



CITY OF LAKE DALLAS

SOLID WASTE / RECYCLING COLLECTION ACCOUNT

One Time Set up Fee:

\$55.00 or 65+ \$38.00

(Includes first 3 months of standard service)

Quarterly Rate:

(Standard)

\$45.75 or 65+ \$31.60

Resident Name: _____
(Last) (First) (Middle Initial)

DOB: _____ *** Qualify for Senior Discount? *(65+)**
Month/Day/Year Please Check: Yes No

Driver's License/State ID #: _____ **State:** _____
Copy must be made for file.

Email Address: _____

We offer automated telephone reminders. Please specify the number you would like to receive reminders by checking the corresponding box below.

CELL#: _____ HM#: _____

Service Address:

Mailing Address: (If different from Service Address)

Are carts currently present at the residence?

Please Check: Yes No

If yes, Number of trash carts: _____ Number of recycle carts: _____

** Please note: One trash cart and one recycle cart are standard; Additional carts are available, but there is an additional charge. **

If Renting, Property Owner's Information: Copy of Lease is required.

Name: _____ Phone Number: _____

Mailing Address:

I, _____, understand that I will be billed for services on a quarterly basis and payment will be due on the last day of the month in the months of March, June, September & December. If payment is not received by the due date, I understand that I will be charged a late fee of \$15.00. If payment in full is not received and my account is suspended for non-payment, I understand I will be required to pay a reinstatement fee of \$40.00 to reinstate my services. I understand I am responsible for notifying the City of Lake Dallas to cancel this account when I have moved from this residence.

Signature of account holder

Date

**Request for Confidentiality of Personal Information Maintained by the
City of Lake Dallas Accounts Receivable Department**

Personal information in your city of Lake Dallas customer account records (e.g. your address and telephone number) is generally considered public information under the Texas Government Code, Chapter 552 (Public Information Act). The social security number of a living person is confidential and may not be released in most cases.

The Texas Utilities Code, Chapter 182 (Rights of Utilities Customers), provides that a government-operated utility may not disclose personal information if the customer requests that the government-operated utility keep the personal information confidential.

*A request for confidentiality under Chapter 182 does not prohibit a government-operated utility from disclosing personal information in a customer's account record to: (1) an official or employee of the state, a political subdivision of the state, or the United States acting in an official capacity; (2) an employee of a utility acting in connection with the employee's duties; (3) a consumer reporting agency; (4) a contractor or subcontractor approved by and providing services to the utility, the state, a political subdivision of the state, or the United States; (5) a person for whom the customer has contractually waived confidentiality for personal information; or (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service or compensation. A customer may rescind a request for confidentiality by providing the government-operated utility written permission to disclose personal information. A government-operated utility or an officer or employee of a government-operated utility is immune from civil liability for a violation of Texas Utilities Code, Subchapter B.

This form enables you to request confidentiality of your personal information under Texas Utilities Code, Chapter 182. Whether or not you wish to request confidentiality of your personal information, please check the appropriate box below and return this form to the City of Lake Dallas. You may return this form with your next payment.

I request that my personal information maintained by the City of Lake Dallas be kept confidential under Texas Utilities Code, Chapter 182.

I do not request that my personal information maintained by the City of Lake Dallas be kept confidential under Texas Utilities Code, Chapter 182.

Signature of account holder

Date

CITY USE ONLY

Date Received: _____ Account Number: _____

Information about your service:

Collection Day:

- Collection day is Monday for all Lake Dallas residents.
- Place carts at the curb for collection no earlier than 6:00 p.m. on Sunday evening, but no later than 7:00 a.m. on Monday morning.
- Carts must be removed from the curb by Monday evening. If carts are continuously left at the curb for long periods of time, you will receive a warning from Code Enforcement.
- Waste Management will collect up to two additional bags of solid waste that is placed next to your cart. If you require additional bags to be collected, you must schedule a bulk pick-up.
- If your cart is damaged on collection day, please contact us to schedule a repair or replacement online or by phone at (940) 497-2226 Ext. 117.

When calling, please do not leave multiple messages. All calls are returned in the order they are received. We promise to return your call as soon as possible. You may also always email us at accountsreceivable@lakedallas.com.

Bulk Pick-up Information:

- Bulk Pick-ups may be scheduled, at no additional cost, online at www.lakedallas.com or by calling (940) 497-2226 option 5 by Friday at noon for collection the following Monday. A list of what is eligible for pick-up is available online. (Examples: couch, washing machine, television, bundled tree limbs.)

Landfill Use:

- Vouchers are required in order to make FREE trips to the landfill in Lewisville. To obtain a voucher, you must come in to City Hall located at 212 Main St. between the hours of 8:30 a.m. and 5:00 p.m. Monday – Friday. The solid waste account must be current and a valid ID must be presented in order to qualify. No more than two (2) vouchers per household will be issued within a one (1) month period. See our website for detailed information.

Directions to Landfill:

The DFW Landfill is located at 1600 Railroad St., Lewisville, TX 75057. Go South on I-35E. Exit 121 Business. Turn left at the light onto 121 Business going under the bridge for I-35. Continue on 121 Business. Turn Right on Railroad Street. Contact Landfill: (972) 316-2276.

Household Hazardous Waste Collection:

- Clean out your garage and storage areas today! As part of the residential contract with Waste Management, residents of Lake Dallas will now have the option to take advantage of year-round curb-side collections for Household Hazardous Waste (HHW). To participate, you must contact the Call Center (1-800-449-7587) to set up an appointment.

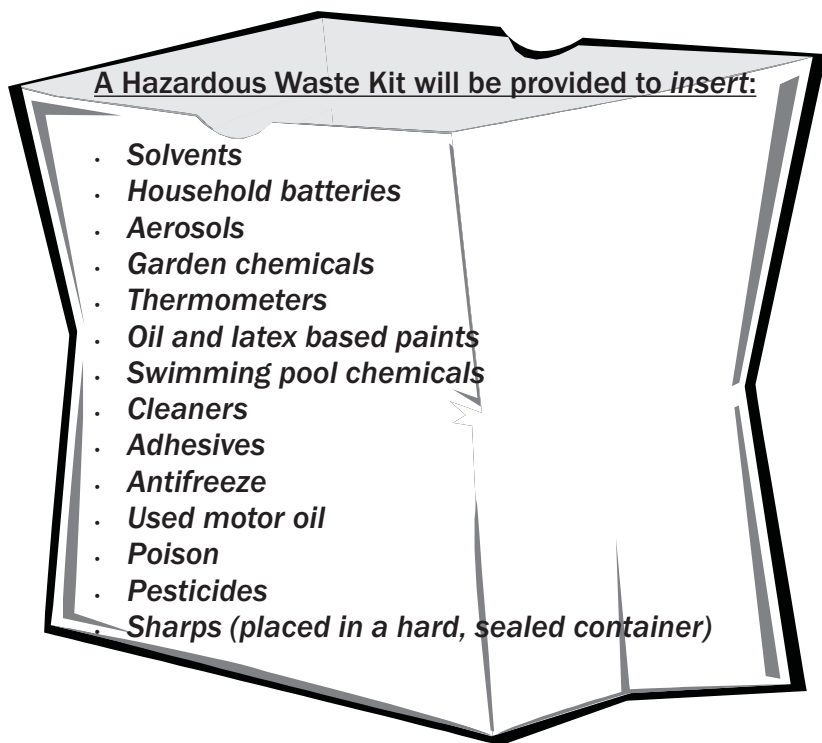
Household Hazardous Waste Collection

Free Lake Dallas Residential Curbside Collection

As part of the residential solid waste contract with Waste Management, residents of Lake Dallas will have a new method to dispose of their household hazardous waste effective now. The program operates year round – not just on special dates. Residents with hazardous waste such as batteries, chemicals, motor oil, antifreeze and select other types of waste which are toxic to our environment can contact Waste Management directly at (800) 449-7587, or atyourdoor@wm.com to arrange a pick-up.



- 1.) Call 1-800-449-7587 to request a collection. When you call the collection hotline, you will be asked several questions, including your address, the type and amount of materials available for collection. You can also set up an appointment by emailing atyourdoor@wm.com.
- 2.) The collection hotline operator or reply email will fully explain the program, schedule a convenient collection date and discuss where to place the kit for collection.
- 3.) A collection date is scheduled and a kit is conveniently shipped right to you.
- 4.) Prepare for Collection: The kit includes a program instruction sheet and other items to help pack and secure household hazardous waste. All materials such as gasoline, poisons, pesticides, and aerosols must be placed into the kit. Other items may need to be placed outside of the kit.
- 5.) HHW material is collected: On the scheduled date, the materials will be collected directly from your home. The materials will be sorted and packed for proper disposal. You will receive a survey to complete and mail to the City of Lake Dallas.

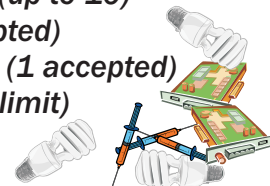


A Hazardous Waste Kit will be provided to *insert*:

- Solvents
- Household batteries
- Aerosols
- Garden chemicals
- Thermometers
- Oil and latex based paints
- Swimming pool chemicals
- Cleaners
- Adhesives
- Antifreeze
- Used motor oil
- Poison
- Pesticides
- Sharps (placed in a hard, sealed container)

Place these items *outside* of the Hazardous Waste Kit:

- Automotive batteries (up to 4)
- Fluorescent bulbs (up to 10)
- Television (1 accepted)
- Computer monitor (1 accepted)
- Circuit boards (no limit)



These items will NOT be collected:

- Medicine
- Ammunition
- Explosives
- Asbestos
- Any material in unlabeled or leaking containers

If you have any questions about this program or proper disposal methods for non-acceptable items, commercial chemicals or hazardous materials in containers larger than five gallons in size, please call the hotline (800) 449-7587 or email atyourdoor@wm.com



Recycling Information:

Items that can be Recycled

- Mixed Residential Paper
- Newspaper, inserts, magazines, paperboard boxes, mail, junk mail, office paper, phone books, paperback books, flattened cardboard.
- Cans
- Food, beverage, and soft drink cans composed of tin, steel, or aluminum; other clean cans of the same material.
- Glass
- Unbroken food & beverage containers that are clear, brown, or green in color.
- Plastic
- HbPE (milk and detergent bottles), PET (primarily soft drink containers), bottles generally referred to as one & two liter soft drinks, milk, juice, water, shampoo, liquid soap, plastic containers with #1 through #7 recycling symbol on bottom of the container.

Items that cannot be Recycled

- Pizza Boxes
- Aluminum Foil
- Auto/Window Glass
- Ceramics, china/dishes
- Drink boxes with straws
- Hard cover books
- Light bulbs
- Waxed milk and juice cartons
- Plastic grocery sacks
- No Styrofoam of any kind. (cups, plates, food containers, ect.)
- Plastic toys
- Waxed paper/food containers
- Yard Waste
- Items that held hazardous materials such as motor oil, paint, pesticide, or weed killer. (HHW Collection)