FERN BLUFF
Municipal Utility District

3/30/2019

Fern Bluff MUD Resident:

You are receiving this letter because the District has been notified by Round Rock Refuse (a.k.a. Central Texas Refuse), the company which provides the District with garbage/recycling removal, that beginning the week of **April 22nd, 2019** Round Rock Refuse will be using a new automated truck in your neighborhood.

Bags or small branches left outside the cart will be loaded into the emptied cart by the driver and re-dumped into the truck. For items that do not fit in the cart, or if there are too many items, a rear-loading truck will be called in for pick up.

Round Rock Refuse is testing this type of vehicle in several neighborhoods. During this testing phase, the automated truck may be followed by a second rear loading truck to pick up trash and limbs outside of the garbage cart. After a trial period, the rear loading truck will not follow behind the automated truck but will be called into the neighborhood on an as-needed basis. It may be some time after the automated truck before the second truck arrives to pick up extra garbage.

Please Note:
Recycling carts are not serviced by this automated truck and the regular recycling truck will still be used in your neighborhood.

On the reverse of this letter is a flyer from Round Rock Refuse explaining when and how carts should be placed for the automated truck as well as some frequently asked questions.

If you have any questions or believe this change has adversely affected your level of service, please contact the District's Customer Service office at 512.238.0606.

Sincerely,

Fern Bluff MUD

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Municipal Utility District

ROUND ROCK Refuse

Round Rock Refuse will begin using Automated Refuse Collection Trucks in your area. Listed below are some helpful tips.

Placing of the Cart

- Set your cart on a flat surface near the edge of the curb or at the end of your driveway apron.
- The cart **must be a minimum of three (3) feet away from any object** such as mailboxes, trees, utility poles, vehicles, and your other cart.
- Do not place your cart under low wires.
- The wheels and handle of the cart should be facing your home (away from the road).





Frequently Asked Questions

1. **What is Automated Collection?**
   Automated collection refers to the use of the vehicle pictured above which is able to grasp, hoist, and empty waste carts without the need for manual intervention for safer, faster, and cleaner collection.
2. **Why the change from manual to automated refuse collection?**
   The refuse collection industry is moving away from manual collection because automated collection is safer, faster, quieter, and cleaner than manual collection.
3. **Are other communities using automated collection?**
   Yes, selected areas in the Round Rock area.
4. **How will the extra bags/items be picked up?**
   We will have another truck come through the neighborhood after the automated truck to ensure that all additional items up to the limit, are collected. This will ensure that your service will not change.
5. **What time do I need to have my carts out by?**
   7:00 a.m. on your collection day.

Safe **Fast** **Clean**