

Frequently Asked Questions (FAQs) for Public Works Solid Waste Division

Question: What time and where should the wheeled garbage barrel be placed for collection?

Answer: The barrel should be placed at the curb adjacent to your property or in the alley behind your house not earlier than 5:00 p.m. the day before your collection day or not later than 7:00 a.m. on the designated pick up day.

Question: How to prevent billing/charges to your account when you vacate the property and leave utilities connected?

Answer: **Residential customers are required by city ordinance to have solid waste services when the residence is occupied.** In order for services to be terminated and the billing discontinued, it is the customer's responsibility to promptly provide written notice to Public Works-Solid Waste Division requesting the service be terminated. Otherwise charges will continue until the department has been properly notified. Please do not expect any credit on your bill when you fail to provide prompt written notice. Written notification should be mailed, delivered or faxed to:

City of Albany Public Works Department – Solid Waste Division
PO Box 447 (1900 N. Monroe Street)
Albany, GA 31702-0447
Fax: 229-430-3868

Question: How often is yard debris collected?

Answer: According to the Solid Waste Ordinance, yard debris shall be collected twice per month.

Question: Should yard trimmings be separated from other debris?

Answer: According to the Solid Waste Ordinance, yard trimmings shall not be mixed with any other debris, and it shall be the owner/occupant/tenant's responsibility to separate all debris and place in separate piles for collection.

Question: What is the monthly rate for residential household garbage collection?

Answer: Effective July 1, 2011, the rate is \$27.03.

Question: What is the monthly rate for commercial garbage collection?

Answer: Due to the variation of services that may be rendered such as number of collection days per week, size of dumpster, etc., please call 229-435-4166 or 311 in order for us to schedule a time to discuss the best option for you.

Question: Are Roll-off Container/Boxes and Swa-car services offered?

Answer: Yes, we provide the service. Please contact our office at 229-435-4166 or 311 to obtain an agreement and to discuss the best option for you.

Question: What is the residential holiday schedule for garbage services?

Answer: Please see the link for Holiday Pickup Schedule on the Solid Waste Home Page.