



An original town.

Frequently Asked Questions Regarding Garbage Collection

In June 2021, China Grove Town Council adopted a solid waste collection fee for all residential properties within the town limits. Effective January 1, 2022, all residential dwellings are required to use the approved solid waste contractor to handle their waste management needs.

Benefits to Citizens and the Town

Use of a unified collection source provides a more seamless waste collection process, aids in proper disposal practices, and supports Town beautification and anti-litter efforts, while providing support in the management of rising costs. This change allows for increased resource availability to various service areas, as well as improved maintenance of existing infrastructure without an increase in taxes.

Residents using City of Salisbury water and sewer services

Just like water and sewer charges, the monthly waste collection fee will appear on your monthly bill.

How will this affect my monthly bill?

The flat-rate waste collection fee of \$10.46 per month includes *one* weekly waste collection of *one* 96-gallon waste rollout.

Will this affect my current waste collection service?

There will be *no change in collection days* or routes - and no interruption of service.

I am on well and septic service, does this affect me?

Starting January 1, 2022, citizens on well and septic service become *Sanitation Only* accounts for the Town of China Grove. All residential dwellings will use the same waste collection contractor. While this requires those residents to sign up for waste collection services, the process can be handled through a simple phone call to establish service.

Who will provide my solid waste collection?

Under contract during the fee adoption process, GFL Environmental Inc will continue providing citizens weekly waste collection services.

Contact GFL Environmental Inc at 336-668-3712, Option 3 with questions regarding missed trash collection, requests for additional waste rollouts, and to report a damaged or stolen rollout.

Contact Salisbury Customer Service Center at 704-638-5300 with questions regarding your monthly bill.

Who issues the bill – and how do I pay?

Monthly bills are processed by the City of Salisbury. Paper bills normally arrive on the 1st of each month and are due on or before the 10th of the month. You may setup an online account at www.pay.salisburync.gov to avoid relying on mail service. You may also setup auto pay and paperless billing. For your convenience, we accept payment via **debit, credit, check** and **money order**.

Pay Online Create an Online Account at www.pay.salisburync.gov

Pay by Mail Mail Check or Money Order *along with remittance form*
City of Salisbury, PO Box 740600, Atlanta, GA 30374

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Drive-Thru Services

Salisbury Customer Service Center - Monday – Friday 9:00 am – 5:00 pm
1415 S MLK Jr Avenue, Salisbury, NC 28144

How can I Start or Stop Service?

New customers may setup water, sewer, and sanitation services by contacting the City of Salisbury Customer Service Team by email at customerservice@salisburync.gov or phone at 704-638-5300. Water and sewer services will be handled the next business day, while your waste collection rollout will be dropped at your residence within 1 – 3 business day. Existing customers wishing to discontinue services may reach the Customer Service Team by the same phone or email as above.

Documents to needed when starting service:

1. Copy of signed rental agreement and signature page, or a Copy of a signed Closing Disclosure cover page and signature page, or Deed
2. Renters are required to pay a \$150.00 deposit when starting water, sewer, and garbage services
3. Copy of valid Government Issued Picture ID, or Tax ID (for business account)
4. Last 4 of Social
5. Contact Phone Number
6. Mailing Address
7. Name of anyone that you would like to authorize on the account, including their Date of Birth

May I opt out of service?

Due to the fee adoption by Town Council, all citizens will use a unified collection source as contracted by the Town of China Grove. You will receive a monthly bill for waste collection regardless.

I am a business using a private waste collection service, what does this mean for me?

Businesses using private commercial service are not required to use this service and will not be billed for this avenue of waste collection. Any business receiving a bill in error may contact China Grove Town Hall at (704) 857-2466 to have this resolved.

What about Bulk item collection?

Curbside collection services of bulk items, appliances, and yard waste will remain on Monday at no additional charge – there will be *no change* to this service.

Holiday Waste Collection Services

Waste collection is provided on holidays, with the exception of Thanksgiving Day, Christmas Day, and New Year's Day. Collection of rollouts that fall on holidays are collected the next business day.

Helpful Information

- Additional rollouts are available through our contractor GFL at a rate of \$2.00 per month for residential service, and \$5 per month for business service.
- Waste collection rollouts must be placed by the curb no later than 6:00 am on collection day, though it is perfectly acceptable to place it at the curb the evening before.
- Rollout handles should face the residence.
- The lid of the rollout should be closed.
- Garbage placed outside of the rollout will not be collected.

Remember: Correct cart placement with the lid closed ensures your rollout is emptied each week.

A final note

We are excited to bring this source of unified collection and the opportunities it provides for continuous improvement to our citizens and the Town of China Grove. We appreciate your patience as the transition towards a more streamlined collection process being this January.

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