

**CITY OF LAKE WALES  
AUTOMATED COLLECTION SERVICE  
FACT SHEET**

- Totes will be provided, maintained and replaced by Florida Refuse for each resident. Residents can call Florida Refuse at (863) 678-0010.
- Eligible Residents will need to call in to City Hall to request back door service. Residents interested in back door service should call the city at (863) 678-4182 extension 274.
- If a holiday lands on a pick up day, the garbage will be picked up the next day. Florida Refuse will provide notice of schedule changes to the City no later than three months preceding the holiday.
- Commercial Hand Pick up solid waste will be collected by automated or semi-automated service as necessary in totes 2 times or 4 times per week depending on the customer's service description. Up to one additional tote will be provided upon request called in to the City at no additional charge.
- Residents will need to cut items such as tree limbs, tree trunks, palm fronds, etc. in lengths no greater than 4 feet long if the item's diameter is less than 6 inches and need to be cut in lengths no greater than 2 feet long if the item's diameter is 6 inches or greater.
- Grass cuttings, weeds, leaves and other yard material must be placed in containers, bags, or bundles. No single item shall exceed 50 pounds in weight. Florida Refuse will collect an unlimited volume.
- Professional tree services companies will be responsible for disposing of the resident's debris.
- Yard waste will be collected from the front of the premises at curbside or from service alleys at the rear of the property, where available.
- All yard waste generated at commercial and industrial establishments shall be placed in separate containers for collection and shall not be mixed with garbage and trash or other waste.
- Commercial establishments must prepare waste for collection similar to residential guidelines outlined above.
- A semi-automated service may be required in some alleys where clearance is a problem.
- If Florida Refuse is notified by the City before 2:00 pm, a missed pick up will be removed within 24 hours.
- Florida Refuse will continue to provide two annual city-wide clean ups annually.
- Florida Refuse will provide an annual rebate payment to the City for increasing recycling tonnage.

- **Florida Refuse will implement a marketing campaign to promote a commercial recycling program. The City's commercial customers will be offered a preferred discounted rate for the commercial recycling services.**
- **Florida Refuse has the exclusive right to provide solid waste collection services within the City of Lake Wales. Contractors engaged in building or remodeling operations shall be permitted to remove waste accumulated as a result of their operations if they own their own containers but they may not contract for the equipment or service of any other waste hauler/refuse contractor.**
- **Containers shall be provided at City Facilities according to the**
- **Contract schedule at no cost to the City. The schedule may be amended during the term of the agreement upon the direction of the City Manager.**
- **The City franchise fee is 12.5% of commercial and roll off invoices.**