Press Release

Solid Waste Service Changes Effective July 1, 2025

Hello, Norris residential solid waste customers,

On July 1st, 2025, the city's new contract with Waste Connections will become effective. As there has been much information published and shared through both official and unofficial channels, we want to clear up any confusion and prepare for implementation with this communication.

Curbside Collection

Under the terms of the new contract and ordinance updates, on July 1, 2025, residents will be **required to bring their trash bins to the curbside for collection**. We recognize this deviates from the longstanding practice of "backdoor pickup," but ultimately, no vendors during the contract bid process offered to perform backdoor pickups for all residences throughout the city.

In certain circumstances, individuals with mobility issues that prevent them from bringing their solid waste container to the curb may receive a waiver from the curbside requirement. To be approved, individuals must complete a form (available on the city's website) and meet the following criteria: 1.) there is no person in the household who is physically capable of transporting the container to the curb; 2.) there is no neighbor or relative NOT living in the household who is able or willing to assist the resident in transporting the container to the curb; and 3.) a certification is provided by the resident's physician which certifies that the resident has a mobility impairment which prevents the transportation of a container to the curb.

Recycling

On July 1, 2025, **curbside pickup of recycling will no longer be offered** as a service to Norris residents. This change was a result of increased costs of tipping fees at WestRock, the primary recycling collection station in the region. On a positive note, this change has allowed us to reduce the monthly rate you pay for solid waste services from $18.10/month to $15.00/month (continuing recycling would have increased the amount to nearly $24.00). Though curbside recycling is too cost-prohibitive to continue, the city encourages all residents to continue recycling by taking advantage of the Anderson County recycling center located at 3065 Norris Freeway, Andersonville, TN 37705, located just outside city limits. Residents who currently possess a Waste Connections-branded recycling tub are free to repurpose it for other uses, or you can leave it by your trash bin for disposal.

Solid Waste Containers

During the last week of July, Waste Connections expects to begin the delivery of their new standardized solid waste containers for residential customers. We expect residents to begin fully utilizing their new containers no later than the August 11th, 2025, pickup (subject to change).

Service Day Items

Trash pickup will still take place on Tuesdays. On garbage day, **residents shall place their garbage carts within 5 feet of the curb for pickup no later than 7:00 a.m.** If necessary, placing your cart out the night before is permitted, so long as you assure the cart is secure and will not tip over. Placement should allow 5 feet of clearance (away from cars, power poles, structures and other garbage carts) on all sides of the cart for efficient service. Once the standardized carts are implemented, place the cart at the curb with the handle and wheels facing the home and the lid opening facing the street.

Lastly, if you have followed *ALL* the above instructions and for some reason your trash does not get picked up, the best thing you can do is contact Waste Connections. Their team can review footage and let you know if there is a reason your trash was not picked up, and if necessary, directly reach out to their drivers to remediate the issue. A link to Waste Connections contact information can be found on the front page of the city website.

Final Notes

We understand that these changes constitute significant changes from historic practices. Waste Connections and the City of Norris have a relationship dating back nearly 25 years, and the excellent management team with Waste Connections has assured us that they recognize the significance of this shift as well and are looking to work with us through the transitional process. With that being said, we as a city must hold up our end of the bargain and do our best to make this transition go over smoothly.

If you have any questions, please contact the City Office at 865-494-7645 or citymanager@norristn.gov.

Thank you,

Charles Adam Ledford, City Manager