

# PLANNING & DEVELOPMENT

## Spotlight News

001 | DECEMBER 2022 | WASTE MANAGEMENT



The Wyoming County Departments of Planning & Development (PD) functions to improve the quality of life for all County residents by coordinating two extremely important functions of County Government- Planning and Economic Development. Although sometimes thought of as separate departments, in practice they often overlap.

## TOPIC 01

Wyoming County resources available to assist residents with Waste Management (WM) related inquiries. Learn what we can do to help.

## TOPIC 02

When to contact WM directly and how it works for:

- Tote Maintenance
- Tote Replacement
- Missed Pickup

## TOPIC 03

Winter collection schedule changes and courtesy dumpster locations for Silver Lake area residents.

## WEBPAGE QUICKLINKS (LINK BELOW)

- Curbside Collection Complaint Form
- Request brand new garbage service, add an additional tote or remove service
- WM Solid Waste Collection Guidelines and more..

## TOPIC 01

### Wyoming County Waste Management Point Person

Brittini Kwiecien, Administrative Assistant for Planning & Development, is the County point person for all conversations concerning WM. Email is the preferred method of contact for the quickest response time.

All questions, concerns, and suggestions etc. concerning waste recovery should be directed to her via contact information listed below:

- Email—[Garbage@Wyomingco.net](mailto:Garbage@Wyomingco.net)
- Phone—(585) 786-5135 x General Planning
- ‘WM Online Complaint Form’ (link below)

### What can we help with? How?

- Adding a new or additional service
  - Will supply the form needed to add the service to tax bill and place the tote order with WM
- Curbside Collection Schedule & changes
  - Contact WM point person via contact info above
  - Visit County website for changes and updates (link below)
  - **\*NEW\*** Visit the Wyoming County ‘Curbside Collection Service Map’ (QR code or link below)
- General complaint with WM
  - Fillable form on County website (link below)

## TOPIC 02

### Contact Waste Management directly for:

- **Tote Maintenance**
  - Lost wheel, lid fell off, etc.
  - Call customer care to create a ticket
- **Replacement Totes**
  - \$75 fee if totes need replaced due to damage caused by anything other than garbage truck, snow plow, worn down over time, etc.
  - Stolen totes will be replaced with submission of police report.
- **Missed Pickup for Garbage, Recycling, or Bulky Items**
  - Be sure to contact immediately to schedule a courtesy pickup
  - If courtesy pickup is not done within 48 hours, hold for next scheduled pickup
- **Customer Care Number**
  - For any problems with your collection, questions or concerns just call WM Customer Care Center at **1-800-333-6590** from 9:00 am to 5:00 pm, Monday through Friday.

## TOPIC 03

### Silver Lake Area Winter Collection Changes (West Lake and Old Orchard residents ONLY)

- Dumpster use start date is **November 28**, with an end date of April 3, 2023.
- Dumpster at the end of Luther Road, (for West side residents).
- Dumpster on Lakeshore Dr between W Springbrook and E. Springbrook Roads (for Old Orchard area residents).
- **After April 3**, regular tote service will resume

<https://www.wyomingco.net/321/Planning-Development>

