



City of Palm Valley

"Home of The Harlingen Country Club"

December 21, 2022

To All Residents:

The following is a list of the most asked questions and answers we have received regarding the new garbage service. Please review the list and if you have additional questions regarding the garbage service you can contact Palm Valley City Hall at (956) 423-8384 or Waste Connections at (956) 316-0333.

1. How many days will Waste Connections pick up the garbage?
 - a. 96 Gallon Containers: One (1) day a week
 - b. 2 to 8 Yard Dumpsters: Between 1 to 5 times per week at an additional cost
2. What day(s) will Waste Connections pick-up a trash?
 - a. 96 Gallon Containers: Wednesday
 - b. 2 to 8 Yard Dumpsters: Wednesday. However, it depends on the frequency per Week at an additional cost (please see Rate Sheet for details).
3. Do I have to bag my trash?
 - a. It is recommended that all trash is bagged and placed in the bin.
4. What is the price of this new service?
 - a. 96- Gallon Containers: \$20.70 monthly, 11.50 monthly for additional container
 - b. 2 to 8 Yard Dumpster: Pricing depends on sizing and pick up frequency.
5. I am physically unable to take the cart to the curb for collection. What can I do?
 - a. Waste Connections will provide placards that will be attached to the containers to inform the driver that the customer will need assistance. Please contact City Hall to initiate the process on acquiring the placard.
6. How many Bins can I have for pick-up?
 - a. Up to two (2) 96-gallon containers.
7. Can I use another or my own waste container?
 - a. No, you cannot use another container. Waste Connections will only pick-up solid waste for their container marked "Waste Connections".
8. If my bin is stolen, what do I do?
 - a. File a police report. If you do not file a police report, you will be responsible for purchasing another container.
9. Please list the items that are acceptable in the bins.
 - a. Waste Connections will be delivering the containers with the guidelines attached on what items are acceptable in the bins.
10. How can I have construction/remodeling material picked up or brush/bulk items picked up outside the normal collection week?
 - a. There will be a quarterly roll up at the designated area for those brush/bulk items. The scheduled time will be on the calendar Waste Connections will provide with the container. Additionally, proof of residency will be required to use this service.
11. Where do I place my container?
 - a. Place the container so that the handle is facing the towards your house.
12. What time can I place my waste container outside for pick-up?
 - a. Containers need to be placed outside of the residence by 7:00 AM. Residential routes will begin at 7:00AM and will run until completed.

1313 N. Stuart Place Road, Palm Valley, Texas 78552
(956) 423-8384 - Fax (956) 291-0447 or (956) 423-6324
email: cityofpalmvalley@palmvalleytx.com
www.palmvalleytx.com