

## SERVICE BASICS

### When does Waste Management start picking up my trash?

Waste Management begins collecting trash on **July 1, 2026**. Cans are being delivered now and should include a notice with this service start date.

### Do I need to do anything to get my new cart?

No action is needed. Waste Management is delivering 96-gallon green carts directly to Pike County residents. Carts include an instruction notice. You may begin using your cart on your next scheduled service day after July 1.

### What if I haven't received my green cart yet?

Waste Management is delivering carts daily. If you have not received your cart as July 1 approaches, contact Waste Management:

Phone: (866) 604-5062

Online: [wm.com/support](http://wm.com/support)

### Where do I put my cart for pickup?

Place your cart at the curb with the **wheels facing toward your house** (lid opening facing the street). The cart must be at least **3 feet away** from any obstacles such as vehicles, mailboxes, fences, or other carts.

Items left outside the cart cannot be collected.

### What day will my trash be picked up?

Your trash pickup day has not changed. To verify your specific pickup day, visit the Waste Management community page at [home.wm.com/muni](http://home.wm.com/muni).

### Will my pickup day change from what I'm used to?

It should not. More details will follow as the contract is finalized.

### What time should I have my cart out?

Place your cart at the curb the **night before** your service day or by **6:00 a.m.** on your scheduled pickup day.

### How close to the road does the cart need to be?

Curbside placement is required for the automated truck to reach it. Place your cart within 3 feet of the edge of the traveled roadway, with at least **3 feet of clearance** on all sides from obstacles such as parked vehicles, mailboxes, and other carts.

## THE NEW CARTS

### What size is the new green cart?

96-gallon. This is currently the only size available.

### What if my cart is damaged during delivery or pickup?

Call Waste Management Support: (866) 604-5062

### What if my cart gets stolen?

Call Waste Management Support: (866) 604-5062

### Can I get a second cart, and how much will it cost?

Yes. The cost of an additional cart is **\$9.20 per month**. The contract allows up to two additional carts per household. To request an additional cart, contact Waste Management directly:

**Waste Management: (866) 604-5062**

### What if I need a larger or smaller cart due to household size?

Currently, the 96-gallon cart is the only size offered.

### Can I keep using my old trash can or bins?

No. The automated side-loader trucks are designed to pick up only the provided 96-gallon green cart. Items in other containers or placed outside the cart cannot be collected.

### What if I have more trash than fits in one cart?

Items outside the cart will not be picked up. You may request an additional cart by contacting Waste Management at (866) 604-5062.

### Who do I call if there's a problem with my cart?

**Phone: (866) 604-5062**  
Online: [wm.com/support](http://wm.com/support)

## PICKUP FREQUENCY

### Why does the county only get one pickup per week when cities get two?

Cities and the county each negotiate their own service levels and pay for those levels separately. Cities generally pay a higher rate for twice-weekly pickup, funded through their own tax structures.

For the county, Pike County's road network (over 700 miles), combined with fuel and operational costs, means adding a second weekly pickup would significantly increase costs to taxpayers. The Board of Supervisors continues to evaluate service levels.

### Is there any plan to add a second weekly pickup for county residents?

Not at this time.

### What if I miss my pickup day?

Place your cart back out on your normal collection day. You may also take garbage to one of several public dumpsters that will be placed at set locations throughout the county.

### Will there be holiday schedule changes?

Yes. Visit [home.wm.com/muni](http://home.wm.com/muni) to view your holiday schedule. When Waste Management observes a holiday, it is required to publicize the schedule change and complete makeup collection within two days after the holiday or by your next regular pickup day, whichever comes first.

## WHAT GOES IN THE CART

### Can I put bagged trash in the cart, or does it need to be loose?

Please **bag your trash and tie the bags** before placing them inside your cart. Loose trash is not recommended.

### What items are NOT allowed in the cart?

The following hazardous household waste items should **not** be disposed of curbside or placed in your cart:

- Batteries
- Electronics
- Fluorescent light bulbs
- Paint and paint cans
- Used motor oil and filters
- Prescription medications

### What do I do with bulky items like furniture or appliances?

These items can be taken to:

#### Pike County Landfill

3031 MS-48 E, Magnolia, MS 39652 — (601) 783-6765

#### Pike County Transfer Station

3104 Lindbergh Rd., Magnolia, MS 39652 — (601) 783-2369

### Is yard waste included, and what do I do with it?

No. Yard debris (grass clippings, leaves, limbs, and other landscaping waste) is not included in cart service and should not be placed in or beside your cart. Yard debris can be taken to:

Pike County Landfill — 3031 MS-48 E, Magnolia — (601) 783-6765

Pike County Transfer Station — 3104 Lindbergh Rd., Magnolia — (601) 783-2369

### How do I dispose of tires, paint, chemicals, or hazardous materials?

Pike County hosts a hazardous waste collection day every two years. Please follow state guidelines at:

[mdeq.ms.gov/household-hazardous-waste](https://mdeq.ms.gov/household-hazardous-waste)

### What about old electronics or TVs?

Pike County hosts a hazardous waste collection day every two years. Please follow state guidelines at:

[mdeq.ms.gov/household-hazardous-waste](https://mdeq.ms.gov/household-hazardous-waste)

### Is recycling included in this service?

Pike County does not have a countywide curbside recycling program. However, there are four recycling drop-off containers located throughout the county:

McComb — 1241 Parklane Road (Fire Station #4)

Summit — 801 Peter Street (behind the police station)

Magnolia — 180 S. Cherry Street (across from the fire station)

Osyka — 215 S. Liberty Street (next to town hall / police station)

## BILLING AND COST

### How much will trash service cost?

Residential solid waste service is **\$18.00 per month** for your primary cart. Additional carts are available at **\$9.20 per month each**, with a maximum of two additional carts per household.

### When will billing start?

The new billing ordinance is scheduled to take effect on **August 1, 2026**. The first bills under the new system are expected after that date. The county will announce the exact first billing cycle before bills go out.

### Who will I pay — Pike County or Waste Management directly?

Billing will remain with **Pike County's Solid Waste Department**. You will not pay Waste Management directly. The Board of Supervisors made the decision to keep billing local. To request an additional cart, contact Waste Management directly at (866) 604-5062.

### Where do I pay my bill?

#### By mail:

**Pike County Solid Waste**  
PO Box 29  
Magnolia, MS 39652

#### In person:

145 W Railroad Ave. N S, Magnolia, MS 39652

**Online:** [certifiedpayments.net/PaymentWizard\\_3.aspx](https://certifiedpayments.net/PaymentWizard_3.aspx)

### Can I pay online?

Yes. Pay online at: [certifiedpayments.net/PaymentWizard\\_3.aspx](https://certifiedpayments.net/PaymentWizard_3.aspx)

### What happens if I can't pay or fall behind?

Unpaid fees accrue a monthly late charge, become a lien on the property, and can result in a hold on your vehicle tag renewal. Before any tag hold is placed, you will receive written notice and the opportunity to request a hearing.

If you are having trouble paying, contact Pike County Solid Waste as soon as possible:

**Pike County Solid Waste: (601) 783-4192**

### Will there be income-based exemptions or hardship provisions?

Exemptions are set by formal order of the Board of Supervisors. Exemptions currently under consideration are limited to unoccupied properties that generate no garbage, and commercial or multifamily properties with their own private collection contracts.

No income-based exemption is currently proposed. State law requires the fees to cover the actual cost of operating the system.

### If service doesn't start until July 1, will I be billed before then?

You will be billed at the older billing rate until **August 1, 2026**. The new billing ordinance takes effect August 1, 2026, and the first bills under the new system are expected after that date.

## RURAL AND ROAD ACCESS CONCERNS

### What if I live on a private road or a road Waste Management won't travel?

Under the contract, collection trucks travel public roads only. If you live on a private road, place your cart at the point where your private road meets the county-maintained road, within 3 feet of the edge of the traveled roadway.

If that placement is not workable, contact Pike County Solid Waste. The county is required to work with Waste Management to resolve cart placement problems.

**Pike County Solid Waste: (601) 783-4192**

**What if my driveway is too long or too rough for the truck to access?**

The truck does not come up driveways. Service is curbside only — place your cart at the end of your driveway within 3 feet of the county road edge by 6:00 a.m. If you have a special circumstance, contact Pike County Solid Waste at (601) 783-4192.

**What if I live on a road with a weight limit or a low bridge?**

The county and Waste Management will work together to identify affected roads and arrange an accessible cart placement point. If you believe a restriction on your road will affect collection, contact Pike County Solid Waste before service begins.

**Pike County Solid Waste: (601) 783-4192**

**What about residents on gravel or unpaved roads?**

County-maintained roads, including gravel and unpaved county roads, are part of the service area. Place your cart within 3 feet of the edge of the traveled portion of the road. Only private roads are excluded from truck travel.

**What happens during flooding when roads are impassable?**

When flooding or another emergency makes a road impassable, collection on that road may be delayed until conditions allow safe access. Collection resumes as roads become passable and any schedule changes will be publicized.

Storm debris is handled separately from regular cart service and should not be placed in or beside your cart.

**TRANSITION AND TIMING****What happens to my current trash service between now and July 1?**

Trash will be picked up as normal in either your old cart or the new Waste Management green cart.

**Will there be any gap in service during the switchover?**

No. Collection will happen on the normal schedule.

**SENIORS, DISABLED RESIDENTS & SPECIAL CIRCUMSTANCES****Is there accommodation for elderly or disabled residents who can't roll a cart to the road?**

The new service uses automated trucks that can only empty carts placed at the road, so standard service is curbside. The county recognizes this is a real concern for some residents and is reviewing options. If you or a household member cannot move the cart to the road and have no one who can assist, please contact Pike County Solid Waste.

**Pike County Solid Waste: (601) 783-4192**

**What if I'm a renter — is service set up through me or my landlord?**

Service is set up by property, not by tenant. Under the county billing ordinance, the bill is mailed to the property owner of record, and the owner is responsible for the fee. Renters should coordinate with their landlord on how the cost is handled.

**What about vacant properties or seasonal residents?**

A parcel that is unoccupied and generates no garbage may qualify for an exemption from the fee upon written application and county verification. The exemption lasts only while the property is unoccupied.

Contact Pike County Solid Waste for exemption application: (601) 783-4192

**COMPLAINTS AND ACCOUNTABILITY**

### What do I do if my trash isn't picked up on my scheduled day?

First, confirm your cart was at the curb by 6:00 a.m. with at least 3 feet of clearance from obstacles. If it was, leave the cart out and report the missed pickup. The contract requires Waste Management to collect a verified missed pickup within **48 hours** of your report.

Waste Management: (866) 604-5062 or [wm.com/support](http://wm.com/support)

If the problem is not resolved, contact Pike County Solid Waste at (601) 783-4192.

### Who do I call to report a missed pickup?

**Waste Management: (866) 604-5062**

Online: [wm.com/support](http://wm.com/support)

Community portal: [home.wm.com/muni](http://home.wm.com/muni)

### Is there a grace period or makeup day for missed pickups?

It depends on why the pickup was missed. If Waste Management missed your pickup, report it — the contract requires a verified missed pickup to be collected within **48 hours** of your report. If the cart was not at the curb by 6:00 a.m., place it out on your next scheduled collection day.

### What are Waste Management's customer service hours and contact information?

**Phone: (866) 604-5062**

Online chat: [wm.com/support](http://wm.com/support)

Community portal (holiday schedule, service management): [home.wm.com/muni](http://home.wm.com/muni)

### Who do I contact at the county if I'm unhappy with service?

**Pike County Solid Waste: (601) 783-4192**

## BIGGER PICTURE CONCERNS

### Why did the county switch to Waste Management?

The county currently uses Waste Management. This is a new collection system rollout with a new contract renewal, not a change in provider.

### How many companies bid on this contract and why was Waste Management chosen?

Five companies picked up bid packages and three ultimately submitted bids. All three proposed using automated side-loader trucks. The contract has not yet been finalized — the Board of Supervisors sent an updated proposal back to Waste Management and expects to finalize the agreement following the June 15 meeting.

### How long is this contract and can it be cancelled if service is poor?

The agreement under consideration runs from **July 1, 2026 through June 30, 2032**, with short renewal terms after that only if both parties agree in writing.

The contract includes enforceable performance standards (limits on missed pickups, a 48-hour complaint resolution deadline, and holiday makeup requirements), financial penalties when Waste Management fails to meet those standards, and the county's right to terminate for an uncured breach.

### Why can't the county run its own trash collection?

Running a countywide automated collection system in-house would require purchasing and maintaining a fleet of specialized trucks, buying the carts, and staffing daily routes across more than 700 miles of county roads. Competitive bidding allows the county to obtain that service at a fixed contract price, with enforceable performance standards, without that capital investment. Billing and customer accountability remain local with the county.

### Will rates go up every year?

Not automatically. The rate the county pays Waste Management adjusts each year based on a published federal cost index for trash collection service. The fee residents pay is set separately by the Board of Supervisors and reviewed once a year.

By law, the resident fee combined with other system revenues cannot exceed the actual cost of operating the system, and no fee increase can take effect without published public notice and a notice on the first bill reflecting the increase.

## OTHER QUESTIONS

### The cart is ugly / too big / too small / the wrong color

All carts are Waste Management green and only the 96-gallon size is available at present.

### My neighbor got their cart and I didn't

Carts are being delivered in phases across the county, so neighboring homes may receive carts on different days. If you have not received your cart as July 1 approaches:

Phone: (866) 604-5062  
Online: [wm.com/support](http://wm.com/support)

### The automated truck knocked over or damaged something on my property

Report the damage to Waste Management as soon as possible, with photos and the date and time if available. Under the contract, Waste Management is responsible for damage caused by the negligence of its drivers and crews and is required to carry insurance for those claims.

Waste Management: (866) 604-5062

If you do not receive a satisfactory response, contact Pike County Solid Waste at (601) 783-4192.

### The driver didn't pick up because the cart wasn't placed correctly

The automated truck requires the cart to be at the curb with wheels facing toward your house, with at least 3 feet of clearance on all sides. Check your placement and ensure nothing is blocking access.

Waste Management: (866) 604-5062 or [wm.com/support](http://wm.com/support)

### I saw the truck driving past without stopping

Trucks sometimes pass a street and return later in the day, so leave your cart out until the end of the day. If your cart was at the curb by 6:00 a.m. and was not emptied by end of day, report a missed pickup. A verified missed pickup must be collected within **48 hours** of your report.

Waste Management: (866) 604-5062 or [wm.com/support](http://wm.com/support)