottles, yogurt containers, milk cartons, shampoo bottles, tin/steel and aluminum cans. See page 9.
- Cooking oil, cleaning products, pool chemicals, pesticides, paints/primer, automotive fluid, lighter fluid, soaps/shampoos, oil filters, kerosene, button/auto/rechargeable batteries, propane tanks. Keep liquids in original or labeled containers.
- Grass clippings, leaves, and plant material placed in biodegradable paper lawn bags; branches no more than 4 inches in diameter, tied in bundles up to 4 ft. long and weighing up to 40 lbs.; emptied and flattened cardboard tied together with biodegradable twine (not loose or in boxes).
- Up to five items, no heavier than what two people can lift. (Ex: Water heaters, appliances, furniture, mattresses, televisions, tools, refrigerators or freezers. Freon must be removed and certified with a tag on the appliance.)

### WHAT IS PROHIBITED?

- Construction materials, hot ashes, oil, cleaning chemicals, paint, pool chemicals, car batteries, dead animals over 10 lbs., yard waste (including tree stumps), any liquid or hazardous substances.
- Aluminum foil & baking dishes; Styrofoam or #6 plastics; wire hangers; ceramics, drinking glasses and light bulbs; plastic toys; yard waste & kitchen scraps; trash; HHW. CWD cannot recycle plastic bags. Please recycle them at a retail store.
- Construction/remodeling materials, fence materials, tree limbs/trunks, yard trimmings, dead animals, hazardous waste/household chemicals, rugs or carpets larger than 6 feet in any dimension, boxes or bagged trash.
- Arsenic, asbestos, biohazards, alkaline batteries, expired medication, medical waste, helium tanks, ammunition/explosives/fireworks*, unlabeled chemicals. Do not mix liquids.
- Brick, rock, gravel, concrete, dirt, sod, fence panels, tree trunks, root balls, tree branches larger than 4 inches in diameter, plastic bags of yard waste. See loose brush pickup (below) for large quantities of loose brush.

*See disposal options at CityofAllen.org/HHWGuidelines
How Do I Get Rid of This?

A VISUAL GUIDE TO SORTING WASTE

#1 plastics, including water and soda bottles with lids, peanut butter jars, mouth-wash bottles (rinse first!)

#2 plastics, including rinsed milk jugs, shampoo bottles, detergent and bleach bottles

#3 plastics, including some spray bottles and clamshell packages

#4 plastics, including some squeeze bottles

#5 plastics, including yogurt tubs and some medicine bottles

#6 plastics, including some baby bottles, sippy cups, water bottles and juice containers

#7 plastics, including some baby bottles, sippy cups, water bottles and juice containers

All colors of glass bottles & jars (lids removed), aluminum and steel/tin cans (rinse first) and completely empty aerosol containers

Newspapers, magazines, junk mail, phone books, flattened cardboard and chipboard soft drink/cereal/cracker boxes (no liners)

Paper cartons (from milk/ juice boxes); Tetra Pak cartons (from broth/ wine/protein drinks), frozen food boxes with the recycling symbol

Plastic bags, aluminum foil or containers, Styrofoam egg cartons, cups or other #6 plastics

Ceramics, drinking glasses and incandescent light bulbs

Pizza boxes and other soiled paper products

Food waste, plastic straws, alkaline batteries, textiles, dead animals under 10 lbs., broken household items, wire hangers

Bagged grass clippings, leaves and other plant material in biodegradable paper lawn bags.

Unbagged brush trimmings tied with biodegradable twine or rope. Branches may be up to 4 inches in diameter. Bundles may be up to 4 feet long and weigh up to 40 lbs.

Up to 5 gallons of labeled cleaning supplies, cooking oil, outdoor chemicals, auto fluids, paint/primer/varnishes, auto/battery/rechargeable batteries, soaps, flammable liquids

Before you trash it, consider if you can donate it, recycle it elsewhere or compost it at home.
Residents may dispose of up to two loads of household trash and/or yard waste per month at facilities listed below. Residents must show a current City of Allen water bill and current Texas drivers license with matching address. Loads must arrive in a car, pickup truck or flat-bed rental truck available at home improvement stores. No commercial loads, stake bed trucks or box trucks are permitted.

Permitted items (up to 8 feet in any dimension) include household garbage, packing material, home and lawn furniture, mattresses and box springs, grills (no propane tanks), lawn mowers (oil and gas removed) and appliances. Specific NTMWD facilities accept certain trash or yard waste for recycling or compost. Before planning a trip, consult the list below or visit NTMWD.com/facilities. Review the full acceptable waste policy at NTMWD.com/documents/acceptable-waste-policy.

**NTMWD Custer Road Transfer Station**

- **9901 CUSTER ROAD, PLANO**
- **HOURS**
  - Mon-Sat 8 a.m. to 4:30 p.m.
  - (except holidays)
- **PHONE:** 972.727.6341
- **SPECIAL ITEMS ACCEPTED**
  - Used oil filters
  - Used motor oil (up to 5 gallons per visit)
  - Passenger tires (up to 4 tires per visit)

All appliances taken to this facility will be sent to the landfill. Appliances with Freon are not accepted. Household appliances, lawn mowers and grills may be recycled at the Parkway Transfer Station.

**Texas Pure Products Wood Grinding Facility**

- **9901 CUSTER ROAD, PLANO**
- **HOURS**
  - Mon-Sat 8 a.m. to 4:30 p.m.
  - (except holidays)
- **PHONE:** 214.495.7389
- **SPECIAL ITEMS ACCEPTED**
  - Yard trimmings and tree limbs
  - Lumber (untreated, unstained, unpainted; no nails or metal brackets)
  - Bagged leaves and grass clippings in paper bags
  - Pallets (clean, unstained)
  - Cardboard
  - Compost may be purchased and delivered from Texas Pure Products (texaspure-products.com). See back cover for coupon.

**NTMWD 121 Regional Disposal Facility**

- **3820 SAM RAYBURN HWY, MELISSA (STATE HIGHWAY 121)**
- **HOURS**
  - Mon-Fri 7 a.m. to 5 p.m.
  - Saturday 8 a.m. to 3 p.m.
  - (except holidays)
- **PHONE:** 469.626.4452
- **SPECIAL ITEMS ACCEPTED**
  - Construction and demolition materials (will incur disposal fee)
  - Brick, rock, gravel, concrete, dirt, sod, carpet and fence panels must be taken to this facility and will incur a disposal fee to be paid by resident. No uncovered/unsecured loads will be accepted.

**NTMWD Parkway Transfer Station**

- **4030 W PLANO PARKWAY, PLANO**
- **HOURS**
  - Mon-Sat 8 a.m. to 4:30 p.m.
  - (except holidays)
- **PHONE:** 972.596.8709
- **SPECIAL ITEMS ACCEPTED**
  - Household appliances
  - Appliances with Freon
  - Water heaters
  - Grills (no propane tanks)
  - Lawn mowers (oil and gas removed)

**ALERT!**

NTMWD will strictly enforce limits on construction/demolition waste beginning January 2020. In addition, all dump trailers will be charged for disposal. Questions? Call facilities below for details before you make a trip.
City of Allen

10% off product of choice or 50% off delivery on purchase of 5cy or more 1 coupon per household
Coupon Code AS19

Redeem at Texas Pure Retail
9901 Custer Rd., Plano 75025

City of Allen

Trash & Recycling GUIDELINES

2020

LOCAL POSTAL CUSTOMER