

Your Energy Connection

Rocky Mount Public Utilities' Monthly Newsletter



October 2016

YARD AND BULK WASTE FAQs

What is the difference between yard waste and bulk waste?

Yard waste is anything that results from homeowner maintenance of yards and gardens, such as grass, weeds, leaves, tree trimmings, tree limbs and shrubbery.

Bulk waste is anything that is too large to be picked up by rollout cart crews, such as furniture, mattresses/box springs, windows, mirrors, lawn equipment and tires.

When is yard and bulk waste collected?

All collection services are provided on the same day as the customer's regular garbage collection (except for electronics and tires). Loose materials, such as grass, weeds and leaves, should be contained in bags or cans. Tree limbs that are difficult to bag may be left loose in a pile. However, the bagged/containerized material must not exceed 50 pounds, and limbs must not be larger than four feet in length and four inches in diameter. *(Loose Leaf Collection in November, December and March is the only time when customers do not have to contain loose materials such as leaves, grass and weeds.)*

When should I call to have my yard/bulk waste collected?

Containerized yard waste (i.e. placed in clear bags, 32-gallon cans or yard waste carts purchased from the city) will be collected on the day of your regular garbage collection. Customers requesting pick-up of yard waste not in a container should call (252) 467-4800 (option 7) two business days before their garbage collection day. PLEASE NOTE: The city is only permitted to collect piles of yard waste that are less than 128 cubic feet (i.e. eight feet long by four feet wide by four feet high). If a customer has more yard waste than what is permitted for pick-up, the customer may reserve a debris trailer from the city (for a \$30 fee) or make other arrangements for collection.

Bulk waste requires special pick-up. Customers must call 467-4800 (option 7) two business days prior to their garbage collection day to have bulk waste collected.

What type of yard/bulk waste is not collected by the city?

The city will not pick up the following:

- Yard/bulk waste from vacant lots, abandoned structures, commercial establishments or multifamily locations serviced by dumpsters

- Yard waste from work performed by a contractor
- Discarded items resulting from eviction or other legal proceedings
- Dirt/rocks, concrete, hazardous/flammable materials, loose ashes or sawdust, roofing shingles, car parts and batteries, logs and stumps, closed containers (oil drums) and propane/oxygen cylinders
- Tires from commercial establishments, large trucks or farming equipment

What should I do with items not collected by the city?

Items not collected by city must be taken to a landfill where there is an associated cost.

What can I do to ensure my yard/bulk waste is collected?

The best and safest way to ensure your yard and bulk waste items are collected is to call (252) 467-4800 (option 7) at least two business days before your regular garbage collection day.

Customers should call (252) 467-4800 (option 7) with any questions or concerns regarding waste collection. Dispatchers are available 24 hours per day, seven days per week. Please visit www.rockymountnc.gov/utilities for more information about the city's refuse and recycling services.



Containerized yard waste

FREE RECYCLING EVENT



Recycle household items safely and securely at **America Recycles Day** on Saturday, November 12, 2016 from 10 a.m. to 1 p.m. in the Golden East Crossing Mall parking lot (near the entrance to JC Penney) located at 1100 N. Wesleyan Blvd. in Rocky Mount.

Accepted Items: Up to four boxes/bags of confidential and sensitive paper documents, old electronics, unwanted/unused prescription drugs or medicines.

Paint, engine oil and liquid household waste *will not* be accepted.

For more information, call (252) 467-4960 or visit <http://kab.rockymountnc.gov>.

Monetary donations will be accepted for Keep America Beautiful of Nash & Edgecombe Counties to help offset the cost of this shredding event. Participation is free to the public, however businesses will be charged for shredding per Shred-It of North Carolina's policy. Event sponsors are Keep America Beautiful of Nash & Edgecombe Counties, the city of Rocky Mount, Shred-It of North Carolina and American Greenz.

SAFETY IN THE EVENT OF A GAS LEAK

It's important for natural gas customers to be able to recognize the signs of a gas leak, including: the strong smell of "rotten eggs," a shrill blowing or hissing sound, dirt blowing up from a hole in the ground, dead or discolored vegetation near a pipeline and persistent bubbles in streams, ponds, or wet areas.

If you detect a natural gas leak in the home, **DO NOT** smoke, strike a match, operate any electrical switches or appliance controls, pull plugs from outlets, use a flashlight or lighter, or use a phone inside the residence or building.

Leave the home immediately and call (252) 467-4800 day or night to report the gas leak.

After you report the leak, a gas technician will inspect all of the utility-owned equipment. *(RMPU owns all gas mains and services leading up to the meter.)*

If no gas leak or other issue is found with the utility-owned equipment, the technician will turn the gas off at the meter to make it safe until you can call a contractor. *(Note: All gas lines and appliances from the meter to the interior of the home are the responsibility of the customer and will need to be inspected by a contractor.)*

Once a contractor has determined the home is safe, call (252) 467-4800 (option 4) to have the gas turned back on.

TRIVIA – ANSWER FOR A CHANCE TO WIN!

TRIVIA QUESTION: What special event is celebrated during the first full week of October to recognize the advantages of having a public utility service?

Submit answers to trivia@rockymountnc.gov or by calling (252) 972-1269 by Friday, November 11. Include your name and address. Five randomly chosen customers with the correct answer will receive a 16oz. Tervis® Tumbler.

September trivia question: "What RMPU website features fun facts, games and activities to teach kids how to be 'smart' around energy?" Answer: e-SMARTkids



AREA LIGHT PROGRAM

Area lights provide automatic dusk to dawn lighting and additional security to dark areas around your home or business. There are a variety of area lights available with no installation or maintenance fees. A 3- or 5-year contract with monthly service fees is required for area light service. Visit www.rockymountnc.gov/utilities for the monthly service fees.

Contact Information:

- For more information or for installation or removal of area lights, call (252) 467-4856.
- To turn area lights on or off, call (252) 972-1250.
- To report an area light or street light outage, call (252) 467-4800 (option 4).

CONTACT US

Customer Service(252) 972-1250
 Bill payment1-866-288-7608
 Start/stop services(252) 972-1250
 Utility emergencies(252) 467-4800

CUSTOMER SERVICE HOURS

Monday-Thursday: 8:30 a.m.-7 p.m.;
 Friday: 8:30 a.m.-5 p.m.

www.rockymountnc.gov/utilities

