



Frequently Asked Questions (FAQ) Solid Waste Disposal

Residential Services

Q 1: Who is the new company who will be servicing my curbside solid waste collection?

A: Effective October 1, 2021, the new provider for solid waste disposal in the City of El Campo is Texas Disposal Systems (TDS). Learn more about the company at www.texasdisposal.com/about/

Q 2: How many times a week will my trash be collected? Will my collection days change?

A: Residential customers in the City of El Campo will still receive twice per week collection and your collection days will not change.

Q 3: When will service with Waste Connections end, and when does service with Texas Disposal Systems begin?

A: If you are on the Monday/Thursday route, your last pickup with Waste Connections will be September 30; your first pickup with Texas Disposal Systems will be October 4. If you are on the Tuesday/Friday route, your last pickup with Waste Connections will be September 28; your first pickup with Texas Disposal Systems will be October 1.

Q 4: Will I be getting a new poly cart? When? What happens to my old poly cart?

A: All residential customers will be getting a new TDS poly cart prior to October 1, 2021. Waste Connections will collect their poly carts on their last collection day (*see Q3 above*).

Q 5: When do I start using my Texas Disposal Systems (TDS) poly cart?

A: All residential customers should begin using their TDS poly cart on October 1, 2021. Some customers are currently using both the Waste Connections and TDS poly cart, doubling their trash volume; Waste Connections will only pick up their cart if this happens. Waste Connections will collect their poly carts on their last collection day (*see Q3 above*).

Q 6: Will the new poly cart be a different size?

A: The new poly cart holds the same volume as the old one; both are 96 gallons.

Q 7: Can I place bags or additional trash beside my poly cart to be picked up?

A: Pick-up is limited to only what is in your poly cart. Any additional trash beside/near your poly cart will not be collected.

Q 8: Can I get additional poly carts?

A: Yes, you can call the Utilities Department at City Hall to request additional poly carts. There will be an additional charge on your City of El Campo Utilities bill for any additional poly carts.

Q 9: Will the Collection Station still be available? Address? What days? Will there be a charge?

A: The collection station will be open 2 & 1/2 days a week, which includes Saturdays. Specific hours to follow. The address for the Collection Station is 1698 CR 303, El Campo, TX 77437. There is no charge for City residents to use the Collection Station.

Q 10: What days will brush/bulk be collected?

A: Customers will get one brush/bulk pickup per month, limited to 3 cubic yards. If this is not enough volume, customers can arrange for large volume pickup at an additional charge, or any additional brush/bulk may be taken to the Collection Station (*see Q9 above*). Brush/bulk pickup will occur on your 2nd collection day of the week

Q 11: How do I schedule a brush pick up?

A: Customers will have to call or submit their request online just as the current process.

Q 12: Is it true I will have to bundle and tie my brush?

A: Yes, this is a requirement of the new contractor. This requirement has been in the terms of the service agreement for over a decade; however, Waste Connections did not enforce this. Bundling and tying brush is a standard requirement in the solid waste industry.

Q 12: I live in the ETJ area south of HWY 59 which receives City water, including Westhill Edition and Quail Meadows. I currently receive 1 trash pickup per week with Waste Connections, but I pay the same rate as residents in the City. Will this be addressed?

A: Residents of the ETJ area south of HWY 59 who currently receive service once per week will receive \$5 off the normal rate. If a resident of this area would like an additional cart, they may request this for an additional \$5 per month (rather than the normal \$14 rate for in-City residents). This area is not in the City limits, so residents are free to choose a different service provider if they wish.

Commercial Services

Q 1: Why did I get downgraded from a 3 cubic yard container to a 2 cubic yard container?

A: Over the years, Waste Connections gradually phased out 2 cubic yard containers and replaced them with 3 cubic yard containers with no rate increase. Texas Disposal Systems will replace those 3 cubic yard containers with the correctly sized 2 cubic yard containers. If this size does not suit your needs, please call the City of El Campo Utilities Department at 979-541-5000, option 1, for service changes.

Q 2: Why am I only going to get 1 pickup per week with Texas Disposal Systems (TDS)? I was getting 2 pickups per week with Waste Connections.

A: Many commercial customers who were set up with 1 pickup per week were actually serviced twice per week by Waste Connections, with no rate increase. TDS will correct this to ensure customers are receiving the service level they are being charged for. If once per week pickup does not suit your needs, please call the City of El Campo Utilities Department at 979-541-5000, option 1, for service changes.