

## FREQUENTLY ASKED QUESTIONS

*Before you call Wilmington Public Works, save time and check out the following frequently asked questions...*

1. How do I dispose of a couch?

You are allowed one large item in your regular trash. A couch or large chair can be put out on the curb during your regular trash day.

2. How do I dispose of a mattress?

You are allowed one large item in your regular trash. A mattress AND box spring counts as your one large item and can be placed out on the curb during your regular trash day.

3. Can I put a microwave in my regular trash?

Yes, this item can be placed out on the curb during your regular trash day.

4. I had some construction debris out on my curb? Why wasn't it picked up?

The garbage collection service is not obligated to take any construction debris. If there is room in the garbage truck and the collectors are running ahead of schedule, there is a possibility that small amounts of wood and/or carpet will be collected. These items must be cut into lengths no longer than 3 feet and bundled (or rolled) securely. Your best bet is to contact a private disposal company to remove large amounts of debris.

5. I'm just moved to Wilmington – when is my trash day?

Please click on the “Trash and Recycling” link to view Wilmington’s trash pickup schedule.

6. How do I get rid of a large appliance?

Please help reduce waste material by donating working appliances to charity. Otherwise, a private company picks up major appliances such as refrigerators, stoves, water heaters, washer/dryers, dehumidifiers, air conditioners, and dishwashers once a week on Friday. To make pickup arrangements, please visit the Collector’s Office at Town Hall to purchase a \$10 sticker for each item you would like picked up. Once on the pickup list, be sure to have the item out by 6:30am on the pickup day.

7. How do I get rid of a television or computer monitor?

Please help reduce waste material by donating working televisions and monitors to charity. Otherwise, a private company picks up televisions and monitors once a week. To make pickup arrangements, please visit the Collector's Office at Town Hall to purchase a \$10 sticker for each item you would like picked up. Once on the pickup list, be sure to have the item out by 6:30am on the pickup day.

8. What time should I put my trash out in the morning?

We recommended that all trash be placed curbside by 6:30 am, since the trash removal company starts at this time. For this reason, it's a good idea to put your trash out the night before. Placing your trash in a barrel with a secure lid greatly reduces the risk of animal interference.

9. Can I park on the street during the winter?

No, Town By-Law prohibits on-street parking during the winter months between the hours of 1am and 6am and during snow removal/widening operations.

10. How do I dispose of household chemicals and other hazardous waste?

The Town of Wilmington holds Hazardous Waste Collection Day once a year. Household chemicals, car batteries, and other hazardous waste can be dropped off at the collection location and this service is free to Wilmington Residents. Please keep posted to the DPW website for collection dates.

11. It's snowing and my street hasn't been sanded yet.

It is the responsibility of the Wilmington DPW to get the Town streets to a safe, passable condition. Past experience has taught us that the most efficient way to do this is to treat the main roadways and major hills first, then concentrate on the drive-through side streets, and finally treat the dead end subdivision roadways and cul de sacs. Please be patient as it is our fullest intent to make all town roadways as safe as possible during snow events.

12. A street light is out on my street. Who do I call?

Street lights are the responsibility of Reading Municipal Light Department. They can be reached at 781-944-1340.

13. Which items can I put out for curbside recycling?

Please click on the "Trash and Recycling" link and then click on "Recycling Details" for a detailed list of recyclable items.

14. How do I obtain a second recycling bin?

Extra recycling bins can be purchased at the DPW office during regular operating hours (Monday – Friday, 7:30am – 4:00pm) for five dollars each (\$5.00).

15. Who should I call if I see someone dumping into a catch basin?

Please call the Conservation Office at 978-694-2024 or DPW at 978-658-4481.

16. Who should I call to report a dirty discharge from a stormwater outfall?

Please call the DPW at 978-658-4481.

17. Who should I call to have a Town tree removed?

The Town of Wilmington Tree Division does not remove town trees without good reason. Trees will only be removed if deemed hazardous or an immediate safety concern. We will inspect removal requests as soon as possible and if deemed appropriate, will enter that work request into our database and schedule the work within our priorities.

18. Who do I call to report a complaint or pothole on Rte 38 (Main Street) or Rte 125?

These roadways are owned by the state and are maintained by Mass Highway Department District 4. The phone number is 781-641-8300.