

West Hartford Department of Public Works presents

A Resident's Guide to:

- **Automated Refuse Collection**
- **Recycling**
- **Bulky & Metal Collections**
- **Special Collections**

Dear Resident,

With your help, the Town of West Hartford has successfully transitioned to the automated collection system. Thank you! Our streets look clean and orderly and our service from the town's new contractor, Paine's Recycling & Rubbish Removal, has been flexible, friendly and thorough.

Why did the Town make this change? Simply to reduce solid waste, increase recycling, improve the appearance of the town and benefit from long term cost savings. West Hartford is a statewide leader in recycling but we still only recycle 21% of our solid waste. We can do better by striving for the state's recycling goal of 58%. Also, West Hartford receives a \$10/ton rebate for each ton recycled but pays \$69/ton to dispose of solid waste. Let's put our tax dollars to better use by practicing the three R's: Reduce, Reuse and Recycle!

The Town now offers a larger 18-gallon recycling bin for \$8 (subject to change) for the growing list of recyclables. Each week newspapers, junk mail, office paper, milk and juice containers, #1 and #2 plastics, tin food containers, boxboard (i.e. cereal, pasta and cracker boxes, shoe boxes), and corrugated cardboard are collected at curbside.

Beyond curbside collection, there are special collections held throughout the year, free of charge, which remove items from the waste stream. They include leaf collection, Christmas tree collection, spring yard waste collection, small metal collection, electronics collection and household hazardous waste collection (see page 6).

All other items that do not meet the criteria for weekly refuse collection, curbside recycling or our special collections, can be disposed of by purchasing a permit for a special collection at your home. Typical items requiring a permit include appliances (white goods), metal items and large bulky items. To purchase a permit and schedule a pick-up, please call Paine's at 658-9481. Permitting directly with Paine's requires no secondary scheduling phone call. One easy step compared to permits purchased online or in person with the Town of West Hartford.

I hope you will find this guide helpful and keep it as a handy resource you can turn to whenever you have a question. If you cannot find an answer to a question, we at the Department of Public Works will be happy to help you. Thank you once again for your cooperation and helping us make West Hartford an attractive and environmentally-conscientious place to live.

Sincerely,

John Phillips
Director of Public Works
Town of West Hartford

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Trash Collection

Refuse Collection

An automated refuse collection program began on October 1, 2007. Paine's, Incorporated of East Granby, Connecticut is the Town's new vendor for automated refuse collection, recycling, collection of public litter containers and dumpster collection services.

All one, two and three-family homes received an automated refuse collection barrel. This barrel is the property of the Town and is the only barrel that will be collected on your refuse collection day, along with your recycling bin and any bulky and metal items. A permit is required for all bulky and metal items. See the Bulky & Metal Collection section for more information. **Refuse placed in other containers or on the ground next to the automated barrel will not be collected.** Please bag any loose items in your automated barrel to prevent them from spilling out when your barrel is dumped. A second barrel is available to residents at a cost of \$89.98 a year. Please contact Paine's for more information.

Refuse, recyclables and bulky and metal items should be at the curb by 6:00 AM on your refuse collection day. Please contact Paine's if your items were out on time but not collected. Missed collections will be completed by the end of the next work day. **Collection crews will not go back to pickup refuse, recyclables or bulky and metal items that are not out on time.** These items will have to be removed from the curb and held until your next scheduled collection day. Refuse placed at the curb more than 24 hours before regularly scheduled collection is prohibited by Town

ordinance. We also require removal of your barrel and recycling container by the end of your collection day.

There may be times when some or all of your refuse, recycling, bulky or metal items are not collected. Other than putting your items out late, you will receive a Customer Education Notice identifying why your items were not collected. The most common reasons your items were not collected are:

- You placed unacceptable items out for collection. For example: dirt, cement, stumps, grass clippings, leaves or bulky & metal items in your automated barrel.
- Your items were not presented properly. For example: recyclables not rinsed, newspapers not bundled or tied, excess bulky or metal volume at the curb.
- Refuse items were presented outside the automated barrel.

Acceptable Refuse Collection Items

All items listed below must fit in your automated container or they will not be collected.

- Latex Paint Cans: Only empty and dry cans will be accepted. Cans with liquid remaining should be left open until the contents are solid. Sawdust and cat litter can be added to speed up drying.
- Sawdust and Ashes must be cold and placed in a plastic bag and tied securely.
- Shipping Peanuts must be placed in a plastic bag and tied securely. These may be recycled at a local shipping business.

- Formica and Non-recyclable Plastic & Glass must be broken into small pieces.

- Branches and Brush must be bundled and tied in 4 foot lengths. See Recycling Center Section.

- Wood: Large items that cannot fit into your automated barrel are bulky collection items. Check the Bulky & Metal Collection section for details.

- Household Batteries manufactured after 1997 contain no hazardous waste and can be disposed of in the trash.

- Prescription and Over the Counter Medicines: Do not flush medicine down the sink or toilet. This pollutes water and negatively affects fish, wildlife, drinking water supplies, septic systems, and sewage treatment plants. Properly dispose of medication by adding water to pill bottles or a non-toxic powder to liquid medications to prevent someone from eating it. Labels can be removed, colored over with a marker or covered with duct tape. Place the medicine bottle in a bag or container to conceal and throw it in the trash.

- Televisions that fit loosely into your automated barrel (See Bulky Collection section for TV's that will not fit loosely in your automated barrel.) Consider recycling these at the electronics collection.

Unacceptable Refuse Collection Items

- Explosives
- Biological waste

- Hazardous chemical substances (see Household Hazardous Waste section under Special Collections)

- Radioactive materials
- Human or animal waste
- Animal remains. Contact your veterinarian or a private wildlife control service.
- Automotive parts
- Liquid waste
- Radioactive medical waste, including human and pet waste. Check with your doctor or veterinarian.
- Recyclable materials

Holiday Refuse Collection Delays

Remember! When in doubt, put it out!

West Hartford follows a holiday schedule set by the Connecticut Resource Recovery Authority (CRRRA). Collections are usually only affected by the holiday's listed below. Other holidays, even when Town Hall or schools may be closed, will not affect the refuse collection schedule. The schedule may change from year-to-year, so be sure to check with the Public Works Department, Paine's, the Hartford Courant or CRRRA.

Normally, if one of the holidays listed below falls on a Monday, then all collection days will be one day late and Friday collections will be on Saturday.

New Year's Day
Memorial Day
Fourth of July
Labor Day.
Thanksgiving
Christmas



Bulky & Metal Collection

Item Regulations

Large items: mattresses, couches, sofa beds, furniture, appliances, bikes without tires, swing sets (without concrete), lawn mowers, metal sinks/tubs, air conditioners, water heaters, carpeting and similar items require a special collection.

All bulky collection items must not weigh more than two people can safely lift. Items requiring bundling or placement in a barrel cannot exceed 60 pounds.

Items may not be placed in the automated barrel.

Consider Donating!

Items in usable condition can often be donated to a number of nonprofit organizations or second hand stores. Many organizations will also pick up your donation. (See page 5)

Donating used and unwanted items not only helps the organization but also reduces the amount of trash in the waste stream. Scheduling this type of collection is easy, free of charge and often qualifies for a tax deduction. Everyone benefits!

Purchasing a Permit

You must obtain a separate permit for bulky and metal items since items are collected and disposed of separately. Each permit has a volume limit of 2-3 cubic yards, equivalent to what can fit into a regular size pickup truck. Permits must be purchased by 2PM the day before your regular refuse collection. Monday collection must be purchased before 2PM on Friday. Scheduled collections must be at the curb by 6:00AM on your

regular refuse collection day. Depending on the number of bulky collection stops, the trash hauler may pick up your items a day after your scheduled pick-up.

Metal and Bulky permits cost \$20 each (subject to change).

As of July 2, 2008, all discarded appliances and white goods require a \$30 permit for each item. The maximum number of appliances that can be collected at one address during one week is three (3) appliances. This is in addition to the limit of a maximum of two (non-appliance) bulky and/or metal permits per address, per week.

- Permits are available with one phone call by contacting Paine's.

- If necessary, permits can be obtained online at the West Hartford website or in person at the Public Works Department or the Customer Service desk in the lobby of Town Hall during business hours Monday through Friday. Cash and check are accepted in person.

- If purchasing permits online or in person, you must also remember to call Paine's to schedule pickup before 2PM at least one day before your refuse collection. For Monday collection, call Friday before 2 PM. Permits purchased directly through Paine's do not require a second call.

Permits are non-refundable, non-transferable, and valid for two weeks from date of issue and may be used once. There will be no refunds for collections that are scavenged.

For more information, go to www.westhartford.org/publicworks.

Bulk Collection Items Permit Needed

Asphalt Shingles: Shingles should be tied or put in a bag or barrel. A maximum of two containers per permit.

Carpets: Maximum carpet size is 6 feet long (when rolled and tied). Beware of heavy rain that can soak carpet beyond the weight limit.

Televisions that will not fit loosely into your automated barrel.

Wood: Any three-dimensional item that does not fit in the automated barrel. Items include but are not limited to doors, wood-framed windows, garage doors, sleds, skis, wood shingles, wood timbers, fencing, picnic tables, rocking chairs, chairs, and wood furniture. Maximum size for wood items is 4 feet x 3 feet. Loose wood must be in a barrel (not protruding from top), a bag or securely tied in a bundle. Bundled wood shall not exceed 60 pounds each.

Fence posts and garden timbers: Items must be no greater than 6 feet long and 4 inches in diameter.

Sheetrock and plaster: Must be free of wood and metal and placed in barrels-not protruding from the top. Each barrel shall not exceed 60 pounds total weight.

Other Bulky Items: Toilets, sinks, bath tubs, couches, mattresses, recliners, box springs and upholstered chairs, and large plastic children's toys.

Tires: Remove rims. Four tires maximum per permit. Check with local retailers for recycling and less expensive alternatives.

Scrap Metal Items Permit Needed

Appliances: Refrigerator and freezer doors must be removed according to State Law before putting the item at the curbside.

Lawn Mowers & similar power equipment: All oil and fuel must be removed.

Tire Rims: Tire must be removed from the rim.

Oil and Gasoline Tanks: Tanks must be empty and cut in half to prevent explosions.

Metal Refuse Barrels: Must be empty and labeled "Take Me".

55-Gallon Drums: Must be empty, rinsed and lids removed.

Metal: Maximum size is 4 feet x 6 feet.

Metal Awnings: Metal only, no canvas material.

Other Metal Items: Aluminum siding and gutters, hot water heaters, jungle gyms, swing sets, slides, metal sheds, door and furniture, TV antennas, clothesline pole, pipes, etc. Some of these items require disassembly. Maximum length accepted is 6 feet. Cement must be removed.

Moving Out? Rent a Dumpster

If you are moving, renovating or doing a major clean out and will be producing large volumes of bulky waste that will be unable to be accommodated by a bulky permit, you should rent a dumpster. No permit is required. Check the Yellow Pages under "Rubbish and Garbage Removal Containers". The dumpster must be placed on a hard surface. The dumpster may be placed in the street with permission from the Director of Public Works.



Recycling



REMEMBER TO REDUCE, REUSE & RECYCLE!



Weekly Curbside Collection

West Hartford residents can now participate in single stream recycling, which means recyclables may be placed in your recycling bin without having to separate or bag like items.

Items recycled at curbside in West Hartford are delivered to The Connecticut Resource Recovery Authority. West Hartford receives a rebate of \$10 per ton of recyclables collected. The more we recycle, the larger rebate we receive. Our goal is to increase the amount of items recycled.

Acceptable Curbside Recycling Items:

Mixed Paper, Newspapers, Magazines, Catalogs, Shredded Paper

- Place paper recycling items in paper grocery bags, no need to separate to like items, and place in recycling bin.
- Shredded paper must be contained in a sealed paper bag to prevent spillage.

Boxboard

- Boxboard examples include: pasta, cereal, shoe & cracker boxes, frozen food boxes, beverage cartons, paper towel and toilet paper tubes, and cardboard egg cartons. Break boxes down and nest into a larger box or place in paper bag with newspaper. Plastic or wax paper inserts must be removed.

Cardboard

- Cardboard must be broken down, bundled and tied with twine or cotton string.

Bundled cardboard must be no larger than 3 ft x 3 ft. If the bundle cannot fit in the recycling bin, place bundle next bin and not next to the automated barrel.

- Boxboard or cardboard contaminated by food products is not recyclable. Pizza boxes are not recyclable.

Glass Jars, Steel and Tin Cans

Containers that are not rinsed will be rejected and left in your recycling bin. Clean containers to prevent items from becoming a food source for rodents.

- Glass jars with metal tops removed
- Aerosol cans that contained non-hazardous material.
- Cooking, hair, deodorant, air freshener, laundry, & disinfectant spray cans can be recycled!
- All steel and aluminum food and beverage containers.
- Aluminum Cans, Foil, and Disposable Pans

Plastic

- All food and non hazardous plastic containers or packaging with a #1 or #2 recycling triangle, including wide mouth containers, dish, laundry and personal care soap containers up to 3 gallons capacity.
- Remove caps.

Juice Boxes and Paper Milk and Juice Containers

- Rinse Container and discard caps.

See chart on the last page for more information on how to prepare acceptable items.

New items are frequently added to the acceptable list of recyclables. To remain current with acceptable recycling items please check the Town of West Hartford, Paine's Inc or CRRA's websites periodically. Sign up online for the town's list serve and you will be notified when changes occur.

Unacceptable Curbside Recyclable Items

- Plastic bags (even if they have a "1" or "2")- drop off at grocery or department store.
- Plastic, clay or porcelain flower pots and flats (even if they have a "1" or "2")
- Antifreeze, motor oil, and pesticide containers (even if marked with a "1" or "2")
- Paint Cans
- Aerosol Cans that contained paint or solvent based hazardous material
- Pots and pans- can be recycled at small metal collection days
- Mirror or auto glass
- Ceramic plates and cups
- Drinking glasses and Pyrex containers
- Crystal
- Clothes hangers-Return to cleaner.
- Light bulbs: *Incandescent* – Dispose as weekly refuse. *Fluorescent tubes or compact fluorescent bulbs (CFL'S)* must be brought to Household Hazardous waste collection.

- Pizza boxes (even if corrugated - too much grease and cheese!) Frozen pizza boxes are OK.

- Foiled beverage cartons or other foiled boxboard

- Books

- Telephone books-Check with SBC/ AT&T for drop off locations

- Spiral bound notebooks – remove spiral and recycle paper

- Automotive Batteries-See Recycling Center Section Below

- Motor Oil-See Recycling Center Section Below

- Antifreeze-See Recycling Center Section Below

- Rechargeable Batteries are a state-mandated recyclable item. Some electronics retail outlets will take and recycle these batteries. Please check your local phonebook or the Rechargeable Battery Recycling Corporation, www.rbrc.org for recycling locations. Currently there are more than 20 drop off locations within a four mile radius of West Hartford Center.

Rechargeable batteries may also be brought to West Hartford electronics collections. Check the Special Collections section for dates and times.

Recycling Bins

Bins may purchased at the Customer Service Desk in the Town Hall lobby or at the Department of Public Works.

The current fee is \$8. The fee is subject to change.

Recycling



REMEMBER TO REDUCE, REUSE & RECYCLE!



Brixton Street Recycling Center

The Recycling Center is located at 25 Brixton Street and is operated by **EnviroCycle** in partnership with the Town of West Hartford.

Weekday Hours of Operation:

- Year round: Monday - Friday, 7:30 AM - 4:00 PM
- Mid October to the end of December: Extended Monday hours, 7:30AM-7PM

Saturday Hours of Operation:

- First week of April through the end of May: 8:00 AM to 2:00 PM
- First Saturday in June through mid-October: 8:00 AM to 12:00 PM
- Mid-October until mid-December (date varies annually with bagged leaf collection season): 8:00 AM to 2:00 PM
- Closed on Saturdays from the end of December until the first week of April.

Directions:

Go south on New Park Avenue from Flatbush Avenue (or north on New Park Avenue from New Britain Avenue) and turn onto Oakwood Avenue Extension. After the railroad tracks, take the first right onto Brixton Street. The Recycling Center is on the left in an area enclosed by a chain link fence. ALL trucks must be driven up top to the scale.

Acceptable Items for the Recycling Center

Motor Oil and Antifreeze: State law prohibits disposal on land, into sanitary or storm sewers or into waterways. These items must be brought to the Recycling Center in separate containers that can be left with Recycling Center operators.

Auto Batteries: Leave with attendant at office.

DON'T TRASH GRASS!



DON'T TRASH GRASS!

Grass Clippings: State law mandates that grass clippings cannot be placed in the waste stream. Residents are encouraged to home compost or leave clippings on their lawns to decompose. Mulching mowers (or mulching kits for older mowers) speed up the decomposition of clippings. Thatch and weeds are considered grass.

Residents can dispose of grass clippings at the EnviroCycle Recycling Center for a \$7 minimum charge (subject to change).

Brush and Branches:

Residents are encouraged to dispose of these materials at the Recycling Center. Disposal costs at the Recycling Center are currently half the cost of disposal compared to the CRRA cost of burning these items if placed in your automated trash barrel. Please utilize this service and save our tax dollars.

Leaves: Bring leaves to the Recycling Center. If brought in plastic bags, resident must empty leaves from bag.

Leaf Compost: A limited quantity of leaf compost is free to town residents and is available at the Recycling Center. Compost is also delivered in quantities from 1 to 6 cubic yards for a delivery fee.

Consider Donating!

Items in usable condition can often be donated to a number of nonprofit organizations or second hand stores. Many organizations will also pick up your donation.

Donating used and unwanted items not only helps the organization but also reduces the amount of trash in the waste stream. Scheduling this type of collection is easy, free of charge and often qualifies for a tax deduction. Everyone benefits!

Salvation Army - www.salvationarmyusa.org

Goodwill Industries - www.goodwill.org

Freecycle - www.freecycle.org Posts items to be given away for free.

A Hand Up - www.ahandupinc.org

Other Recycling Opportunities

The Town of West Hartford holds several collections that give residents opportunities to divert items from the waste stream and recycle them.

They are:

- Annual Leaf Collection Program
- Christmas Tree Collection
- Spring Yard Waste Collection
- Household Hazardous Waste Collection
- Small Metal Recycling Collection
- Electronics Recycling Collection

For more information on each of these collections, turn to page 6.

Special Collections

Annual Leaf Collection Program

Leaves are a state mandated recyclable item and cannot be collected with trash. Watch the newspapers or call the leaf line for notification of collection in your area.

Four options for disposing of leaves:

1. Compost leaves in your yard or mulch into the lawn with a mulching lawnmower.
2. Bring leaves to the Recycling Center at Brixton Street. If brought in plastic bags, resident must empty leaves from bags.
3. Have leaves removed by a contractor.
4. Bag leaves in paper leaf bags for pick up during the fall or spring collections. Put into 30-gallon biodegradable paper leaf bags free of foreign material. See website for suppliers.

Christmas Tree Collection

Christmas trees are collected by the Department of Public Works for a limited collection period in January. Please put your tree at the curb. Since all the trees are ground into chips, trees should be free of plastic bags, wires, ornaments, bases or any metal objects. Place garland and wreaths in the trash.



Spring Yard Waste Collection

Each spring, the town runs a two week yard waste material pickup program for residential properties. Yard waste placed in 30-gallon biodegradable paper leaf bags will be collected at the curb. Two passes of the town are made during this program. Please place bags at the curb by 6AM on your refuse collection day. Excessive volume or weather conditions may delay your collection. Check The Hartford Courant or the Public Works Leaf Line for information in April.

Acceptable items include leaves, pine cones, thatch (dead grass), twigs, and remnants of last year's plantings.

Non-acceptable items include grass clippings, tied bundles of twigs, sticks, limbs, logs, plastic bags, plastic bags containing any yard waste and household trash will not be collected during this one-day clean-up.

Household Hazardous Waste Collection

The Town of West Hartford, in cooperation with the MDC holds a Household Hazardous Waste Collection Day annually in the fall free of charge for residents to dispose of their hazardous waste. Collections prevent air and water pollution.

The collection is held at the Public Works Garage. Residents may also attend a number of other collections held in the Hartford area throughout the year.

To find out when a collection schedule will be held near you, go to www.themdc.com/hazwasteschedule.htm

The MDC also holds special collections on Sundays so that it does not conflict with the Jewish Sabbath.

Examples of household hazardous wastes are listed below. To download a Household Hazwaste Information Packet, go to www.themdc.com/hazwasteschedule

Garage and Workshop

- Antifreeze
- Batteries (all common household types)
- Brake Fluid
- Gasoline
- Kerosene
- Mercury (including thermometers)
- Oil Based Paints (no latex)
- Paint Strippers / Thinners
- Transmission Fluid
- Turpentine

Kitchen and Sink

- Aerosol Cans (if there's something in them)
- Ammonia
- Disinfectants
- Drain Cleaners
- Floor Care Products
- Oven Cleaners
- Polishes
- Spot and Stain Removers
- Wood Preservatives

Yard and Hobby

- Adhesives, Epoxy Products, and Glues
- Artist's Paints
- Charcoal Lighter Fluid
- Cleaning Solvents
- Fungicides
- Herbicides, Insecticides, and Pesticides
- Moth Balls
- Pool Chemicals
- Rat Poison
- Small Propane Tanks (for camp stoves and torches)

Small Metal Recycling Collection

Only small metal items that can fit inside the town issued blue recycling bin will be accepted. The contents of the bin cannot weigh more than 60 pounds. Collections are held at the Brixton Street facility. Contact the Department of Public Works for schedule.

Electronics Recycling Collection

State law will prohibit electronics being disposed in the waste stream after 2010. West Hartford has taken the lead offering residents recycling opportunities for electronics. Collections are held twotimes a year during the months of May and November at the Public Works Facility on Brixton Street. Connecticut Resource Recovery Authority also holds regular electronics recycling collection days for many types of items. See the town's website and CRRA's website for schedules. Many retailers also take back electronic appliances.



Other Services

Snow and Ice Removal by Residents

Removal of snow and ice from premises where there is an established sidewalk is required by owners or occupants within 12 hours after a storm ends or within 12 hours after sunrise, whichever is later. Sidewalks should be sanded whenever ice cannot be removed. Violators are subject to a per day fine plus liability for the cost of clearing the sidewalk, if necessary, per Town Ordinance 155-8. It is also illegal to put snow into the street.

Public sand piles are maintained for the use of town homeowners during the winter months.

Public Sand Pile Location

The only public sand pile is located at 25 Brixton St., across the street from the Dog Pound. Help yourself.

Town Street Plowing

The town is divided into plow routes. Each route takes approximately 8 hours to clear after the snow has stopped falling from an average storm. Primary north/south and east/west streets are opened and cleared of snow first because they carry the greatest amount of traffic. Residential streets are done next.

The snow on the street in front of your property is not being removed. It is being pushed to the sides of the street and will overflow onto sidewalks and driveways. It is the Town's policy to clear roads from curb to curb. In order to reduce the risk of clearing your sidewalk and

driveway multiple times, please wait until town crews have completely finished clearing your street curb-to-curb. Materials are also applied by town crews and contractual providers to keep streets passable.

Reporting Snow Plow Damage

If you believe your property was damaged by the Town's winter snow plowing operations, please call the Department of Public Works at 561-8100 **no later than April 30**. Report the damage immediately. Delays in reporting will result in delays in repairs.

Reports of damage will be investigated by the Department of Public Works. If substantiated, the damage will be repaired. The Town will not accept responsibility for damage to objects in the street right of way if they are there without a permit. The Town will only repair or replace mailboxes if they were physically struck by a Town plow truck.

Street Repairs

Town streets are repaired as needed to maintain safe conditions for vehicular and pedestrian traffic.

Approximately 45% of the streets in town include curbing comprised of granite, concrete, or bituminous concrete materials. Where curbing exists along town streets, repairs are made as needed to maintain safe conditions.

The Public Works Department does have crews out filling potholes, weather

permitting. To report a pothole, call 561-8100.

Sanitary sewers and sewage disposal facilities are maintained and operated by the Metropolitan District Commission, a regional agency with headquarters in Hartford. Contact the MDC at 278-7850 if you have questions or problems.

Tree Maintenance and Removal

The Department of Public Works is responsible for trees located on town property and in the streets rights-of-way. Our policy is not to take down healthy trees. We adhere to the common law and insurance industry standard which states if your tree or limb falls on town property, we are responsible for removing it. If our tree or limb falls on your property, you are responsible for removing it. Property owners have the responsibility of keeping the abutting sidewalk to their property clear of limbs that fall from their trees. **The Town does not perform tree trimming around power lines to homes.**

If you observe a tree or limb down on a Town street, Town maintained sidewalk, Town property, or if you have a question about any town tree, please call the Department of Public Works at 561-8100.

Storm Drain Maintenance and Repair

Catch basins along town streets are cleaned regularly and repaired to minimize the possibility of flooding during storms.

To report a problem, call the Department of Public Works at 561-8100.

Remember that when you dump materials into the storm water drainage system, you clog the storm water drainage system and pollute our streams and ponds.

Street Flooding

The underground storm drainage system is designed to accommodate a 10-year storm (a storm of such duration and intensity that, statistically, it would probably occur once every 10 years). However, such a storm could possibly occur more often.

When the system is pushed to or beyond its capacity, there may be temporary flooding, especially in lower areas. Once the intensity of the storm has subsided, these areas will drain.

Do not drive through flooded areas. You run the risk of stalling your vehicle and becoming stranded. If you observe unusual or sustained flooding, please contact the Department of Public Works.

Residents can help by keeping catch basins in front of their properties clear, and also by removing vegetation growing in the gutter which creates a damming effect; leading to basement flooding and pumping.

Important Phone Numbers

Paine's Inc.: 658-9481

www.painesinc.com

- Trash collection
- Recycling collection
- Skipped collections
- Bulky and Metal item pick-up
- Permits
- Complaints

Town Hall: 561-7500

www.westhartford.org

Department of Public Works 561-8100

- General Information
- Reporting fallen trees
- Reporting snow plow damage
- Leaf compost (mulch) delivery
- Leaf collection Info Line 570-3714

EnviroCycle Recycling Center 231-8100

MDC 278-3809

www.themdc.com

- Household Hazardous Waste Collection

Information in the recycling chart is subject to change.

ITEMS TO BE RECYCLED IN YOUR BIN			
ITEM	YES	NO	HOW
MIXED PAPER, NEWSPAPERS, CATALOGS, MAGAZINES, SHREDDED PAPER	Clean newspaper, (and inserts, magazines and catalogs, junk mail, computer paper, stationery, bills, shredded paper, envelopes with windows. NOTE: Must be less than 2 months old, or goes out in trash.	All other paper including soiled paper, telephone books, non-paper bags such as plastic or TYVEK, overnight delivery envelopes, bubble wrap, books of any kind, greeting cards, gift wrap and product samples.	Place paper recycling items in paper grocery bags, no need to separate to like items, and place in recycling bin. Shredded paper must be contained in a sealed paper bag to prevent spillage.
BOXBOARD	Boxboard examples include: pasta, cereal, shoe & cracker boxes, beverage cartons, paper towel and toilet paper tubes, cardboard egg cartons, frozen food boxes.	Boxboard with wax or plastic coating and boxboard that has been contaminated by food	Break boxes down and nest into a larger box or place in paper bag with newspaper. Plastic or wax paper inserts must be removed.
CORRUGATED CARDBOARD	Clean cardboard with a wavy middle layer of brown paper.	Pizza boxes, wax or foiled coated cardboard, excluding beverage containers.	Cardboard must be broken down, bundled and tied with twine or cotton string. Bundled cardboard must be no larger than 3 ft x 3 ft.
GLASS JARS, STEEL and TIN CANS	Glass jars with metal tops removed. Aerosol cans that contained non-hazardous material. Cooking, hair, deodorant, air freshener spray cans can be recycled. All steel and aluminum food and beverage containers. Aluminum cans, foil and disposable pans.	All other metal containers including aerosol cans containing hazardous materials or paint cans, cleaning fluid and poison containers, scrap metal.	Rinse empty containers and place in bin; can lids OK in can; labels OK.
PLASTIC	All food and non hazardous plastic containers or packaging with a #1 or #2 recycling triangle, including wide mouth containers, dish, laundry and personal care soap containers up to 3 gallons capacity.	Containers with other numbers or no numbers; containers larger than three gallons; plastic bags, motor oil and anti-freeze containers; even if marked with a "1" or "2".	Remove and discard cap or lid; labels OK; rinse and place in bin.
MILK & JUICE CONTAINERS, and JUICE BOXES	Residential aseptic packages including the gable shaped paper containers (milk-type containers) up to one gallon in size, and the small, single serving juice boxes	Any aseptic package over one gallon size.	The cartons and juice boxes must be empty, with straws and caps removed, and the larger gable shaped cartons must be rinsed clean.