



City of Charlotte Solid Waste Services Administrative Policy


Rodney Jamison, Director

December 1, 2023

Date _____

This Administrative Policy provides guidelines for City of Charlotte Solid Waste Services operations and how items should be prepared to ensure safe and efficient delivery of solid waste services in the City of Charlotte. This authority is granted to the Solid Waste Director in the City of Charlotte Code of Ordinances (Chapter 10, Article II Section 10-26(h)).

Residential Solid Waste Collection Services – Small Waste Container Customers

Solid Waste Services provides 95/96-gallon rollout carts to addresses in the City of Charlotte limits that are eligible for curbside, residential garbage, and recycling services. Each eligible address will receive one rollout cart each, for garbage and recycling.

Additional Garbage and Recycling Carts

One additional garbage cart and one additional recycling cart are available to eligible addresses for purchase from the City of Charlotte Solid Waste Services for a one-time fee. Residential addresses are limited to a total of two rollout carts for garbage and two rollout carts for recycling. To order a second cart, call CharMeck 311 (704.336.7600, TTY 704.432.1649, Monday – Friday 7 a.m. – 7 p.m.) or email cartsadmin@charlottenc.gov.

Cart Repair & Replacement Requests

Residents who need repair or replacement for their rollout carts should call CharMeck 311 (704.336.7600, TTY 704.432.1649, Monday – Friday 7 a.m. – 7 p.m.) or email cartsadmin@charlottenc.gov.

In order to receive cart repair services, rollout carts must be at curbside for service beginning the day the service request is made. Please allow at least two (2) business days for cart repair or replacement.

Note: *If cart is not available for repair/service, residents must call 311 (704.336.7600, TTY 704.432.1649, Monday – Friday 7 a.m. – 7 p.m.) to reschedule service. There is a two (2) business day turnaround on missed cart repair service requests. A cart can be repaired and/or picked up with or without collection materials in the cart. Residents receiving backdoor service do not have to place carts at curbside for repair or replacement.*

New Residential Service Location

Residents who move into a new residence that does not have carts should call CharMeck311 (704.336.7600, TTY 704.432.1649, Monday – Friday 7 a.m. – 7 p.m.) or email cartsadmin@charlottenc.gov to have garbage and recycling carts delivered.

Garbage Collection

Garbage is collected once a week on resident's scheduled collection day. Residents can visit <https://mcmmap.org/geoportal/?q=trash> or contact CharMeck 311 to find their collection day.

How to Prepare Garbage for Collection:

- Bag all garbage. All garbage must be bagged before placing it in the city-issued garbage cart.
- Do not overfill carts. Cart lid must be in the closed position. Garbage must not be placed outside of the cart. Only items placed in the city-issued cart will be collected.



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- No more than two (2) city-issued garbage carts may be placed at the curb for collection. Only city-issued carts will be collected from residential addresses.
- Place the city-issued cart within six (6) feet of the curb and with the handle/wheels facing toward your property. **Do not block the sidewalk.**
- Allow three (3) feet of space between collection items and other obstacles such as mailboxes, phone poles and vehicles.
- Place the city-issued cart(s) at the curb no later than 6:00 a.m. on your scheduled collection day.
- Place the city-issued cart(s) at the curb no earlier than the day before the scheduled collection day. All carts must be removed from the curb by 11:59 p.m. on the day of collection.

Items Accepted for Garbage Collection

- Regular household garbage
- Old clothing (consider donating first)
- Paper products (non-recyclable: napkins, plates, cups, etc.)
- Dried paint cans without lids (can also be taken to full-service recycling centers)
- Soiled human diapers or pet waste must be double-bagged
- Styrofoam

Items Not Accepted for Garbage Collection

- Aluminum, yard waste, plastic bottles, electronics, televisions are not accepted in the garbage cart. These items are banned from the landfill and must be disposed of through curbside recycling (plastic bottles and aluminum); the City's yard waste collection program (yard waste); or at a full-service recycling facility (electronics + televisions).
- Dead animals are not accepted in the garbage cart, but can be disposed of by calling CharMeck311 (704.336.7600, TTY 704.432.1649, Monday – Friday 7 a.m. – 7 p.m.) to request a dead animal collection.
- Empty cardboard. Please cut or tear into pieces small enough to loosely fit in the recycling cart. Please do not fold cardboard and put in the recycling cart as it may prevent other items from falling out of the cart. Solid Waste Services uses an automated collection systems for recycling collection; therefore, cardboard outside the recycling cart will not be collected.
- Recyclable materials. Please place in the city-issued recycling cart.
- Bulky waste. Please schedule a bulky waste collection by calling CharMeck311 (704.336.7600, TTY 704.432.1649, Monday – Friday 7 a.m. – 7 p.m.), downloading the CLT+ app and scheduling a collection or scheduling a collection online at curbit.charlottenc.gov.
- Yard waste. Please place yard waste at the curb for collection.
- Hot ashes. Ashes must be extinguished and cooled prior to disposal. Once cooled, they may be bagged and placed in the garbage cart.
- Hazardous materials, including (but not limited to):
 - Motor oil
 - Liquid solvents
 - Wet paint
 - Pool chemicals
 - Flammable liquids
 - Other hazardous materials
 - Gravel/dirt/rocks

Please take hazardous materials to a full-service recycling center.



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Household Hazardous Waste Items Accepted for Garbage Collection

Collection crews will only collect the following household hazardous waste (HHW) material in your city-issued garbage cart:

- Dried paint cans with lids removed
- Soiled human diapers or pet waste must be double-bagged

Please visit <https://wipeoutwaste.mecknc.gov/services/household-hazardous-waste-disposal> for additional information.

Recycling Collection

Recyclables are collected every-other-week on the same day as garbage and yard waste. Residents can visit <https://mcmmap.org/geoportal/?q=trash> or contact CharMeck 311 to find their collection day/week.

Please visit Mecklenburg County's website (<https://wipeoutwaste.mecknc.gov/site-menu/curbside-pickup>) for the most current list of what can and cannot be recycled in the Curbside Recycling program.

How to Prepare Recyclables for Collection:

- Do not bag recyclables. Plastic bags and plastic film (wrappers, produce bags, etc.) are not eligible for curbside collection. Take to a grocery store that offers plastic film recycling.
- Place recyclables loosely in the city-issued recycling cart. Do not overfill carts. Cart lid must be in the closed position. Recyclables may not be placed outside of the cart. Only items placed in the city-issued cart will be collected.
- Rinse and remove all food/liquid residues from recyclable items.
- Tear or cut cardboard into small pieces that will fit loosely into your cart. Please do not fold.
- Place the city-issued recycling cart at the curb no later than 6:00 a.m. on your scheduled collection day.
- Place the city-issued recycling cart at the curb no earlier than the day before the scheduled collection day. The cart must be removed from the curb by 11:59p.m. on the day of collection.
- No more than two (2) recycling rollout carts may be placed at the curb for collection. Only city-issued carts will be collected from residential addresses.
- Place the city-issued recycling cart within six (6) feet of the curb, with the handle/wheels facing toward your property and at least three (3) feet away from the city-issued garbage rollout cart, yard waste and bulky waste. Make sure it is also three (3) feet away from obstacles such as mailboxes, phone poles, vehicles, etc. **Do not block the sidewalk.**

• **Items Accepted for Recycling Collection**

- Aerosol cans (must be empty)
- Cans (aluminum, tin, and steel)
- Cardboard (flattened, and cut or torn into small pieces that fit loosely in the rollout cart)
- Cartons (milk and juice)
- Cereal boxes
- Glass bottles and jars
- Juice boxes
- Paper (brown bags, junk mail, magazines, and newspapers)
- Pizza boxes (clean)
- Plastic containers (bottles, jugs, and jars with necks and with caps, lids and pumps removed)



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- Spiral paper cans (i.e., biscuit cans)

Items Not Accepted for Curbside Recycling Collection

There are many unacceptable items, so remember, when in doubt, leave it out. Below are some of the more frequent ineligible items that are found in recycling carts.:

- Aluminum cooking pans
- Appliances
- Auto parts (Accepted at Mecklenburg County's Full Service Recycling Centers)
- Batteries (Accepted at Mecklenburg County's Full Service Recycling Centers)
- Bulky waste
- Ceramics
- Clamshell food containers
- Clothing or other textiles. Consider donating gently used clothing or other textiles. If items can't be donated, place bagged items in city-issued garbage cart.
- Construction debris. Consider donating usable construction materials. Items are also accepted at Mecklenburg County's Full Service Recycling Centers - [Disposal and Recycling Centers | Solid Waste and Recycling \(mecknc.gov\)](#).
- Cords
- Diapers
- Electronics. Electronics are accepted at Mecklenburg County's Full-Service Recycling Centers. Please take your electronics to one of the full-service recycling centers or schedule for a bulky collection.
- Food wrappers
- Garbage
- Glassware
- Hangers. Consider returning unused hangers to a local dry cleaner.
- Hardback books
- Hoses. Place bagged hoses in garbage cart.
- Light bulbs – fluorescent and CFLs are accepted at Mecklenburg County's Full-Service Recycling Centers; others may be disposed as trash.
- Mini blinds
- Paper plates/cups/napkins
- Plastic bags -many stores such as grocery, pharmacy and electronics, offer plastic bag recycling. Please consider reusing plastic bags or taking them to one of these locations for recycling.
- Plastic film and or wrap - such as plastic wrappers, bubble wrap and produce bags. These items can be recycled by taking them to grocery, pharmacy or electronic stores that offer plastic film recycling.
- Plastic food trays/cups/cutlery
- Polystyrene foam, packing peanuts
- Pots/pans. Please consider donating pots/pans.
- Propane tanks
- Ropes
- Scrap metal
- Sharps
- Shredded paper. Please place bagged shredded paper in garbage cart.



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- Styrofoam
- Syringes
- Tarps. Please place in garbage cart or schedule for bulky waste collection.
- Wire hangers. Consider reusing or taking them to a local dry cleaner.
- Yard waste. Please place curbside on your collection day and properly prepare items for collection.

Note: Many of the unaccepted items above can be taken to retailers, or any of the four Mecklenburg County Full-Service Recycling Centers <https://wipeoutwaste.mecknc.gov/where-can-i-recycle> where they are recycled through separate systems. Appliances must be scheduled for bulky item collection and not placed in city-issued rollout carts.

Red Bin Recycling

Solid Waste Services no longer collects recyclables from red bins or non-City issued containers. Using a 95/96 gallon, green, City-issued rollout cart is the only way to receive curbside recycling collection. Residents who need a recycling rollout cart should contact CharMeck 311 (704.336.7600, TTY 704.432.1649, Monday – Friday 7 a.m. – 7 p.m.) to request a rollout cart.

Yard Waste Collection

Yard waste is collected from the curb once a week on your scheduled collection day provided the materials meet preparation requirements. Residents can visit <https://mcmmap.org/geoportal/?q=trash> or contact CharMeck 311 to find their collection day.

How to Prepare Yard Waste for Collection:

- Refer to your particular type of yard waste below for proper preparation.
- Place yard waste at the curb by 6:00 a.m. on your scheduled collection day.
- Please place yard waste at the curb no sooner than the day before collection.
- Place yard waste within six (6) feet of the curb and at least three (3) feet away from other collection items (including other yard waste) and obstacles such as mailboxes, phone poles and vehicles, etc. Do not block the sidewalk.

Note: Residents using personal containers for yard waste collection should use containers with a filled weight not greater than 75 pounds. Solid Waste Services requires the use of personal containers or compostable paper bags for grass clippings, leaves and weeds for collection. Paper bags can be purchased from local retailers. No single container or bag may weigh more than 75 pounds.

Brush

- Brush should be no longer than five (5) feet in length and four (4) inches in diameter.
- Separate brush into piles that are no longer than five (5) feet long and three (3) feet high. There should be two (2) feet in between each pile.

Grass clippings

- Grass clippings must be placed in compostable paper bags or personal containers.
- Grass clippings can be mixed with other yard waste such as leaves and trimmings. Do not put any household garbage or recyclables in the same container.

Leaves



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- Leaves must be placed in compostable paper bags or personal containers for collection. Do not put any other household garbage or recyclables in the same container.
- No debris will be collected from tarps.

Limbs

- Limbs must be no longer than five (5) feet in length and no larger than four (4) inches in diameter.
- Limbs should be separated in piles that are no longer than five (5) feet long and three (3) feet high. There should be two (2) feet in between each pile.
- Limbs may be placed in personal containers for collection.
- No loose debris will be collected from wheelbarrows. Wheelbarrows will not be dumped.

Logs

- Logs must be under four (4) inches in diameter
- Tree stumps will not be collected.

Items Accepted for Yard Waste Collection

- Grass clippings
- Leaves
- Limbs
- Logs
- Mulch – no roots or dirt
- Plants
- Prunings
- Shrubbery - no roots or dirt
- Tree trimmings
- Weeds
- Other similar materials generated in the maintenance of residential yards and gardens
- Live Christmas trees – remove all lights, tinsel, and decorations

Items Not Accepted for Yard Waste Collection

- Dirt, rocks, or concrete
- Treated wood
- Lumber
- Tree stumps

Bulky Waste Collection

Items such as household furnishings, appliances, mattresses, box springs, lawn equipment and similar items too large to be placed in the city-issued garbage rollout cart and not eligible for recycling or yard waste collection are considered bulky waste and must be scheduled for collection. Please consider donating bulky-related items as the non-recyclable items will go to the landfill.

How to Prepare Bulky Waste for Collection

- Place bulky waste at the curb by 6:00 a.m. on your scheduled collection day.



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- Please do not put items curbside earlier than the day before the scheduled collection.
- Place bulky waste within six (6) feet of the curb and at least three (3) feet away from other collection items and obstacles such as mailboxes, phone poles, vehicles, etc. Do not place bulky waste in the city-issued rollout carts.
- Do not block the sidewalk.
- All items must be free of food, clothing, trash and flammable materials such as gasoline and oil.
- Please remove doors from refrigerators and rims from tires.

Schedule Bulky Waste Collection

Bulky waste must be scheduled for collection. Items placed at the curb without scheduling WILL NOT be collected. You can schedule:

- Call CharMeck311 (704.336.7600, TTY 704.432.1649, Monday – Friday 7 a.m. – 7 p.m.) or visit curbit.charlottenc.gov to schedule online

When submitting your request, you will receive a collection date and confirmation number. When scheduling, please have the following information available:

- Name
- Address
- Description of item(s) to be collected

Items Accepted for Bulky Waste Collection (Non-Recyclable)

- Baby/child car seats
- Basketball goal. Remove concrete base & cut to 6 ft. or less; concrete will not be collected; take to construction demolition landfill or full-service recycling center.
- Bathtubs. No cast iron tubs; 75 lbs or less; 8 ft. or less; if larger than 8 ft., must cut in half.
- Bed frames. Dismantle.
- Beds (metal). Dismantle.
- Bikes
- Boards. Remove or flatten nails; cut to 5 ft. or less.
- Box springs
- Carpet and padding. Roll & cut no longer than 5 ft.; no more than 75 lbs.
- Carts (metal). No grocery carts.
- Couches
- China cabinets/hutches. Empty; tape the glass.
- Chairs
- Chests. –Empty.
- Desks. – Empty.
- Doors. Tape glass, if applicable.
- Dressers. Empty.
- Entertainment centers. Empty; tape glass, if applicable.
- Fencing. Remove concrete; cut 5 ft. or less; roll into no more than 5 ft. sections; "chicken wire" accepted; no chain-link fencing.
- Fireplace inserts. Remove bricks; no bricks collected.
- Floor coverings. Includes carpet & padding installed by homeowners only; roll carpet & padding; 5 ft. or less; no more than 75 lbs.
- Garbage cans. Tag with a note indicating to take the can.
- Glass doors, windows, table inserts. Using tape, make an X over the glass and place it at curbside.
- Grills. Remove propane tanks; 75 lbs or less; no commercial grills.



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- Gutters - 5 ft. or less
- Gym sets. Remove concrete base & dismantle; no concrete collected; remove or flatten nails.
- Hampers. Empty.
- Linoleum. Roll & cut no longer than 5 ft.; no more than 75 lbs.
- Loveseats
- Lumber/boards. Remove or flatten nails; cut to 5 ft. or less.
- Mattresses
- Microwaves
- Oil or kerosene heaters. Empty; take oil/kerosene out, if applicable.
- Pallets. Must be broken into smaller pieces the size of boards or lumber with nails removed.
- Patio furniture
- Pianos & organs -75 lbs. or less. Dismantle.
- Plumbing materials
- Plywood & paneling -No larger than 1 in. thick x 5 ft. x 5 ft.
- Pool Covers. Folded; only folded cover 75 lbs or less will be collected.
- Space heaters
- Toilets. Clean & empty.
- Toys -Large

Appliances/White Goods/Electronics/Tires Accepted for Bulky Waste Collection (Recyclable)

- Air conditioners - window units only; no commercial units
- Computers/Monitors - will collect computers, but residents are encouraged to take to one of Mecklenburg County 's full-service recycling centers. For more information on computer disposal, read the Mecklenburg County Landfill Ban. Make sure hard drives are erased prior to collection.
- Dishwashers. Empty.
- Dryers. Empty.
- Freezers. Empty & remove door.
- Lawnmowers, including riding lawnmowers. Remove gasoline and oil; remove battery, if applicable.
- Printers - no commercial printers; must be less than 75 pounds.
- Refrigerators. Empty & remove doors.
- Stoves
- Televisions
- Tires – from automobile, motorcycle, van, minivan & small pick-ups ONLY. Remove rims. Rims will not be collected; maximum of 8 tires per collection.
- Trash compactors. Empty.
- VCR's
- Washing machines
- Water heaters
- Water tanks (75 lbs. or less). Empty.

Items Not Accepted for Bulky Waste Collection

- Any materials resulting from work performed by commercial contractor
- Air Compressors, Air/Helium Tanks
- Automobile parts (motors, tires on rims, doors, fenders, car seats, batteries, bumpers, etc.)
- Bricks
- Ceramic tile
- Chain link fencing
- Cinderblocks



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- Concrete
- Dirt
- Drywall/sheetrock
- Fence posts with concrete attached
- Fire extinguishers
- Furnaces
- Nails; boards with protruding nails
- Oxygen tanks
- Paint. Can be taken to Mecklenburg County's Full-Service Recycling Center.
- Propane tanks
- Pressurized tanks
- Rocks
- Roofing materials (including shingles)
- Sand
- Yard waste

Disability Collection (For Curbside Collection Customers Only)

Residents with a disability or other physical limitation that does not permit them to roll the city-issued garbage or recycling carts to the curb, please call CharMeck 311 (704.336.7600, TTY 704.432.1649, Monday – Friday 7 a.m. – 7 p.m.) to discuss special arrangements for the collection of garbage and recycling. Yard waste and bulky waste is only collected from the curb.

Residential Solid Waste Collection Services - Multi-family/Large Waste

Container Customers

The City of Charlotte Solid Waste Services provides garbage, recyclables, and bulky item collection to residents living in multi-family communities with a dumpster(s) or compactor. The collection services for these residents differ from those offered to single-family residents as noted below:

Garbage Collection

Garbage is collected from dumpsters or compactors for multi-family communities within the city limits. Large waste containers are provided by the community. Collection days vary for each multi-family community. Property managers know the days collection occurs and should share with residents of their properties.

The number of City-provided weekly collections a community is eligible for is based on the number of residential units. Any additional collections needed beyond the city-provided collections are the responsibility of the community.

The ratio of residential units to dumpsters will be based on a weekly collection per thirty (30) residential units.

Example: A Multi-family development with 120 residential units will be eligible for four (4) collections per week. The Multi-family development may elect to have four (4) dumpsters collected on the same day or any combinations of up to four (4) collections throughout the week. Note: The size of dumpsters does not dictate frequency of collection, i.e., a 4-yard Dumpster will not be picked up twice as often as an 8-yard dumpster.

The ratio of residential units to compactors will be based on a weekly collection per ninety (90) residential units to one (1) eight (8) yard compactor capacity. Number of collections equals ((# of Residential Units/90) *8) divided by the size, in yards, of the compactor.



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Property managers who have additional questions should call CharMeck 311 (704.336.7600, TTY 704.432.1649, Monday – Friday 7 a.m. – 7 p.m.) or email multifamily@charlottenc.gov.

Recycling Collection

Recycling services are available to multi-family communities that qualify for large container garbage collection service; however, the service is optional. For communities that offer this service, recycling stations are located near the dumpster or compactor. Property managers should share this information with residents of their properties. Residents who wish to have recycling service at their property should contact their property manager. It is also the responsibility of the property manager to share the eligible items for collection with residents at their properties.

Recyclables collected at the stations include:

- Aerosol cans; must be empty.
- Cans - aluminum, tin, and steel
- Cardboard -flattened, and cut or torn into small pieces that fit loosely in the rollout cart
- Cartons – milk and juice
- Cereal boxes
- Glass bottles and jars
- Juice boxes
- Paper - brown bags, junk mail, magazines, and newspapers
- Pizza boxes - clean with no food residue
- Plastic containers - bottles, jugs, and jars with necks and with caps, lids and pumps removed
- Spiral paper cans, i.e., biscuit cans

Please visit Mecklenburg County's website for the most current list of what can and cannot be recycled in the Curbside Recycling program: <https://wipeoutwaste.mecknc.gov/site-menu/curbside-pickup>.

Property managers who have additional questions should call CharMeck 311 (704.336.7600, TTY 704.432.1649, Monday – Friday 7 a.m. – 7 p.m.) or email multifamily@charlottenc.gov.

Yard Waste Collection

The City of Charlotte Solid Waste Services Department does not provide yard waste collection service for multi-family communities with dumpsters or compactors. Yard waste may not be disposed of in dumpsters or compactors.

Natural Christmas Tree Collection

Christmas trees will be collected during the month of January from multi-family communities with dumpsters or compactors. Please place trees (remove all lights and decorations) near the dumpster or compactor, or designated area in a way that does not obstruct garbage collection. Items placed in front of or behind the dumpster or compactor will not be collected.

Property managers who have additional questions should call CharMeck 311 (704.336.7600, TTY 704.432.1649, Monday – Friday 7 a.m. – 7 p.m.) or email multifamily@charlottenc.gov.



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Bulky Waste Collection Tips

Bulky waste collection is available for residents living in multi-family communities with dumpsters or compactors. To schedule a bulky item collection, call CharMeck 311. Please have the following information available when you call:

- Name
- Property's address
- Multi-family property name
- Items to be collected

When your collection date has been confirmed, please place items near the dumpster or compactor, or designated area in a way that does not obstruct garbage collection. Items placed in front of or behind the dumpster or compactor will not be collected.

Property managers who have additional questions should call CharMeck 311 (704.336.7600, TTY 704.432.1649, Monday – Friday 7 a.m. – 7 p.m.) or email multifamily@charlottenc.gov.

Small Business Garbage Collection Services (Locations outside Special Tax District #1)

The city offers commercial garbage collection for businesses that generate less than 512 gallons of garbage/trash per week.

Businesses which generate more than 512 gallons of garbage/trash per week must arrange for collection from a private hauler. You may contract with a private hauler for service. A list of permitted haulers in Mecklenburg County may be obtained by calling CharMeck 311 (704.336.7600, TTY 704.432.1649, Monday – Friday 7 a.m. – 7 p.m.) or email solidwaste@mecklenburgcountync.gov.

The city does not currently provide commercial recycling collection services.

The city's Small Business Garbage collection program is separate from residential collection. Schedules and procedures may be different for business customers especially on the holidays. If you are unsure of your collection schedule, call 704.336.4163 for assistance.

Solid Waste Services provides up to five (5) 95/96-gallon rollout cart to businesses with an annual collection service subscription. The quantity provided will be determined by the amount of garbage generated by the business. The total quantity cannot exceed the five (5) containers which is just under the 512 gallons maximum. This subscription service is provided at an annual cost of \$250.

New businesses may contact 704.336.6632 or swsbg@charlottenc.gov to start the verification process for service eligibility.

The City will send an annual invoice to all customers. Payment will be due within 30 days. Partial payments will not be accepted. Services will be suspended if the account is more than 30 days past due.

Payment Options

The City will accept a check or money order via mail to the remit-to address provided on the invoice. Cash or credit card payment will be accepted in person at the City's Revenue Division located on the 1st floor of the Charlotte-Mecklenburg Government Center, 600 East Fourth Street, Charlotte, NC 28202.

How to Prepare Small Business Garbage for Collection:

- All garbage must be bagged before placing it in the garbage rollout cart.



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- Do not overfill carts or place garbage items outside of the cart. Lids must be closed. Items outside the rollout cart will not be collected.
- No more than five (5) containers may be placed at the curb for collection.
- Do not block the sidewalk.
- Place the container(s) at the curb no later than 6:00 a.m. on your scheduled collection day.
- Place the container(s) at the curb no sooner than the evening before collection. The container(s) must be removed from the curb by 11:59 p.m. on the day of collection.

You may contract with a private hauler for service. A list of permitted haulers in Mecklenburg County may be obtained by calling CharMeck 311 (704.336.7600, TTY 704.432.1649, Monday – Friday 7 a.m. – 7 p.m.) or email solidwaste@mecklenburgcountync.gov.

Special Tax District #1 Small Business Garbage Collection Services

Special Tax District #1 = all property within an area, bounded by Brookshire Expressway, Independence Boulevard, Belk Freeway, and Interstate-77.

The city offers commercial garbage collection for businesses that generate less than 512 gallons of garbage/trash per collection day in Special Tax District #1.

Businesses which generate more than 512 gallons of garbage/trash per collection day must arrange for collection from a private hauler. You may contract with a private hauler for service. A list of permitted haulers in Mecklenburg County may be obtained by calling CharMeck 311 (704.336.7600, TTY 704.432.1649, Monday – Friday 7 a.m. – 7 p.m.) or email solidwaste@mecklenburgcountync.gov.

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New businesses may contact 704.336.6632 or swsbg@charlottenc.gov to start the verification process for service eligibility.

The city will send an annual invoice to all customers. Payment will be due within 30 days. Partial payments will not be accepted. Services will be suspended if the account is more than 30 days past due.

Payment Options

The City will accept a check or money order via mail to the remit-to address provided on the invoice. Cash or credit card payment will be accepted in person at the City's Revenue Division located on the 1st floor of the Charlotte-Mecklenburg Government Center, 600 East Fourth Street, Charlotte, NC 28202.

How to Prepare Special Tax District #1 Small Business Garbage for Collection:

- All garbage must be bagged before placing it in the garbage rollout cart.
- Do not overfill carts or place garbage items outside of the cart. Lids must be closed. Items outside the rollout cart will not be collected.
- No more than five (5) containers may be placed at the curb for collection.



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- Do not block the sidewalk.
- Place container(s) at the designated collection location between 7:00 a.m. and 10:00 a.m., Monday through Friday.
- All container(s) left at the curbside shall be removed from the designated collection location within one (1) hour of being collected.

Dead Animal Collection Services

Solid Waste Services will collect dead animals from streets, public rights-of-way, and residences located within the city. Service does not include interstate highways/ramps, public parks, areas outside of the City of Charlotte's limits, or unincorporated areas of Mecklenburg County.

Dead animals (wild or domesticated) on private property must be scheduled for collection and placed at curbside.

How to Schedule Collection:

To schedule a dead animal collection, call CharMeck 311 (704.336.7600, TTY 704.432.1649, Monday – Friday 7 a.m. – 7 p.m.). This service is provided from 8:00 am – 4:00 pm, Monday - Friday.