



P.O. Box 980 2295 South Highway 191 Moab, Utah 84532
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RE: RESIDENTIAL GARBAGE AND RECYCLING SERVICE POLICIES

Dear Customer:

On April 30, 2021, Canyonlands Solid Waste Authority (CSWA) purchased Monument Waste Services' (Monument) operations in Moab, Utah, and began providing garbage and recycling collection services on May 1, 2021. We hired all existing Monument staff and welcomed them to our team to support a smooth transition and ensure uninterrupted, curbside garbage and recycling services. CSWA takes pride in the essential services that we provide to protect the health, welfare, and cleanliness of our environment and community. As a valued customer, we are committed to providing you with dependable and professional services.

Please take a few moments to review our standard collection policies listed below, which are designed to support safe, efficient, and timely curbside collection. These policies were already in place with Monument Waste Services and have not changed under CSWA.

- **Please make sure all containers are placed curbside no later than 7am on your scheduled service day**
Our collection crews are early risers so we can beat the heat and traffic as well as spend valuable time with our friends and families in the afternoon and evening hours.
- **All containers need to be placed no more than three (3) feet from your curb or street**
Containers placed farther than three (3) feet from your curb or street will not be collected since our collection crews cannot reasonably be expected to move every customer's container long distances. We offer 'drive-in service' at certain locations for an additional fee. Please contact us to discuss this option if your household is interested in this extra service.
- **Please place only regular household garbage in your trash containers**
Large, bulky items, construction/demolition debris, and other heavy items (e.g., rocks, dirt, concrete chunks) can overstress containers and damage our collection trucks. Please deliver these items directly to the Moab Landfill, Moab Transfer Station, or call us to schedule a bulky waste pickup or have a roll-off container delivered for larger cleanup projects.
- **All garbage and recyclables should be placed inside appropriate containers that are secured with a lid and free from overflowing materials**
Open containers attract birds and other vectors that can spread litter and create unsightly conditions. We realize that there may be times when this is not possible, and we will do our best to ensure that your containers are fully emptied while limiting the spread of litter. Spillover cleanups are performed by our collection crews within reason and where practical.
- **Our service fees are based on container volume and collection frequency**
We understand that your household may have some extra materials on occasion, but our collection crews are instructed to leave behind extra materials at locations with frequent or excessive overflows. However, if your household generates smaller volumes of garbage and requires less frequent pickups, you can save money by switching to every other week collection service or a smaller container. If you need to modify your container size or collection frequency, please contact our office at (435) 259-6314 or the City of Moab Treasurer's office at (435) 259-5123 if you live in the City of Moab.
- **We are planning to transition all households to polycarts or dumpsters (i.e., phase out 'three can service')**
Polycarts and dumpsters are designed to fit on mechanical tippers that are equipped on our trucks, whereas trash cans purchased at hardware stores do not. Manually tossing cylindrical cans into garbage trucks is an old method of solid waste collection that is inefficient, requires unnecessary labor, and poses safety hazards to our collection crews. Please consider transitioning to our service via use of polycarts, which transfer the heavy lifting to our collection trucks, increase efficiencies, and enhance safety.

Please contact us at (435) 259-6314 with any questions or visit our website at www.swssd1.org for more information.

Sincerely,

SOLID WASTE SPECIAL SERVICE DISTRICT #1
d/b/a Canyonlands Solid Waste Authority



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