



GARBAGE/RECYCLING SERVICE PROBLEM

PICK UP WAS MISSED

SERVICE ISSUES: Please call or email Bonnie at the Town Office regarding any issues below:

**Town Office Hours: Monday -Thursday 8:30am – 4:30pm
Friday 8:30am-Noon**

Town Office Phone (262) 377-8500 Bonnie's email: bbartel@townofgrafton.org

PICK UP WAS MISSED: Please call or email Bonnie at the Town Office as soon as you discover your pick up was missed. Check to see if it was just yours or neighbors also.

- If it is still a scheduled day of garbage/recycling pick up, we may be able to get someone out there yet that day.
- If it is not still pick up day in the Town, the next day they are back in the Town is either Monday or Friday. We will do the best we can to get you service.

IT COULD HAVE BEEN MISSED BECAUSE:

- **CHECK THE SCHEDULE** - was there a change in schedule due to a Holiday.
- **WERE CARTS OUT BY 6AM?** - Even though you may know what time they always come for pick up, especially during summer months when workers take vacations there are fill in drivers who do not know our routes and may run it completely different, thus picking you up at different time than usual.
- **TRUCK BREAKDOWNS** If it is early in day they will usually send out a replacement truck and will be behind schedule rest of day. If it happens later in day they will come back in the morning to finish the route. **LEAVE YOUR CARTS OUT**
- **WEATHER RELATED ISSUES** They trucks will be taken off roads when there is lots of snow/wind or it is very Icy. They will send trucks back out when weather clears, usually not till next day. **LEAVE YOUR CARTS OUT.**

