

Frequently Asked Questions

- **Who do I call if I have a problem?**
 - The Fort Griffin SUD office will handle all issues with pickup, can/dumpster damages, account changes, etc.
- **What is my new pickup day?**
 - Your **weekly** pickup day will be determined closer to the launch date of 04/01/26. When you receive your new container, a flyer will be attached to the lid notifying you of your new route day, and you will also be notified via phone.
- **Does it have to be bagged?**
 - We recommend **only bagged household waste**, but it is not mandatory. Anything put into container must be **easily compactable**. We use an automated trash truck and loose items can occasionally get caught by wind, so use your best discretion.
 - Cardboard boxes we recommend be cut to fit **loosely** inside container to minimize the risk of becoming wedged and not allowing the can to empty fully when dumped.
 - Animal carcasses are accepted but **must** be bagged in standard 13-gal kitchen bags to minimize risk of becoming lodged in truck's compactor.
- **What if I need something large thrown away?**
 - Bulk pickups can be requested for larger items such as appliances and construction materials. These can either be scheduled by calling the SUD office or texting County Waste Service (325-216-8328) a photo of the item and the address. Pricing and availability will be determined based on the item itself.
 - For large construction projects, County Waste Service does provide large roll off containers, contact 325-216-8328
- **What if I forgot to put my can out?**
 - Call the SUD office to notify them and discuss options
- **Who do I pay?**
 - Billing will be handled by the SUD office as part of your water bill.