

# CURBSIDE BULK GARBAGE/TRASH COLLECTION

## (Guidance Information)

***What is Curbside Bulk Garbage/Trash Collection?*** Large items or accumulations of garbage or trash, that will not fit into your rollout curbside trash container, that are placed at the curb for the City to collect. The collection fee is \$20 for each ½ ton pickup truck load. Curbside bulk garbage and trash shall not be placed on the curb until the collection fee has been paid. Please see instructions below to navigate scheduling and paying collection fees through the online OPENGOV portal.

***Does the city offer large dumpsters for collection?*** Yes. The City will supply a 3 cubic yard (3,300 lb.) dumpster bag for a fee of \$86. This fee covers landfill fees, cost of the bag, and collection. Once dumpster bag is filled call the Public works Department at 704-734-0735 for collection. (Note: Bag size is approximately large enough to contain four refrigerators.)

***What items will the city not collect?*** Tires on rims, batteries, paint cans containing liquefied paint, building materials, medical waste, hazardous waste, liquid waste, combustible waste or tree stumps. Doors of any appliance must be removed prior to collection. Refrigerators and other appliances that contain hazardous gas are required to be tagged following removal of the gas by a qualified person/company prior to collection. For tree limbs and brush collection contact the Public Works Department at 704-734-0735.

### “CREATING USER ACCOUNT”

***How do I create an account?*** Go to [www.cityofkm.com](http://www.cityofkm.com) and click on the **OPENGOV** icon button on the homepage. Click on **Sign UP** in the top right corner of the screen. Next click on **Sign up using Secure Portal**. Click on **Sign Up** and enter your email address and a personal password to create your account.

***What if I don't have access to the internet to apply online?*** You may visit the Public Works Department located at 1013 N. Piedmont Ave. Kings Mountain, NC to schedule collection and pay fees by either cash or check. If paying fee with cash please bring the exact amount due.

### “SUBMITTING APPLICATION”

***How do I apply online?*** Once you have created user account, go to [www.cityofkm.com](http://www.cityofkm.com) and click on the **OPENGOV** icon button and select **Public Works**. On the next page select **Curbside Collection**. On the next page select **Apply Online**. Login with your email address and password. Complete the application steps. On the last step click on **Confirm and Submit**.

Once submitted you may make payment. City staff will schedule a collection date once the fee has been paid.

## **“VIEWING THE STATUS OF MY SUBMITTED RECORDS”**

***How do I Login to view submittals and make payment?*** Go to the [www.cityofkm.com](http://www.cityofkm.com) and click on the **OPENGOV** icon button. Click on **Login** in the top right corner of the screen. Click on **Login using Secure Portal** and enter your email and password and click on the blue **Log In** button. Click on **My Account** in the top right corner of the screen.

You will now have access to records submitted under your user account. You may also click on **Search** located at the top of the screen to find records by address or record number. On the left hand column, you will see a list of actions that can be performed:

**DASHBOARD:** Here you can view a general overview of your records

**MESSAGES:** View messages from City staff in regards to records

**PROFILE:** You can edit your account profile such as: user name, phone number, address, etc.

**APPLICATIONS:** A complete list of records submitted under your account

**PAYMENTS:** Make payments and view paid or unpaid fees