

SERVICE INFORMATION:

For the city of Round Rock Trash is weekly and Recycling is Every Other Week. Please visit <http://www.roundrockrefuse.net/> to determine your recycling week by service area.

Service hours are 7 am to 6:30 pm. Please have all carts out by 7 am or the night before to ensure serviced.

You may place out your trash cart, plus up to 7 bags or items less than 4 ft x 4 ft x 40 pounds beside your cart on your service day. You may also utilize a personal cart if preferred. The weight limit is 40 pounds for any bag, item, or personal cart.

BULK PICK UP:

We do offer bulk pickup on a weekly basis for items larger than the limit, or any items containing freon. There is a per- item charge, so please call into our customer service department to pre-pay and schedule in advance. Scheduling for bulk pick- ups closes for the week at 4 pm on Thursdays, and we pick up the items on Saturdays.

We offer a once- annual bulk pick up for those residents who are within in the Round Rock City limits and are invoiced through the city of Round Rock. Please visit <https://www.roundrocktexas.gov/departments/utilities-and-environmental-services/solid-waste-recycling/spring-clean-week/> for 2020 Spring Clean Up collection dates and information.

CONTACT INFORMATION:

Our Customer Service Reps are available from 8am- 5pm, MON- FRI. We do have an after-hours answering service where you can leave a message after hours and we will return your call the next business day.

For billing questions, please contact the City of Round Rock at 512-218-5400.

HOLIDAY SCHEDULE:

We do close on Thanksgiving Day, Christmas Day, and New Year's Day. Your service day may slide by one day if it is effected by the Holiday. All other holidays through the year we still operate on a regular schedule.