



Solid Waste Temporary Service Change Frequently Asked Questions

What service change is Solid Waste making?

The Department of Public Works, Office of Solid Waste Services, will begin alternate week collection services for both **yard trimmings** and **recycling materials**. There are **NO** changes to your weekly solid waste (garbage) curbside collections including back yard collections.

When does this new service day change go into effect?

Beginning the week of Sunday, February 14, 2021.

Why is the City of Atlanta implementing a service change?

DPW has experienced reduced staffing due to COVID-19 and other seasonal illnesses. In response, the City has implemented a temporary service change to recycling and yard trimming materials only, to mitigate the impact while continuing to provide quality, efficient services to our valued residents.

Will household recycling and yard trimmings service change?

Yes, both recycling and yard trimmings will be affected. Effective February 15, 2021, recycling and yard trimmings will be collected every other week.

What is my new collection schedule?

The City of Atlanta new solid waste collection schedule is as follows:

Beginning February 15, 2021, the Department of Public Works, Office of Solid Waste Services, will temporarily collect recycling and yard trimming materials every other week.

For a minimum of 90 days:

- Starting Monday, February 15, 2021: Only recycling and garbage will be collected.
(No yard trimmings will be collected this week)
- Starting Monday, February 22, 2021: Only yard trimmings and garbage will be collected.
(No recycling will be collected this week)

There are **NO** changes to your weekly solid waste (garbage) curbside collections.

Please sign up for reminders at www.atlantaga.gov/solidwaste Or Dial 3-1-1.



What do I do if my recycling materials or yard trimmings were not collected?

Residents should notify ATL311 by dialing 3-1-1, or 404-546-0311 outside the city limits. Missed recycling materials can be collected during a recycling collections week. Missed yard trimmings can be collected during a yard trimming collections week. However, recycling materials cannot be collected during a yard trimming collection week and vice versa.

What do I do if my recycling materials exceed my City-issued recycling cart?

Extra recyclables will be collected at no charge to residents. Once your blue cart is full, place additional recyclables in reusable containers marked "Recycling" next to your cart.

Will bulk collections and back yard collection services change?

No, there will be no changes to bulk collection and back yard collection services. All Bulk collections must still be scheduled at www.atlantaga.gov/solidwaste or by dialing 3-1-1.

Residents should follow their normal schedule for back yard collection service and place their material at the curb after 7:00 p.m., the night before their scheduled collection day.

Will this service day change affect my rates?

The changes being implemented by the Department, as result of the effects of the global pandemic and the ongoing State of Emergency, will not result in a reduction in the services being provided, only a modification to the frequency of the services. Accordingly, at this time the City is not anticipating a change in the rates for the short-term modification of the scheduled pickup of yard trimmings and recycling.

Solid Waste Services fees are set per the City of [Atlanta Code of Ordinances](#), Sec.130-77, Subsection (b)(1).

How are customers being notified of this service day change?

Residential customers will be notified of the service day change in several ways:

- Department of Public Works Webpage
- City of Atlanta Website
- NotifyATL- Text Message, Voicemail and Email
- ATL311 Customer Service Center
- City of Atlanta Official News Release
- Presentations made to City of Atlanta NPU Meetings
- City of Atlanta Facebook, Twitter and Instagram sites



- Department of Public Works Facebook, Twitter and Instagram sites
- City of Atlanta Constituent Services and Community Groups
- City of Atlanta Channel 26

What are the benefits of the Service Day Change?

DPW must implement service changes to help mitigate the adverse health and safety effects on its employees while continuing to provide quality, effective and efficient services to you, our Valued Residents.

Where can I find out more information about Service Day Change?

More information can be found using the following resources:

- Department of Public Works Webpage – www.AtlantaGA.GOV/solidwaste
- Dial 3-1-1

How will I report missed collection for solid waste, recycling, or yard waste?

The process for reporting missed collection for solid waste, recycling or yard waste will remain as it is. You will be able to:

- Visit atl311.com
- Dial 3-1-1

How do I dispose of Hard to Recycle Materials?

These items should **NOT** be discarded in curbside recycling or solid waste collections.

E-Waste

- Computers/Keyboards/Mouse
- Printers/Cables/Circuit Boards
- Television/Lamps/Clocks
- Answering Machines/MP3/CD Players

Hazardous Household Waste

- Motor oil/oil-based paints
- Mothballs/Flea Collars
- Weed Killers/Toxic Cleaners
- Drugs/Needles
- Batteries/Fluorescent Light Bulbs



Residents are encouraged to take these items to [CHaRM](#), the Center for Hard to Recycle Materials, which is open by appointment only. The facility is located at 1110 Hill Street SE., Atlanta, GA 30315. Please call 404-600-6386 to schedule an appointment.