



City of Crockett Solid Waste (Trash) and Recycling Frequently Asked Questions



The following list of frequently asked questions and answers have been prepared to help provide our residents and businesses with information regarding the city's solid waste programs. The list will be updated periodically. If you have any additional questions regarding our solid waste programs, please call us at (936) 544-5156, extension 205 or 206 during normal business hours of 8 to 12 and 1 to 5 pm, Monday through Friday, excluding holidays.

[Adding Service; Assistance for Elderly or Disabled; Bagging Requirements; Bulk or Large Item Trash; Changing Service; Commercial Bin Service; Cost of Service; Ending Service; Holiday Pickup Schedule; Invoices and Payments; Missed Trash Pickup; Recycling; Trash Cart Placement; Trash Containers; Regular Pickup Schedule; Yard Waste](#)

Frequently Asked Questions: Establishing, Changing, and Ending Service

I just moved to a residence in Crockett. How do I set up my trash service?

Come to City Hall located at 200 N. 5th St. or call the City of Crockett Water Department at (936) 544-5156, extension 205 or 206. They will guide you through the enrollment process. Garbage will be billed on your monthly water/sewer bill.

Who do I call to change my service?

To change your residential or commercial service, call the City of Crockett Water Department at (936) 544-5156, extension 205 or 206.

How do I end my trash service?

Come to City Hall located at 200 N. 5th St. or call the City of Crockett Water Department at (936) 544-5156, extension 205 or 206. They will guide you through the cancellation process. Please note you may only end service if you are moving out. City ordinance requires that all residential and commercial accounts in the city have solid waste (trash) service with the private contractor collecting solid waste for the city.

City of Crockett Solid Waste (Trash)
and Recycling
Frequently Asked Questions

Frequently Asked Questions: Service Days and Times

What are my trash pickup days?

All residential customers will have one time a week automated solid-waste collection. The private contractor collecting solid waste for the city establishes the routes and schedules.

- [Map of Garbage Collection Schedule](#)
- **Listing of Streets by Collection Days**
 - [Monday](#)
 - [Tuesday](#)
 - [Wednesday](#)
 - [Thursday](#)
 - [Friday](#)

What time does my trash poly-cart need to be placed curbside?

Filled poly-carts need to be placed curbside by 6:00 am on each collection day.

What if I didn't get my garbage out for collection and the collection truck has already passed my home?

Please contact Waste Connections' customer service center at (903) 723-4670.

My trash was not picked up. Who do I contact?

Contact Waste Connections' customer service center at (903) 723-4670.

What happens if the collection day falls on a holiday?

The only three holidays affecting Waste Connections' schedule are Thanksgiving, Christmas, and New Year's. When garbage collection days are affected by one of these holidays, everyone's scheduled collection that falls after the holiday will be pushed back by one day for that week. Friday service customers will be picked up on Saturday.

City of Crockett Solid Waste (Trash)
and Recycling
Frequently Asked Questions

Frequently Asked Questions: Containers

What size and color are the carts?

The poly-carts are wheeled, hold 95-gallons and have the dimensions of 46" (H) x 26" (W) x 34.5" (D). The carts are green with black lids.

Can I use a trash container that I personally own?

No; Waste Connections is automated. Their trucks are outfitted with equipment specifically made to pick-up the poly-carts and commercial bins you will receive.

What if I need an extra trash cart?

Each resident is provided one 95-gallon poly-cart. Extra poly-carts are available and can be ordered through the City of Crockett Water Department, at (936) 544-5156, extension 205 or 206. The extra cart fee is \$5.16 per month and will be charged to your monthly water/sewer invoice.

Where should I put my trash cart for collection?

Your poly-cart should be placed within two feet of the edge of the street. Do not place your cart(s) in the street or the ditch. *Reminder: Filled poly-carts need to be placed curbside by 6:00 am on each collection day.*

How much clearance should I have from obstacles, such as the mailbox?

Please keep at least three feet of clearance around each cart. If your cart is placed too close to an obstacle for safe pick up, your cart might not be emptied.

Does trash need to be bagged?

Yes; bagging trash prevents spills during the automated collection process.

Will bagged trash outside of the cart be collected?

No; to avoid animals tearing into bags and spreading litter, the City requires that all garbage be contained in your commercial bin or in your poly-cart. Remember, the truck is fully automated.

City of Crockett Solid Waste (Trash) and Recycling Frequently Asked Questions

What if the poly-cart is too heavy and I can't move it?

The carts are physically designed for ease of movement. They are easily tipped back allowing for transport. The wheels are designed for varying terrains.

If you need curbside assistance, please contact the City for front-door collections. This service will be provided for resident(s) who, by virtue of age or disability, would suffer a hardship if required to place a container at the street for curb-side collections. Applications shall be made to the City on a form prescribed by the City. The City will provide the Contractor with updated lists that identify persons who qualify for front-door collections.

Frequently Asked Questions: Costs and Billing

Who do I pay for trash service, and how often will I receive an invoice.

Trash is billed with your monthly water/sewer invoice, and payments are made to the City of Crockett. Cash, checks, money orders, and credit/debit cards are accepted.

What does residential curbside service cost?

Residential rates are \$19.31 per month.

What does commercial service cost?

The commercial curbside rate is \$31.23 per month

COMMERCIAL BIN SERVICE

Rates are based on bins in sizes of 2, 4, 6 and 8 cubic yards with options of 1 to 5 days per week pick-up. Additionally, if your particular commercial entity produces an excessive amount of corrugated cardboard and currently sets out cardboard for City collection (separate from your dumpster) you'll be given the option to pay an additional \$36.14 per month for continued cardboard collection. Alternatively, if you now chose to place cardboard in your dumpster, you'll need to assess whether or not your particular entity will require additional dumpster service. For example, if you have a 6 Cubic Yard dumpster with (1) day per week tipping service at a monthly cost of \$156.83 and you now begin to add cardboard to the dumpster, your weekly tipping service may increase to a minimum of twice per week if not more frequently. This would result in a minimum monthly increase of \$81.35. The option of paying \$36.14 more per month for separate cardboard collection service is a less expensive option.

City of Crockett Solid Waste (Trash)
and Recycling
Frequently Asked Questions

Bin Size	Frequency Per Week				
	1	2	3	4	5
Cubic Yard					
2	\$ 64.38	\$ 110.67	\$ 158.98	\$ 209.88	\$ 250.64
4	\$ 107.42	\$ 196.99	\$ 286.49	\$ 382.31	\$ 465.52
6	\$ 156.83	\$ 274.32	\$ 401.25	\$ 530.60	\$ 655.17
8	\$ 196.99	\$394.10	\$594.26	\$ 788.23	\$ 985.27

WEEKLY COMMERCIAL CARDBOARD COLLECTION IS \$35.00 PER MONTH

Frequently Asked Questions: Recycling, Large Items, Yard Waste

What are my recycling pickup days?

The City does not have a curbside recycling program. If you want to recycle, you may bring cardboard, plastic, aluminum, and tin recyclable materials to the residential drop-off site located at 400 N. Durrett Drive on the 3rd Saturday of the month between the hours of 8:00 am to 11:00 am. Glass is not accepted as a recyclable material.

When is bulk or large item trash collected?

The City usually holds a spring and fall community-wide Large Item Drop Off event that is announced via the local radio stations and newspapers. Outside of these events, all bulk or large items can be taken to Waste Connections (Hutto Garbage Service) located at 962 FM 229, just outside Loop 304. The phone number is 544-5577. Waste Connections (Hutto) charges for drop-off. Operating hours (except holidays) are Saturday only, from 8:00 am to 3:00 pm.

When is yard waste collected?

Yard waste is not collected curbside. The City of Crockett maintains the Solid Waste location of 400 N. Durrett for the specific purpose of collecting yard waste and tires. There is no charge for Crockett residents using the sight for yard waste if they present their most recent City of Crockett water bill. This policy will be strictly adhered to and there will be no exceptions *per City Council*. If you do not have a City of Crockett water bill or you are a contractor, an appropriate fee will be accessed at the gate. Operating hours (except holidays) are Monday – Friday, 8:00 am – 3:00 pm.

City of Crockett Solid Waste (Trash)
and Recycling
Frequently Asked Questions

The above list of frequently asked questions and answers have been prepared to help guide our residents and businesses regarding solid waste collection. The list will be updated periodically. If you have any additional questions, please call us at (936) 545-5156 extension 201 during normal business hours of 8 to 12 and 1 to 5 pm, Monday through Friday, excluding holidays.

Another source for information is the Waste Connections website:
[Waste Connections | Palestine](#)