

CITY OF AUBURN, MAINE

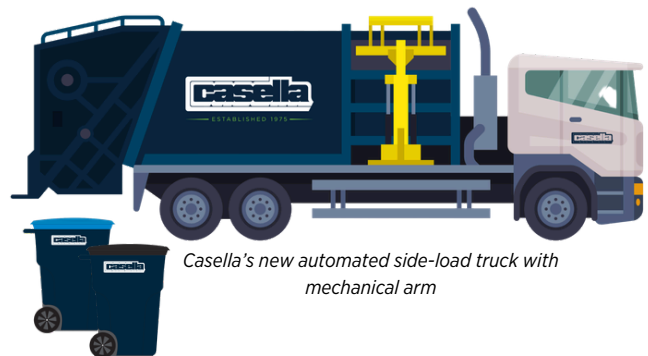
WHAT TO EXPECT WITH AUTOMATED CURBSIDE COLLECTION



Casella rear-load truck currently used in Auburn

The **City of Auburn** is currently serviced by Casella using a rear-load truck. The operation requires one driver and one helper, also referred to as manual collection. As the truck drives down the road, the helpers are on the back of the truck, hopping off to pick up trash and recycling and manually throwing it into the hopper.

As the industry shifts away from manual collection due to various factors such as labor, safety, and efficiency, Casella is introducing a **fully automated collection program** for the City of Auburn. This initiative is part of a broader effort to implement automated collection programs across our service areas. Automated Curbside Collection employs a truck equipped with a mechanical arm to lift trash and recycling carts. This operation requires only one driver, eliminating the need for an additional helper.



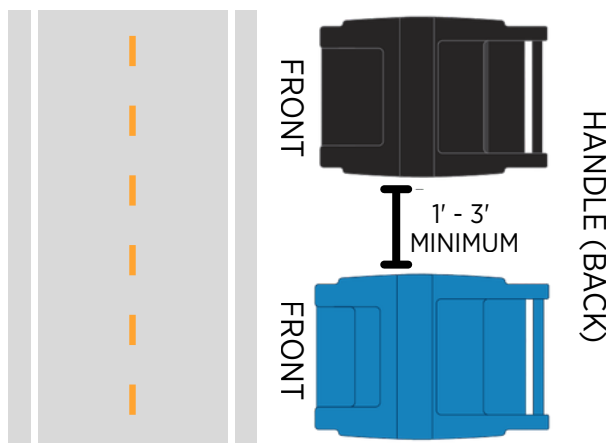
Casella's new automated side-load truck with mechanical arm

CART PLACEMENT GUIDE

You must allow 1-3 ft of space between your trash and recycling carts to ensure the arm can grab the cart without knocking the other cart over.

Allow at least **3-5 ft of space** from any fixed object (mailbox, telephone pole, fence, parked vehicle) so there is no risk of damage.

Always ensure the front of the cart is facing towards the street for collection.



Containers must remain **upright** for collection.



Keep all material **inside** the container.



Do not place containers back to back.



Keep container clear of **all** obstructions.

FREQUENTLY ASKED QUESTIONS

WHEN WILL MY CARTS ARRIVE?

Carts will be distributed to each residence in **June**, before the start of automation. Exact dates are still to be determined.

WHEN WILL AUTOMATED COLLECTION BEGIN?

Automated collection will begin the **week of July 13, 2026**.

DO I HAVE TO USE THE CARTS PROVIDED BY CASELLA?

Yes. The new automated collection system cannot accommodate other bins or carts purchased at a retail store.

HOW MANY CARTS WILL I RECEIVE?

Each single-family residence will receive no more than **two 64-gallon** carts: one for trash and one for recycling. Multi-units that are eligible will receive carts as well.

HOW WILL I KNOW WHICH CART IS FOR TRASH VS. RECYCLING?

Each cart will have a different lid color to distinguish its purpose: black for trash and blue for recycling. Each resident will receive one cart for trash and one cart for recycling.

SHOULD I START USING MY CARTS AS SOON AS THEY ARE DELIVERED?

NO. Carts are going to be delivered *before* the automated truck begins operating. **Please wait until the week of July 13th to begin using your new carts!**

WILL MY COLLECTION DAY CHANGE?

Collection days will remain the same for now. If any changes to your collection day are made, both the City of Auburn and Casella will notify you in advance.

WHO SHOULD I CONTACT IF MY CART IS DAMAGED OR IF I BELIEVE MY TRASH OR RECYCLING WASN'T COLLECTED?

Residents can contact Casella's Customer Service Representatives at **(207) 518-8653** or report cart issues and missed collections through the **"Recycle Better with Casella" mobile app**.

WHAT'S THE BEST WAY TO STAY INFORMED ABOUT CHANGES OR ANNOUNCEMENTS?

Auburn residents can use the **"Recycle Better with Casella"** app to access their collection calendar, set up reminders, use the Waste Wizard to learn how to properly dispose of materials, and report issues like missed collections. The app will also send important updates and reminders about the automated collection transition!



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