

CITY OF BROKEN ARROW
SANITATION PICKUP INFORMATION 2018

****Check the Broken Arrow Web Site for proposed changes to your refuse service****

<http://www.brokenarrowok.gov>

Sanitation pickup is provided to residential customers twice weekly. In order to provide efficient and timely pickup, we ask that the following regulations be observed:

1. **BAGS REQUIRED:** All household waste must be in plastic refuse bags with a capacity of 30 gallons or less and tied shut, even if it is in a trash can. Place refuse at curb and do not block trash with vehicle. If the waste is not in plastic refuse bags, sanitation personnel are not required to pick it up. Plastic grocery sacks are not considered refuse bags. **Help keep our Sanitation workers safe—please do not place glass or sharp objects in bag where workers can be injured when handling your bag.**
2. **PICKUP TIME:**
 - a. Everything that is to be picked up must be set at the curb, by 7:00 a.m. on the regular pickup day. Don't rely on routes being run at the same time every day.
 - b. The exact time of pickup on each day depends on the volume of trash placed out and the number of people picking up trash that day.
 - c. Sanitation employees begin work at 7:00 a.m. each day and work until all routes are completed. In the summertime, this may be as late or later than 9:00 p.m. If routes cannot be completed, crews will begin where they left off the next morning.
3. **YARD WASTE:**
 - a. There is a limit of ten (10) 30-gallon bags of yard waste and/or bundles of brush per household per pickup. For each bag and/or bundle over 10, there will be an extra charge of \$1.25 per bag or bundle.
 - b. Yard waste bags larger than 30 gallons will be charged as 2 bags.
 - c. All tree limbs, brush, and branches (3 inch diameter or less), must be cut in four to five foot lengths and tied into 1 to 2-foot diameter bundles.
 - d. Grass clippings must be placed in plastic bags and tied shut. Loose grass in a trashcan will not be picked up.
 - e. Large piles of yard waste, (limbs larger than 3 inch diameter) or brush that is not or cannot be bundled will require a **bulky pickup** that will result in an additional charge. (*See section 6.*)
4. **SANITATION DOES NOT PICKUP:**
 - a. Hypodermic syringes, needles and other objects used or intended for use in injecting or removing any substance into or from the human body that are not in the proper type of container. If you do not have the proper container, contact your medical provider. For further information, see Section 12-26(a), Code of Ordinances, City of Broken Arrow, Oklahoma.
 - b. Roofing, materials and/or wood from remodeling, privacy or other fencing. (*See section 6.*)
 - c. Bags of dirt, rocks or concrete. (*See section 6.*)
 - d. The City will not pick up hazardous waste of any type including, but not limited to: oil, liquid paint of any kind, batteries, tires, gun ammo/powder, fuel or propane tanks, bio-hazardous waste and similar items that pose a potential hazard to human health and safety or to the environment.
5. **LARGE ITEM PICKUPS:** Additional charges will apply to large items.
 - a. Large item pickups include, but not limited to: Mattresses and/or box spring sets, hot water heaters, disassembled swing sets, furniture items, major appliances, carpet (2' x 5' roll max) and yard equipment
 - b. *Major appliances with refrigeration systems* will be accepted only if the proper documentation is attached that documents the refrigerant has been properly removed by a licensed CFC technician.
6. **BULKY ITEM PICKUPS:** *Call Operations @ 259-8373 to arrange a special pickup.*
7. **HOLIDAYS:** *Monday holidays are the only time the pick-up schedule will change.* If a holiday falls on Monday, Monday's pickup moves to Tuesday and Tuesday's pickup moves to Wednesday.
8. **If you have problems with dogs or cats bothering your garbage, you may contact Animal Control Office at 259-8311.** Residents are responsible for messes made by animals. Sanitation personnel are not allowed on private property to pick up dead animals or trash.

**CITY OF BROKEN ARROW
UTILITY INFORMATION – 2018**

Monthly Utility Billing includes water, sanitation, sewer, storm water and street light fees as required.

Access to Your Utility Account – In accordance with federal law, utility information is available to the customer and person(s) designated by the accountholder. Utility account information is available online by accessing the City’s website (<http://www.brokenarrowok.gov>) and selecting Community tab and Utilities. A pin number is required and is located on your bill below Your Monthly Usage and above the perforation. Account information and/or a customer service representative are also available through an interactive telephone system (918-259-8409) and selecting appropriate options. Customer service representatives are available Monday-Friday, 8:00 AM – 5:00 PM.

Budget Billing - The City of Broken Arrow offers a Budget Billing Program which allows our customers to pay an average of the current month and the previous 12 months. This reduces the variations in payments between high and low usage months. Budget Billing is available to customers after 12 months of uninterrupted service. Talk to a customer service representative for details.

E-Notification - In our efforts to be “green,” the City offers a program to utilize e-mail and notify customers their bill is available for viewing on the City’s website. This information may be accessed at <http://www.brokenarrowok.gov> and select Community tab and Utilities. A pin number is required and it is located on your bill below Your Monthly Usage and above the perforation.

Payment Methods – Check or cash payments at the Utility Office 116 E. Dallas, check in the mail or the drop box in the east parking lot, credit/debit card or e-check on our website (<http://www.brokenarrowok.gov>), via automated telephone system (918-259-8409), via telephone and speak with operator (Mon-Fri, 8:00 AM – 5:00 PM), electronic check via your bank account through your online banking, and automatic bank drafting.

Utility Deposit Requirements - The utility deposit is \$100 but may be waived based on a favorable credit inquiry evaluated by an independent agency with customer’s social security number. Without the credit inquiry or with an unfavorable credit report the deposit is \$100. Deposit is applied to the account after 3 years of good credit history or balance refunded when service is terminated.

Sewer Rates - Rates are based on average water consumption as shown on utility bills received in January-February-March. New accounts are based on a standard 9,100 gallons or the actual water consumption each month. The customer must select a method at the time of application for service until a sewer average can be calculated as described above.

Stormwater and Streetlight Fees – In accordance with City ordinance, all citizens are responsible for stormwater and streetlight fees. Stormwater fees offset maintenance and containment of stormwater within the City. Streetlight fees offset the cost of construction, maintenance and repair of the street lighting system.

Holiday Sanitation Schedule – If a holiday falls on a Monday, Monday pickups will be Tuesday, and Tuesday pickups will be Wednesday. If a holiday falls on Thursday or Friday, your trash will be picked up on your next regular pickup day.

Extreme Conditions – Under extenuating circumstances such as inclement weather, the City Manager has the authority to suspend trash service. When conditions permit trash service will be resumed and ALL TRASH will be collected. Since all trash will ultimately be collected, the City will not reduce a trash service bill for trash service being suspended during inclement weather.

For additional information or answers to your questions on the above, please call the Revenue Division, 918-259-8409 and speak to a customer service representative.