

## LRS Transition FAQ

### Carts

Q: Will Republic Services also collect the really old ones still branded with their old name - Arc Disposal?

A: Republic will collect the old carts.

Q: When Republic Services collects them, are the carts recycled/repurposed?

A: The carts are repurposed/recycled.

Q: Do people have the option to keep carts for other uses?

A: Residents can't keep the old carts. They should be placed on the curbside for pickup.

Q: Was there a monthly cart fee before? Is it in addition to the quarterly fee?

A: There is no monthly cart fee for the base service. The City has never had a monthly cart fee. There is a cart fee if a customer chooses to get additional carts in addition to the 95 gallon refuse and 65 gallon recycling carts.

### E-Waste

Q: Are microwave ovens considered white goods or e-waste?

A: Microwaves are considered electronic waste. There's a \$30 charge for white goods pick up.

Q: Is there a charge for e-waste?

A: There is no charge for e-waste.

Q: Does e-waste go in the blue cart? The brochure says to call first. Why?

A: E-waste does not go in the blue cart, it should be placed separately at the curb. By calling Lakeshore first, they can schedule pick up separately which helps them streamline the waste collection.

### Fleet

Q: What percentage of the fleet uses CNG?

A: Currently, Lakeshore utilizes 11 CNG trucks in their fleet. Unfortunately, CNG is on the decline. They are currently exploring the use of Hydrogen cell technology.

Q: Can residents sign up for additional service with LRS - specifically kitchen scrap disposal for community composting?

A: At this time there are no programs in the contract. This may be something that we explore in the future.

### Billing

Q: If I am an older adult receiving the "senior discount" do I need to do anything to make sure I get the discount with LRS?

A: Anyone who is already receiving the discount should not have to reapply with LRS.