



# Welcome to Burlington



HERE IS ALL YOU NEED TO KNOW ABOUT RECYCLE, GARBAGE AND WATER BILLING.

## RECYCLE

Collected **EVERY OTHER** Week  
Contracted with Waste Industries  
Customer Service 336-229-0525

**Your Recycle Week Is: Red Blue** (circle one)

Each House Receives 1 **Green** 95-gallon Cart

## GARBAGE

Collected **EVERY** Week  
Operated by City of Burlington  
Customer Service 336-222-5111

**Your Garbage Day Is: M T TH F** (circle one)

Each House Receives 1 **Black** 95-gallon Cart

## GARBAGE AND RECYCLE CART GUIDELINES

- Carts are City of Burlington property. Each cart has a serial number and must stay at assigned residence
- Place cart at the curb by 7:00am, remove by 7:00pm
- Place cart 5ft away from nearest obstruction
- Do not place under low hanging wires and branches

- Cannot be blocked by vehicles
- Cart handle should point towards house
- Clean by washing with mild soap & water
- All material must be placed inside cart
- Materials outside cart will not be picked up

### FEES & FINES

- Solid waste fee is \$6 per month for one recycle and one garbage cart
- Damaged cart fee, due to negligence is \$50

- If carts contain unacceptable material they will be tagged and NOT emptied

## RECYCLABLE ITEMS

**All PAPER** (except shredded paper)

**All CARDBOARD** (except pizza boxes)  
materials must be flattened to fit inside cart

**All PLASTICS** (except automotive fluid containers)

**ALUMINUM & METAL CANS**

**ALL GLASS CONTAINERS**

- Please empty & rinse all containers
- Please use only paper bags to bag items

## ITEMS NOT ALLOWED IN GARBAGE CARTS

- Yard waste (brush, grass, leaves etc.)
- Liquid paint
- Construction and building materials
- Fluorescent light tubes/bulbs
- Batteries, tires and automobile parts

## ITEMS NOT RECYCLED

- Needles Or Medical Waste
- Plastic Bags
- Styrofoam
- Bubble Wrap
- Electronics/ E-Waste
- Toys or Clothing
- Florescent tubes & Bulbs
- Window Glass
- Scrap Metal
- Pots/pans
- Paints



**Garbage:**  
336-222-5111

**Recycle:**  
336-229-0525

**Loose Leaf Collection:**  
336-222-5005

**Water Accounts:**  
336-222-5100



FOLLOW THE CITY ON  
SOCIAL TO GET UPDATES:  
**BurlingtonNC**

**notify me**  
BURLINGTON'S  
best way to stay connected

Receive alerts by email, voice call or text message.  
Sign up online at:  
BurlingtonNC.gov/NotifyMe  
or by calling 336-222-5076.

# SERVICES TO HELP YOU DISPOSE OF MATERIAL NOT COLLECTED BY RECYCLING OR GARBAGE

## Bulk Waste Removal

- Bulk waste is collected at our earliest convenience
- Tree limbs (may not exceed 6 feet in length & 6 inches in diameter)
- Stack limbs in neat pile away from fire hydrants and mailboxes
- Junk must be properly separated and cannot be mixed with limbs and/or brush
- The first "bite" of the truck loader is collected at no charge
- The second "bite" is \$13.50 & any additional bites are \$6.75 each

## Yard Waste Removal

- Collected same day as garbage
- Must be at the curbside by 7am
- Bag, stack or containerize waste
- Containers: 32 gal. and 50 lbs. max
- Only clear bags will be serviced
- Loose tree limbs should not exceed 4 feet in length or 6 inches in diameter.

### Seasonal Loose Leaf Collection

Handled by Cemetery & Grounds Division (336-222-5005). Collection begins **mid-October through end of January**. For full schedule go to: [www.BurlingtonNC.gov/LeafCollection](http://www.BurlingtonNC.gov/LeafCollection)

## Household Hazardous Waste Collection Events

- Handled by the Alamance County Landfill held at the Burlington Police Training Center
- Items collected: antifreeze, brake fluid, car batteries, cleaners, gasoline, liquid paints, poisons, pesticides, solvents, transmission fluid, weed killer, and etc.
- Dried paint may be disposed of in your garbage. Lids must be off and paints must be dried.
- For more information visit <http://www.alamance-nc.com/landfill>

## E-Waste (Electronic) Drop Off Events

- E-waste includes: computers, monitors, printers, tvs, dvd players, etc.
  - The City of Burlington holds E-Waste drop off events three times a year at Public Works Department located at 234 East Summit Ave.
  - For more information please visit [www.burlingtonnc.gov/ewaste](http://www.burlingtonnc.gov/ewaste).
- You can leave your discarded TVs on the curb on your regular trash day and the City will dispose of them. Starting May 1, 2018, a charge of \$15 per item collected will be charged to your utility bill.

Go to [www.BurlingtonNC.gov/Sanitation](http://www.BurlingtonNC.gov/Sanitation) to learn more about these programs.

## WATER & SEWER

### UTILITY DEPOSIT

- Required to start service for those who rent/lease
- \$75.00 inside city limits, and \$100.00 outside city limits is due at time of application and will be applied to final balance when account is closed and any credit will be refunded to the customer
- All new accounts will have a one-time activation fee (non-refundable) of \$20.00 on their first bill

### SETTING UP NEW UTILITY SERVICE

- Can be done at the Municipal Annex Building at 237 W. Maple Avenue
- An application is required to be filled out (a copy of a lease or deed may be requested)
- Pay deposit at the time of setting up service

### NON-PAYMENT

- Payment not received by final due date will result in water service being suspended
- Failure to receive a bill will not prevent disconnection
- \$25.00 will be added to the account at 8:30am the day of disconnection
- The full past due amount must be paid to have service restored, along with any fees that have been assessed
- \$25.00 meter-tampering fee, if applicable, must also be paid before the service can be restored

**Water Accounts:  
336-222-5100**



### BILLS

- Current monthly minimum bill is - \$19.74 this includes up to 1000 gallons of water, sewer, garbage and recycling services, if you reside inside city limits
- Outside city limits residents will have double rates (no trash services will be provided)
- There is a local stormwater utility flat fee of \$5/month. For more info call Stormwater Division: 336-222-5140

### MAKING PAYMENTS

- 8:00 am to 5:00 pm Monday through Friday at Annex Building (inside or at drive-thru)
- Drop-Box, on same side as drive-thru, is available 24/7
- All payment methods accepted except American Express

Mail check payable to:  
City of Burlington  
P O BOX 1358  
Burlington, NC 27216

Pay Online:

[www.BurlingtonNC.gov/billpay](http://www.BurlingtonNC.gov/billpay)

Please allow additional time for payment to be processed if mailed/sent electronically from your bank.

Returned Payments:

- \$25.00 returned payment fee
- No checks accepted- cash or money order needed to clear payment
- Three returned payments within a year will result in a cash-only account for one year