**What is automated collection and why is it coming to Sterling?**

Automated service is the collection of trash and recycling using trucks equipped with a mechanical arm to lift and empty customized carts provided to each household. Backbreaking work of hoisting and dumping trash cans and recycling bins will no longer be done manually. This enables Sterling trash and recycling service to be safer for workers, more efficient for timely completion of collection routes and more cost effective for Sterling by incentivizing recycling.

**Do I have to use the new carts?**

Yes. Once the new carts have been delivered, Sterling’s trash & recycling hauler, Casella, will only collect trash placed in the designated trash receptable. Recyclables collection will be every other week, but instead of separating items into comingle and fiber and using open bins, all recyclables will be placed in the new 95-gallon wheeled cart with blue lid.

**Aren’t the carts going to be heavy, and difficult to move?**

Your new cart will have two wheels for easy maneuvering, and a lid to keep your trash and recyclables from becoming litter. Simply tip the cart and wheel it to the street on your scheduled day. You may choose to store your carts closer to the road, but please ensure they are set back enough to not interfere with roadwork or snow removal operations.

**Is my trash pickup schedule changing, or will it be picked up on the same day?**

No. Your collection day will not change. The only major scheduling change is that recycling will now be collected every other week.

**Why can’t I dispose of additional trash through the Town’s program that does not fit in my tote curbside, even at a fee?**

Town of Sterling Bylaw Article IV section 136-6 states that “Residential property owners and tenants shall not be charged any user fee for the Town’s collection and disposal of residential trash.” Residents are encouraged to bring additional weekly trash and recycling to the Wachusett Recycle Center located on Raymond Huntington Highway in West Boylston.

**What if one of my totes is stolen or damaged?**

Contact the DPW or our vendor Casella which is putting in place a system for monitoring inventory of carts, maintaining carts and replacing irreparable or lost/stolen carts.

**What do I do with my old trash and recycling bins?**

Residents are welcome to keep bins for other household uses, or recycle them in your new recycling cart or at the Wachusett Regional Recycle Center.

**Why is my recycling tote bigger than my trash tote?**

Large carts will accommodate Every Other Week recycling collection, even with the increasing amounts of customer packaging, especially cardboard, that residents use. Increased size recycling containers paired with decreased size of allowed trash containers is a proven strategy for improving residential recycling rates and reducing trash tonnage.

**How do I know what can go in my new recycling cart?**

Please refer to the flyer on the back side of this page, or visit www.recyclesmartma.org.