



September 16, 2014

Big Oaks Municipal Utility District Residents

Re: Solid Waste and Recycling Collection

Attention Residents,

WCA would like to take this opportunity to clarify a couple of recent issues. First, the blue garbage containers were delivered with flyers stating trash guidelines and acceptable recycle items. That flyer may have caused confusion on which container was to be utilized for trash. The larger, blue, container is for household garbage, and the smaller gray container is designated for recyclables.

Next, WCA recently began converting its fleet to automated side-load vehicles. These side-loading trucks have been servicing your trash, and recycle containers, over the past four weeks. Along with the automated side-loaders a rear-loading style vehicle has been coming in at different times during the day than the side-loader to collect the residual trash not contained in the cart.

While we make every effort to ensure all the trash is collected, it appears there has been some confusion and residents have removed the residual trash prior to the rear-loader reaching them. As a reminder your trash and recycle must be out no later than 7:00 AM, and will be collected prior to 6:00 PM each regularly scheduled service day. WCA apologizes for this inconvenience and appreciates your continued patience as we work through this transition together.

Finally, effective **October 1, 2014**, heavy trash, yard debris and grass clippings, will be collected on Saturday only. Wednesday, collection will only be with the automated truck; therefore, anything outside of the container will be considered heavy trash and will not be collected. **Please place all heavy trash in your container on Wednesday; otherwise, put it in the container or beside the container on your second service day Saturday.** Should you have any questions, or need a container, please contact our customer care department at (281) 368-8397.

- **Wednesday: Trash and Recycle collection (nothing will be collected outside the container)**
- **Saturday: Trash collection, as well as heavy trash will be collected (including items outside the container).**

Sincerely,

WCA Customer Support
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Houston, TX 77083
(281) 368-8397