



Commercial Dumpster Use Policies and Procedures

The Department of Solid Waste Management continually strives to provide timely, efficient and cost-effective service to its customers. The following policies and procedures provide a summary of the Department's commercial dumpster use policies and procedures. Proper planning will be instrumental in ensuring the successful implementation of garbage and/or recycling collection service.

Placement of Dumpsters

Service area: The customer should provide a paved service way sufficient to support heavy-duty service vehicles. An empty vehicle's weight can vary between 33,000 and 38,000 pounds. Solid Waste Management trucks will not operate in areas not adhering to these guidelines.

Enclosures: To ensure the safest servicing experience for our collection teams, enclosures must have a system in place to keep doors open while being serviced, otherwise customers will be required to sign a Hold Harmless Agreement. Enclosures must also contain two concrete bollards that are centered in front of the back wall of the enclosure.

Accessibility: Dumpsters should be accessible to both the customer and service vehicle. Solid Waste vehicles will not service a dumpster that is blocked by a parked vehicle or other obstructions. Failure to control this problem is one of the primary causes of poor service. Further, service vehicles are unable to wait for a dumpster to become accessible; field collection teams will not return to empty/service a blocked dumpster until the next scheduled collection date. Should the dumpster be inaccessible/ blocked when our collection team arrives for servicing, the customer can request that we return to service the dumpster for a fee, which will be based on the container size. The customer should contact the Department of Solid Waste Management's Customer Experience team at (404) 294-2900 or CommercialService@dekalbcountyga.gov. The additional fee will be placed on the customer's monthly bill.

Overhead clearance: The Department of Solid Waste Management front-loader vehicles must have a minimum of 25 feet of vertical clearance to permit safe dumping. It is the responsibility of the customer to ensure proper clearance.

Dumpster Care

Doors: The side and top doors should be closed when the dumpster is not in use. Open doors may be bent or torn off when servicing. Although the dumpster is equipped with a drain plug, open doors can allow for an accumulation of rainwater, and cause unsanitary conditions. Closed doors prevent the possibility of papers blowing out and aids in the control of odor.

Overloading: Dumpsters must not be overloaded to the extent that its side and top doors cannot close. Building materials, concrete, bricks, sand and heavy logs should not be placed in the dumpster.

Servicing container: Dumpsters are serviced mechanically by the operator from the vehicle cab. Any accumulation of boxes, trash or pallets left on or around the dumpster will not be collected.

Burning: The burning of trash in a dumpster is a violation of the open burning ordinance, and will cause damage to the dumpsters. If this occurs, the user will be assessed a fee for repairs and repainting of the dumpster.

Area maintenance: The area surrounding the dumpster will be maintained by the customer, and will be kept free and clean of any accumulation of garbage, etc. Any garbage placed on top of the dumpster must be removed and placed in the dumpster by the customer. Keeping side and top doors closed, and not overloading the dumpster will help in preventing any unsightly conditions.

Cleanliness of container: Maintenance of the dumpster is the customer's responsibility, ensuring the interior and exterior are kept clean. It is recommended that the dumpster is sprayed with water regularly to prevent odors or unhealthy conditions from forming.

Drains: Whenever possible, it is recommended that drains be installed, especially at a restaurant, so the dumpster can be sprayed with water regularly to cut down on odors caused by garbage collection on the inside and bottom of the dumpster.

The following items are NOT approved for placement in dumpsters: Dirt, tires, rocks, pallets, bed springs, tree logs or limbs, deceased animals, furniture and carpet, wood and wooden crates, concrete and concrete blocks, construction and demolition materials, large household or industrial appliances, large automobile parts (fenders, doors, axles, rear ends, transmissions, etc.)