To ensure your trash cart is emptied, it must be placed by the edge of the roadway the night before the scheduled collection service with the lid opening facing the street (handles facing the house) and, if you have more than one cart, they must be spaced at least 3 feet apart. Carts must be removed from the roadway edge and stored in a secure location near your home as soon as possible on the same day of collection.

If your cart was not emptied, it could be due to the following:

- cart was blocked due to a parked vehicle
- cart was overflowing
- cart had non-kitchen household waste in it, such as bulk items or brush
- cart was facing the wrong way, such as facing away from the street
- cart was in the incorrect position
- carts were too close together

Please contact Public Works at 252-441-1122 for alternatives to disposing of the trash prior to your next scheduled collection date.

If your trash was missed due to none of the above reasons, please contact Public Works as soon as possible and we will quickly look into the issue.