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ERIC WAGENAAR
CITY MANAGER

PRESS RELEASE

January 28, 2025

For Immediate Release

Contact: City Manager's Office

To Our Valued City Refuse Customers,

I apologize that the recent changes to refuse operations weren't better communicated. I will be the first to admit that our roll out of these changes could have been better and I take responsibility for that action.

I ask that you direct any frustration you have with this issue to me, and not toward our hardworking DPW Refuse Workers who are out there in the full spectrum of North Country weather, doing their very best to provide quality on-time service, despite having to, at times, sort through garbage for properly tagged bags among items they cannot take. They are doing their very best in a difficult situation as they work diligently to serve our customers, while abiding by the rules and regulations they are charged with upholding as City employees.

We are reversing course and will allow personal totes and trash cans to be used for sticker bags starting on Monday, the 3rd of February, 2025. I do have to remind all our sticker customers that the restriction on bag size has been in place for many years and that sticker bags must be no more than 32 gals and 40 pounds. We will allow the use of the 32/33 gallon contractor bags, as long they do not exceed the 40-pound limit. Additionally, personal totes or trash cans that contain anything other than a properly marked sticker bag, will no longer be emptied by our refuse operators.

Please also note that we have pick up service for our customers that have medical conditions making it difficult for them to move refuse to the curbside. I do not think this service is well known to our residents and all you need to do is fill out an application that is found on our DPW webpage:

<https://www.watertown-ny.gov/media/PublicWorks/Curbside%20Pickup%20Request.pdf>

The application should be signed by a medical professional.

Thank you to those customers that made the change to city totes. Please contact us if you have any questions.

We look forward to continuing to provide high quality and efficient customer service to all of you, now and in the future.

For further information or questions, contact the City Manager's Office at (315) 785-7730.