



Solid Waste & Recycling Curbside Subscribers Billing Schedule Change (Effective October 2025)



At their September 10th, 2025, meeting, the Public Works Commission voted to change the billing schedule for Solid Waste and Recycling Curbside Collection from a 6-month subscription renewal to a recurring monthly fee. These monthly fees will be added to customer's Concord Municipal Utility Bill that they already receive.

Current Subscribers will be automatically transitioned into the monthly billing program and will see their first Curbside Collection monthly charge on their November 2025 Concord Municipal Utility bill.

Autopay will be an option and will be updated automatically to include Curbside Collection in November. For more information, please visit www.concordma.gov/recycle.

Monthly Billing Questions

1. Existing Customers - What is changing with my bill?

Beginning with October 2025 service, the curbside collection solid waste & recycling program will transition from being billed semiannually to a monthly billing model. The monthly charge will appear as a line item on your regular Town utility bill.

2. How do I subscribe to the program as a new customer? – A new customer will need to fill out a service application and is responsible for paying a 1-time deployment fee for each cart. Carts will then be delivered by Waste Management, who owns the carts. More information can be found at www.concordma.gov/recycle

3. If I am an existing customer, do I need to re-enroll?

No. Current subscribers will automatically transition into our monthly billing. If you wish to cancel service, please contact Concord Public Works before October 1, 2025.

4. How will the fee appear on my statement?

It will be listed as “**Curbside Collection**”, directly beneath water and sewer charges.

5. Are income eligible or senior discounts still available?

Yes. Discounts will continue to be available. Eligible residents must apply annually and once approved, the discount will be applied to the monthly bill.

6. I'm on AutoPay/Budget (Level Pay). Do I need to do anything?

No action is needed. Your automatic payment will update to include the curbside collection -line.

7. Who do I contact with billing questions?

Please contact Customer Service at (978) 318-3101.

Curbside Collection Service Questions

1. Why does the Town only offer a 35-gallon cart?

The Town participates in a Pay-As-You-Throw (PAYT) program that encourages waste reduction and thoughtful consumer choices.

2. What if I have too much trash to fit in the cart?

You can purchase yellow overflow tags (\$3.60 each) that can be placed on any 35-gallon bag. One tag should be placed on each bag. You can also subscribe for service for an additional solid waste cart.

3. I don't have enough trash to fill a barrel each week—can I get a discount?

No. The program fee covers collection and disposal of one 35-gallon cart each week regardless of how often you put it out.

4. I don't want a cart—can I just put out a bag with disposal tags?

No. A Town issued- cart must be used for service.

5. The 96-gallon recycling cart is too large—can I get a smaller one?

Yes, subscribers may request a free swap to a 64-gallon cart by submitting an application online at www.concordma.gov/recycle.

6. What if I have too much recycling for the 96-gallon cart?

Only Town-issued carts will be collected. If you consistently generate more recycling than can be contained within your cart, you may purchase service for an additional recycling cart.

7. What time do my carts need to be out?

Carts must be at the curb by 7 a.m. on collection day and removed as soon as possible after collection.

8. Where do I place my carts for collection?

Place carts at the street with wheels facing the house, at least three feet from parked cars, mailboxes and other obstacles.

9. Where do I place my carts when it snows?

Clear an area at the curb so carts are both visible and accessible.

10. I'm moving within Concord—can I take my carts with me?

Contact CPW and staff will coordinate transferring service to your new address.

11. My cart is damaged—who arranges repair?

Residents can submit their repair request directly to Waste Management, through the link at www.concordma.gov/recycle.

12. Who do I call if I have additional questions about the Solid Waste and Recycling Program?

Please call Concord Public Works at (978) 318-3240.