

FAQ Sheet



BROKEN ARROW CITY TRASH BAG VOUCHER PROGRAM

Where do I obtain the bags?

Bags are available at the retail outlets listed below.

When are vouchers mailed?

April and October. Please allow ample time to receive your vouchers.

What if I don't receive my voucher?

Contact the City of Broken Arrow at 918-259-8373.

Who qualifies to receive vouchers?

All current city residential solid waste customers.

What if I'm a renter; do I get my voucher or does my landlord?

Vouchers are mailed directly to the "billing address" listed on the City Utility account. See your landlord for vouchers.

How many vouchers/bags do I get?

Residents will receive one sheet of four vouchers. Each voucher is good for one roll of 25 bags.

What if I have a damaged bag?

Contact WasteZero Customer Service at 1-800-866-3954 for a replacement bag.

Do I need to redeem all my vouchers at once?

No. Please only redeem each individual voucher as you need bags.

If I don't have a voucher, may I purchase the bags? If so, what is the cost?

Yes, you can purchase the bags. One roll of 25 bags is \$4.39 (*some store limitations may apply*).

Is there a strict expiration date on the vouchers?

Yes. Retailers will adhere to expiration dates set by the City and noted on each voucher.

Are the vouchers tracked?

Yes. Vouchers are tracked by barcode and therefore cannot be duplicated.

SPECIAL NOTICE

Bags may be delivered to homebound or disabled citizens who are physically not able to pick up their bags. Citizens needing this delivery service are directed to contact:

- **City Operations at 918-259-8373**
- or
- **City Manager's Office at 918-259-2400 ext. 5419**

PARTICIPATING RETAILERS

Reasor's
1100 E. Kenosha St.
Broken Arrow, OK 74012

Reasor's
3701 S. Elm Place
Broken Arrow, OK 74011

Sprouts Farmers Market
851 E. Hillside Dr.
Broken Arrow, OK 74012

Walmart*
2301 W. Kenosha St.
Broken Arrow, OK 74012

Walmart*
3900 E. Hillside Dr.
Broken Arrow, OK 74014

Walmart*
6310 S. Elm Place
Broken Arrow, OK 74011

Westlake Ace Hardware
708 S. Aspen Ave.
Broken Arrow, OK 74012

**Indicates retailer that will have trash bags available only at the beginning of the cycle.*

For further information, please visit:
www.brokenarrowok.gov
reducethetrash.com/brokenarrow