

Rural Waste Service Center Frequently Asked Questions

www.LeonCountyFL.gov/RWSC or 606-1824



All Users

Q Why is Leon County charging me to use the Rural Waste Center?

A Due to budget constraints, the County considered closing the Rural Waste Service Centers. However, instead of closing them, we have found a way – with your input – to keep them open. This change will require users to pay a small user fee to help cover the cost of operations.

Q How will this new system work and how will the fee be established for my household?

A Each Waste Center now has a new gate and a scanner when you enter to dump trash. The scanner can be activated with your Driver's License or State issued identification card.

You have a choice of two fee options: pay \$2 per bag for a tall kitchen garbage bag (13 gallons); or, pay a flat rate of \$10 per month. You set up an account and draw from the account when you visit the Center. For flat rate users, the deduction occurs on your first visit every month, and the subsequent visits are free under the flat rate.

If you choose the per bag option, the attendant will count the bags and deduct the appropriate amount from your pre-paid account. Due to safety concerns, site attendants will not be able to accept cash or checks. You may use cash or check during the **annual** registration drives (onsite at each Waste Center) or anytime throughout the year at the Solid Waste Facility (7550 Apalachee Parkway). Additionally payment by credit card can be made onsite or online at www.LeonCountyFL.gov/RWSC.

Q Which is the best option for me; the flat fee or pay-per-use?

A The answer may depend on the amount of waste generated. For those who generate little waste, or perhaps are not a full-time resident the pay-per-bag option may be best. Consider the math – if you often have more than five kitchen (13-gallon) bags of garbage a month (5 bags x \$2 = \$10) and also make use of the yard debris or bulky drop off service, then the flat monthly fee would be less expensive.

Q Can I still elect to subscribe to curbside collection?

A All Rural Waste customers have the opportunity to subscribe to curbside collection through Waste Pro at \$13.40 a month. Services include weekly garbage, recycling and yard debris pick up, as well as bulky pick up upon request. Call 606-1899 to learn more.

Q How about recycling, hazardous waste, electronics, or a reuse center item). Do I have to pay?

A Leon County strongly supports responsible disposal of waste. Recycling, household hazardous waste, electronics are accepted at **no charge**. Items the Attendant deems acceptable for the reuse center are also accepted **free**.

Q Will I continue to have access to free mulch?

A Yes, regardless of the fee structure you select, mulch will be available at **no charge** when supply exists.

Q I do not live in unincorporated Leon County, may I use the Center?

A At this time non-residents are not permitted to use the Waste Center. However, in the future a separate fee may be established for non-Leon residents.

Q I only live in Leon County part-time and my Driver's License is not from Leon County. May I use the Center?

A If you reside (full or part-time) in unincorporated Leon County, you may use the Waste Center. A proof of residency, such as a utility bill or lease agreement in your name, will be required to obtain an account.

Q How do I establish an account?

A An account can be created by visiting your Waste Center, where the attendant will swipe your Driver's License. Or you can go online to www.LeonCountyFL.gov/RWSC. In the future your license will serve as your user card to gain entry to the Center. Multiple Licenses can be attached to a single account/household. Your user account will need to be pre-paid. Each applicable fee will be reduced from your account upon use. You can use credit card, cash or check to load your account. (See the following Q&A for how to do this and limitations of cash/checks)

Q How do I put money onto my account?

A Three forms of payment are accepted, credit card, cash or check. Due to safety of handling cash/checks, only credit cards will be accepted onsite at your Rural Waste Center.

1) Credit cards – Credits cards may be used onsite at the Waste Center or online at www.LeonCountyFL.gov/RWSC

2) Cash or check – For an added convenience an onsite registration drive will occur at each Waste Center annually to accept cash or check. Cash and check will be accepted year round at the Solid Waste Management Facility located at 7550 Apalachee Parkway (also the site of the Parkway Rural Waste Center).

Q Will the funds automatically roll over if not used within 1 year?

A Yes, funds will automatically roll over from one calendar year to another. The important thing is to keep enough funds in your account to accommodate your use of the Rural Waste Center.

Q I rent my home, do I pay or does my Landlord?

A This is a matter between you and the owner of the property. If your landlord does not include solid waste disposal as part of the rent, then the renter will need to set up an account.

Q Must I use my Driver's License?

A A Driver's License or State issued I.D. is the most convenient method to establish an account and access the Waste Center. However, any form of official I.D. can be used to issue the account and in this case the user will be provided a card with a unique bar code. This card must be used to pre-pay the account and gain access to the Waste Center.

Q My Driver's License is personal, why do you need it?

A Although your License can contain personal information, only your residency information will be accessed. Our computer scanner is not programmed or capable of accessing more in-depth information from the License.

Q My Driver's License is old and can't easily be read electronically. How do I swipe for entry?

A Should your License not be legible by the computer scanner, the Site Attendant can manually enter your information and provide you service.

Q I have multiple family members who may drop off garbage from my household; do we each have a separate account?

A No, multiple Driver's Licenses can be issued to a single household account. You must however live at the same address.

Q I don't have a computer or access to the internet, how can I access my account?

A The Leon County Library system, including all Branch locations, has community access to computers.