

# HELLO MERCER ISLAND!

## Frequently Asked Questions

about Mercer Island's new recycling,  
compost, and garbage services



### New Collection Services

Starting **October 1, 2019** Recology will be your collection service provider.

#### Do I need to do anything to start service?

**No!** Your existing services will remain the same unless you request a change. Beginning in September, your old carts will be replaced with new Recology carts of equivalent size. The new carts will be blue for recycling, green for compost and black for garbage.

#### Will my rates change?

**Yes!** Mercer Island residents will be serviced by new trucks, collection containers and offered new services. Rates are changing accordingly. Please see the enclosed service guide for detailed rate information.

### My Account

#### Will I be able to receive and pay my bill online?

**Yes!** If you would like to sign up for e-billing, automatic deduction or online bill pay, please fill out and return the enclosed form or visit our website. Your first bill from Recology will arrive in November and will cover service for October, November and December. Bills will follow every three months.

#### Can I create an account online?

**Yes!** Visit [recology.com/mercer-island](http://recology.com/mercer-island) and click "Login" at the top of the page. Use the account info below to create and log into your online account. **If the phone number below is not correct, please call Customer Service to update.**

#### Online Account Registration Information:

Account Number:

Customer Phone Number:

If you would like to change your cart size or service level after September 1, call Recology at 206.381.6980. Requests for changes in service level will be fulfilled after October 1.

# Collection Schedule

## Will my collection day change?

Your collection day may change. To confirm your collection day, refer to the address panel on the enclosed service guide or visit our website.

## Will my collection time change?

Your collection time may vary. To avoid a missed collection, please place your carts at the curb by 7am on your collection day and wait until they have been emptied to put them away. If your carts have not been emptied by 6 pm, please notify Customer Service within 24 hours.

## What should I do if I'm unable to bring my carts to the curb for collection?

Recology offers "pack out" service for customers who are physically unable to bring their carts to the curb for collection. To request this service, please call Customer Service.

## What's New?

### New weekly compost collection!

Effective October 1, 2019, compost collection will be changing from bi-monthly to weekly collection. With more frequent compost collection, you may require fewer carts. New rates for weekly compost are enclosed in the service guide. To adjust your compost service level please call Customer Service.

### New option for monthly garbage collection.

Residents who produce very little garbage throughout the month can opt to receive garbage collection once a month with a 32-gallon cart. Please refer to the enclosed service guide for the monthly service rate.

### Expanded call center hours.

The Recology call center is available to assist with your service requests and questions weekdays from 7 am to 7 pm and weekends from 8 am to 5 pm.



## Recology Customer Service

### HOURS

WEEKDAYS 7 am - 7 pm

WEEKENDS 8 am - 5 pm

PHONE 206.381.6980

TEXT 206.399.9268

EMAIL [mercerisland@recology.com](mailto:mercerisland@recology.com)