

City of Troy Meridian Waste FAQs
(these will be posted to MeridianWaste.com/Troy)

- What does the term Single Stream Recycling mean? Single Stream Recycling means that clean, non-contaminated recyclable materials can now be collected in a commingled fashion Rigid (plastics, aluminum, and steel cans) and Fiber/Paper (corrugated cardboard and mixed paper) can now be collected within one cart or container without the need to keep the recyclable material separated based upon the content type.
- How is the material separated and where does it go? Clean and dry materials are separated from garbage at your home. A state-certified recycling processor then sorts the materials to be shipped to various facilities to be made into new usable materials.
- When will the 95-gallon Fiber recycling cart be removed from the residence of current dual-stream recycling participants? The 95-gallon (currently labeled Fiber) cart will be removed on the week of December 21, 2020. The 65-gallon (currently labeled Rigid) cart will be re-stickered with Single Stream Recycling guidelines the week of December 28, 2020.
- Will the \$1.00 Dual-Stream Recycling Surcharge for current recycling participants go away as of January 1, 2021? Yes. Recycling participants will no longer be charged a separate \$1 fee. The costs associated with Single-Stream Recycling (one 65-gallon cart picked up weekly) after January 1, 2021, are included in the overall collection rate and these residents will see a decrease in their solid waste bill.
- Is there an additional charge for more than one 65-gallon recycling cart per month? Meridian Waste offers one 65-gallon recycling cart at NO CHARGE after January 1, 2021. To order additional 65-gallon recycling carts at a cost of \$3.00 per cart / per month, contact Troy City Hall at 636-528-4712 and the additional cart(s) will be delivered within seven days of placing the order.
- How do I start Single-Stream curbside recycling at my residence? To start Single-Stream curbside recycling, please contact Meridian Waste Customer Care at 314-291-3131 ext. 4000 directly or SGregson@MeridianWaste.com.
- Who do I contact for trash, recycling, and yard waste service inquiries? Please contact the designated City of Troy Meridian Waste Customer Care Representative at 314-291-3131 ext. 4000 directly or SGregson@MeridianWaste.com. The representative will respond back to your inquiry within twenty-four (24) hours (business day) by telephone or email.
- How long does it take for a trash cart or recycling cart to be delivered? Upon set-up or additional service cart requests, Meridian Waste will complete cart/delivery service requests within no more than seven (7) days from the order date.
- Is there a cart delivery fee? No. Garbage carts are provided by Meridian Waste. To start or stop the service, please call the City. For additional services, please call Meridian Waste. Is there a fee for an additional garbage

cart? Yes, there is an additional fee of \$3.00 per month for an additional garbage cart.

- Can I use my own cart for garbage? No, you must use the Meridian Waste provided cart for garbage.
- Can I use my own cart for recycling? No, you must use the Meridian Waste provided cart for recycling.