

# Public Services - Request Waste Services v3

## What you need to get

- Service address **\*\*We only service properties in the City of Grand Rapids\*\***
- Move in or service start date
- Previous city address - if any
- City cart numbers at service address - if any (not required, but helpful)

Ready to begin? Click Continue.

## Waste services we offer

Which services would you like? Check all that apply. (Select one or more options)

- Recycling - 2 cart options and no out of pocket cost
- Trash - a pay as you go service with 3 cart options
- Yard Waste - 1 cart size, pay per use service, with a \$27.50 cart deposit

Complete this section if you have made a selection that includes 'Recycling - 2 cart options and no out of pocket cost' in *Waste services we offer*: Which services would you like? Check all that apply.

## Recycle service

Do you need a recycle cart? (Select one option)

- Yes, I need a cart
- No, I have a cart

OK, what size recycle would you like? (Select one option) Required

- 64 gallon cart - good if you recycle a little
- 96 gallon cart - good if you recycle a lot

Complete this field if you have selected 'No, I have a cart' in *Recycle service*: Do you need a recycle cart?

Can you give us the number on the front of the cart? (Should have a yellow lid.) (Select one option) Required

- Yes
- No

Complete this field if you have:

- selected 'No, I have a cart' in *Recycle service: Do you need a recycle cart?*
- and selected 'Yes' in *Recycle service: Can you give us the number on the front of the cart? (Should have a yellow lid.)*

**Enter the number here (Should have a yellow lid.)**

Complete this field if you have:

- selected 'Yes' in *Recycle service: Can you give us the number on the front of the cart? (Should have a yellow lid.)*
- and selected 'No, I have a cart' in *Recycle service: Do you need a recycle cart?*

**Or take a picture of the front of the cart and upload here (Should have a yellow lid.)**



Please attach all files to the end of this form before submitting it.

Complete this field if you have:

- selected 'No, I have a cart' in *Recycle service: Do you need a recycle cart?*
- and selected 'Yes' in *Recycle service: Can you give us the number on the front of the cart? (Should have a yellow lid.)*

**Does the size of this cart work for you? (Select one option) Required**

- Yes, this is great!
- No, I would like to change sizes.

The information in the field below applies if you have:

- selected 'No' in *Recycle service: Can you give us the number on the front of the cart? (Should have a yellow lid.)*
- and selected 'No, I have a cart' in *Recycle service: Do you need a recycle cart?*

No problem, we will follow up with you later for those numbers.

The information in the field below applies if you have:

- selected 'No, I would like to change sizes.' in *Recycle service: Does the size of this cart work for you?*
- and selected 'Yes' in *Recycle service: Can you give us the number on the front of the cart? (Should have a yellow lid.)*
- and selected 'No, I have a cart' in *Recycle service: Do you need a recycle cart?*

We will contact you after we set up your service to make that change.

Complete this section if you have made a selection that includes 'Trash - a pay as you go service with 3 cart options' in *Waste services we offer: Which services would you like? Check all that apply.*

## Trash service

**\$12 minimum deposit required to start service**

**Do you need a trash cart? (Select one option)** Required

- Yes, I need a cart
- No, I have a cart

Complete this field if you have selected 'Yes, I need a cart' in *Trash service: Do you need a trash cart?*

**OK, which size refuse would you like? (Select one option)** Required

- 32 gallon cart - great for a single person. \$3.05 per use
- 64 gallon cart – ideal for a small to medium size family. \$5.10 per use
- 96 gallon cart – works for a large family that may not recycle. \$7.15 per use

Complete this field if you have selected 'No, I have a cart' in *Trash service: Do you need a trash cart?*

**Can you give us the number on the front of the trash cart? (Should have a blue or red lid.) (Select one option)**

Required

- Yes
- No

Complete this field if you have:

- selected 'Yes' in *Trash service: Can you give us the number on the front of the trash cart? (Should have a blue or red lid.)*
- and selected 'No, I have a cart' in *Trash service: Do you need a trash cart?*

**Enter the trash cart number here (Should have a blue or red lid.)**

Complete this field if you have:

- selected 'No, I have a cart' in *Trash service: Do you need a trash cart?*
- and selected 'Yes' in *Trash service: Can you give us the number on the front of the trash cart? (Should have a blue or red lid.)*

**Or upload a picture of the cart here (Should have a blue or red lid.)**



Please attach all files to the end of this form before submitting it.

The information in the field below applies if you have:

- selected 'No' in *Trash service: Can you give us the number on the front of the trash cart? (Should have a blue or red lid.)*
- and selected 'No, I have a cart' in *Trash service: Do you need a trash cart?*

No problem, we will follow up with you on the trash cart number

Complete this field if you have selected 'No, I have a cart' in *Trash service: Do you need a trash cart?*

**Does the size of this cart work for you? (Select one option)** Required

- Yes, this is great!
- No, I would like to change sizes.

Complete this field if you have selected 'No, I would like to change sizes. ' in *Trash service: Does the size of this cart work for you?*

**Which cart size would you like? (Select one option)** Required

- 32 gallon
- 64 gallon
- 96 gallon

The information in the field below applies if you have:

- selected 'No, I have a cart' in *Trash service: Do you need a trash cart?*
- and selected 'No, I would like to change sizes. ' in *Trash service: Does the size of this cart work for you?*
- and selected 'Yes' in *Trash service: Can you give us the number on the front of the trash cart? (Should have a blue or red lid.)*

We will contact you after we set up your service to make that change.

## Service address

**Number and Street (Include direction NE, SE, SW, NW)** Required

**Apt/Unit/Ste**

**Zip Code** Required

**Move in or Service Start Date** Required

M	M	D	D	Y	Y	Y	Y
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**Do you own or rent the property? (Select one option)**

- Property Owner  
 Renter

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## Contact Information

**First Name** Required

**Last Name** Required

**Email** Required

**How should we contact you? (Select one or more options)** Required

- Email  
 Mobile Phone  
 Home Phone

Complete this field if you have made a selection that includes 'Mobile Phone' in *Contact Information: How should we contact you?*

**Mobile Phone (enter numbers only, no hyphens or spaces)** Required

Complete this field if you have made a selection that includes 'Home Phone' in *Contact Information: How should we contact you?*

**Home Phone (enter numbers only, no hyphens or spaces)** Required

**Would you like to receive low balance notifications via email? (Select one or more options)**

Yes

**Would you like to receive low balance notifications via SMS/Text? (Select one or more options)**

Yes

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## Additional Account Information

**Are you currently using or have you used City trash service at a different address? (Select one option)** Required

Yes

No

The information in the field below applies if you have selected 'Yes' in *Additional Account Information: Are you currently using or have you used City trash service at a different address?*

Enter the last address you had service

Complete this field if you have selected 'Yes' in *Additional Account Information: Are you currently using or have you used City trash service at a different address?*

**Number and Street (Include direction NE, SE, SW, NW)** Required

Complete this field if you have selected 'Yes' in *Additional Account Information: Are you currently using or have you used City trash service at a different address?*

**Apt/Unit/Ste**

Complete this field if you have selected 'Yes' in *Additional Account Information: Are you currently using or have you used City trash service at a different address?*

Zip Code Required

**Are there other city carts at the new service address that you have not yet listed on this form? (Select one option)**

- Yes
- No
- Unsure

The information in the field below applies if you have selected 'Unsure' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*

No problem, we may follow up with you later if our records show other carts at the address.

Complete this field if you have selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*

**Are you able to provide the cart numbers at this time? (Select one option)** Required

- Yes
- No

The information in the field below applies if you have:

- selected 'No' in *Additional Account Information: Are you able to provide the cart numbers at this time?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*

No problem, we will follow up with you later for those numbers.

Complete this field if you have:

- selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*

**How many carts would you like to report? (Select one option)** Required

- 1
- 2
- 3
- 4
- More than 4

The information in the field below applies if you have:

- selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*
- and selected 'More than 4' in *Additional Account Information: How many carts would you like to report?*

Got it. Please add four of the carts below and we'll contact you for the rest.

Complete this field if you have:

- selected '1' in *Additional Account Information: How many carts would you like to report?*
- and selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*

Or if you have:

- selected '2' in *Additional Account Information: How many carts would you like to report?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*

Or if you have:

- selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected '3' in *Additional Account Information: How many carts would you like to report?*

Or if you have:

- selected '4' in *Additional Account Information: How many carts would you like to report?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*

Or if you have:

- selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected 'More than 4' in *Additional Account Information: How many carts would you like to report?*

**Enter the first cart number here**



Complete this field if you have:

- selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*
- and selected '1' in *Additional Account Information: How many carts would you like to report?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*

Or if you have:

- selected '2' in *Additional Account Information: How many carts would you like to report?*
- and selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*

Or if you have:

- selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected '3' in *Additional Account Information: How many carts would you like to report?*

Or if you have:

- selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*
- and selected '4' in *Additional Account Information: How many carts would you like to report?*

Or if you have:

- selected 'More than 4' in *Additional Account Information: How many carts would you like to report?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*

**Or, upload a picture of the first cart number here**



Please attach all files to the end of this form before submitting it.

Complete this field if you have:

- selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected '2' in *Additional Account Information: How many carts would you like to report?*

Or if you have:

- selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected '3' in *Additional Account Information: How many carts would you like to report?*

Or if you have:

- selected '4' in *Additional Account Information: How many carts would you like to report?*
- and selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*

Or if you have:

- selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*
- and selected 'More than 4' in *Additional Account Information: How many carts would you like to report?*

**Enter the second cart number here**

Complete this field if you have:

- selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected '2' in *Additional Account Information: How many carts would you like to report?*

Or if you have:

- selected '3' in *Additional Account Information: How many carts would you like to report?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*

Or if you have:

- selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*
- and selected '4' in *Additional Account Information: How many carts would you like to report?*

Or if you have:

- selected 'More than 4' in *Additional Account Information: How many carts would you like to report?*
- and selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*

**Or, upload a picture of the second cart number here**



Please attach all files to the end of this form before submitting it.

Complete this field if you have:

- selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected '3' in *Additional Account Information: How many carts would you like to report?*

Or if you have:

- selected '4' in *Additional Account Information: How many carts would you like to report?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*

Or if you have:

- selected 'More than 4' in *Additional Account Information: How many carts would you like to report?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*

**Enter the third cart number here**

Complete this field if you have:

- selected '3' in *Additional Account Information: How many carts would you like to report?*
- and selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*

Or if you have:

- selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected '4' in *Additional Account Information: How many carts would you like to report?*

Or if you have:

- selected 'More than 4' in *Additional Account Information: How many carts would you like to report?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*

**Or, upload a picture of the third cart number here**



Please attach all files to the end of this form before submitting it.

Complete this field if you have:

- selected '4' in *Additional Account Information: How many carts would you like to report?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*

Or if you have:

- selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected 'More than 4' in *Additional Account Information: How many carts would you like to report?*

**Enter the fourth cart number here**

Complete this field if you have:

- selected '4' in *Additional Account Information: How many carts would you like to report?*
- and selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*
- and selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*

Or if you have:

- selected 'Yes' in *Additional Account Information: Are there other city carts at the new service address that you have not yet listed on this form?*
- and selected 'More than 4' in *Additional Account Information: How many carts would you like to report?*
- and selected 'Yes' in *Additional Account Information: Are you able to provide the cart numbers at this time?*

**Or, upload a picture of the fourth cart number here**



Please attach all files to the end of this form before submitting it.

Your request is almost complete. Once you submit, we will be in contact with you within 5 business days to confirm your services. For trash or yard waste services, we will provide you with information on how to pay to get started. Keep in mind that you will need to add \$12 to your new trash account and there is a one-time fee of \$27.50 to start yard waste service. Thank you! Click Submit to complete the request.

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*End of form*

*Don't forget to attach all files before submitting this form*