

## City of Austin

Austin Resource Recovery's Administrative Rules for Solid Waste Services, Chapters 4.0 and 11.0

### **Amendments to Chapter 4.0 (*General Information for City-Provided Services*)**

**Section 4.1 is repealed and replaced with a new Section 4.1 to read as follows:**

#### **4.1 General Provisions for City-Provided Services**

- 4.1.1 The City of Austin provides collection service to residential premises with less than five dwelling units within the service boundaries of Austin's full purpose jurisdiction. These premises must use City collection services and will be assessed the associated fees.
- 4.1.2 The number of dwelling units or customers on a premises is determined by the number of electric utility meters billed on that premises by the City of Austin (Austin Energy).
- 4.1.3 Collection carts are the property of the City of Austin and shall remain at the premises assigned by the City. Carts are provided in alignment with fees approved by city council.
  - 4.1.3.1 All fees for trash, recycling, and composting carts shall be combined as part of one service and may not be separated.
  - 4.1.3.2 Under the Pay-As-You-Throw (PAYT) system, customers may select from multiple trash cart sizes (capacities). Fees shall be assessed based on the size of the trash cart.
  - 4.1.3.3 New customers may request a change to a trash cart size without a fee within 60 calendar days after the City begins cart service at the premises. After 60 calendar days, a request to change trash cart sizes will be subject to a fee.
- 4.1.4 Total trash cart capacity must be equal to or smaller than total recycling cart capacity.
- 4.1.4 Regardless of occupancy, premises will be charged the cart fee if a cart is present. Premises that are not occupied or customers that will be away from the premises for a period of at least 90 calendar days may request to have their carts removed from the premises by calling the Utility Contact Center (UCC) at 512-494-9400 or emailing [customer-care@coutilities.com](mailto:customer-care@coutilities.com) and requesting a cart pickup. Once the carts have been removed and the premises is verified to be vacant, the cart fee will be removed from the billing account. The Base Charge and Clean Community Fee will continue to be billed while electric or water utility services are active. Upon their return to the premises, the customer must call the UCC at 512-454-9400 or email [customer-care@coutilities.com](mailto:customer-care@coutilities.com) to request a cart drop-off. A Cart Exchange Fee will be charged to re-deliver the cart.
- 4.1.5 In accordance with Resolution No. 20180920-055, Austin Resource Recovery will waive the Base Charge as well as the cart fee associated with a residence vacated due to active military deployment. These charges will be waived once valid documentation has been provided indicating the date range of deployment.

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- 4.1.6 New customers have 60 days to exchange their cart size without incurring the Cart Exchange Fee. After 60 days, customers wanting to exchange their cart for a larger size will be charged the Cart Exchange Fee.

**A new Section 4.2 is added to read as follows and existing sections in this chapter are renumbered accordingly:**

#### 4.2 Single-Family Residential Collection Services

- 4.2.1 Single-family premises shall not obtain curbside or alleyway dumpsters, carts, or collection services for landfill trash, composting, or recycling from a private service provider, unless granted a waiver to obtain private collection services.
- 4.2.2 Single-family premises may voluntarily obtain supplemental services for doorstep collection of food donation, composting, or recycling. Collection containers and services shall not be placed in the public right-of-way for collection. Typically, containers should be placed on a private porch, yard, or driveway for collection. Containers shall not be placed at the street curb, on the sidewalk, or in an alleyway.
  - 4.2.2.1 These doorstep services are intended to supplement City-provided services and shall not replace City services or fees.
- 4.2.3 Department curbside collection includes the following:
  - 4.2.3.1 Curbside Trash Collection - Curbside and alleyway collection of trash is provided one time per week. Customers are provided with one trash cart. Additional trash carts requested by a customer will result in additional customer fees.
  - 4.2.3.2 Curbside Recycling Collection - Curbside and alleyway collection of recyclables is provided every two weeks (26 times per year). Customers are provided with one recycling cart. One additional recycling cart may be requested, for a maximum of two recycling carts per trash cart, with no fee.
  - 4.2.3.3 Curbside Composting Collection – Food scraps, yard trimmings, food-soiled paper, and natural fiber collection is provided one time per week. Customers are provided with one composting cart.
  - 4.2.3.4 Bulk Collection – Curbside collection of bulk items is provided to the premises a minimum of two times per calendar year or at a frequency determined by ARR's Director. ARR will provide advance notice of scheduled bulk collection to residents.
  - 4.2.3.5 Brush Collection – The brush collection program provides ARR customers with curbside collection of large tree limbs, large brush, and trees. Service is provided to the premises a minimum of two times per calendar year or at a frequency determined by ARR's Director. ARR will provide advance notice of scheduled brush collection to residents.

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- 4.2.4 When initiating service at a new location, a waiver for single-family residential services may be granted to allow a property to contract for private collection service only if ARR's Director determines in writing that one of the following conditions applies:
- 4.2.4.1 The volume of materials set out on a regular basis for curbside collection is too large for the cart, in terms of quantity, size, or weight, as determined by the Director. If necessary, the Department may require that the customer arrange for alternative services.
  - 4.2.4.2 The materials are determined by the Director to be a threat to public health.
  - 4.2.4.3 The location of the property is difficult or dangerous for City staff to provide regular service (i.e. properties that are only accessible via private roads, locked gates, or narrow alleys, or are an excessive distance from a public road).

#### **Amendments to Chapter 11.0 (*Definitions*)**

**The definition of "Residential Properties" is amended as follows, a new definition for "Single-Family Residential Property" is added, and existing definitions in this chapter are renumbered accordingly:**

- 11.66 RESIDENTIAL PROPERTY is ~~[PROPERTIES are]~~ defined as a single-family home[s] or residential property ~~[properties]~~ with less than five ~~[three or fewer]~~ dwelling units.
- 11.72 SINGLE-FAMILY RESIDENTIAL PROPERTY is the use of a site for only one dwelling unit, other than a mobile home.