



Effective October 1, 2025

The City of Conroe proudly announces our partnership with Frontier Waste Solutions as the exclusive residential trash, recycling, brush, and bulk collection service provider. This transition will not disrupt current collection routes. Below, you'll find key answers to frequently asked questions to help navigate the new services confidently.

Trash and Recycling Information

How can I determine my trash, recycling, and bulk collection days?

- The service day for trash and recycling collection remains the same. Services for trash and recycling collection are once a week on the same day.
- To confirm your service days: Download the Frontier App (for service schedules, alerts, and direct communication with Frontier Waste) or view the interactive service map on Frontier Waste website at www.frontierwaste.com or the City of Conroe website at www.cityofconroe.org.

Will I need to purchase a new trash or recycling bin?

- No, you will receive one new 95-gallon trash cart and one new 95-gallon recycling cart. These will be delivered to your service address before services begin on October 1, 2025.

Who do I contact for service issues or questions?

- Use the Frontier App to log and track service requests.
- Call Frontier Waste Customer Service department for direct assistance at 936-258-9035.
- Visit www.frontierwaste.com

FRONTIER WASTE APP

Schedule special collections, ideal for:
Whitegoods (appliances), Brush, or Household hazardous waste.
Receive any route change alerts! Weather! Alerts on any changes coming.
Receive reminders in advance of their collection day.
Add the "Find Your Service Day" widget to the City's website

What is the Frontier Waste holiday schedule?

- Frontier Waste will not provide collection services on New Years Day, Thanksgiving Day and Christmas Day.
- When your collection day falls on any of these holidays, your service will occur the following day.

I am moving into a new home; how do I order garbage and recycling carts?

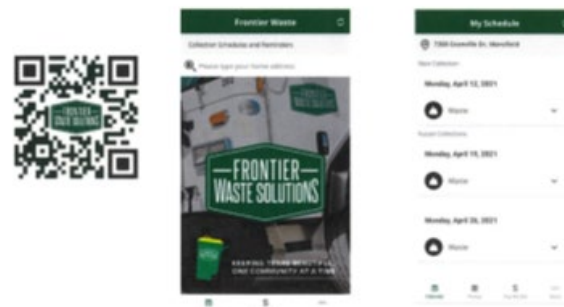
- First, check inside the garage or backyard for existing carts.
- If you need carts, please reach out to the City of Conroe Utility Department at 936-522-3170, option 3.

Should my trash be bagged before placing it in the cart?

- Absolutely! All waste placed in the gray and green 95-gallon trash carts should be bagged to prevent debris, minimize odors, reduce wind-blown litter, and promote cleanliness.

How should I place my carts out for collection and at what time?

- Position carts with the lid openings facing the street and the wheels closest to the curb.
- Ensure at least 4 feet of clearance from mailboxes, fire hydrants, vehicles, and other obstacles.
- Set out by 6:30 a.m. for collection.





Can my yard waste go into my trash cart?

- You can place all household, yard, and brush waste in the trash cart.

I have been told not to bag recyclables. Is this true?

- Correct! DO NOT bag recycling materials, as the bags are incompatible with the equipment used at the Materials Recycling Facility (MRF).

Is the list of recycling items changing? The list remains the same as with your current provider:

- Aluminum cans and steel/tin cans
- Newspaper and mail
- Paperboard (cereal, food, snack boxes)
- Printing paper and office paper
- Cardboard
- Glass bottles (clear, green, and brown)
- Plastic bottles (milk, water, detergent, shampoo), properly cleaned out

What if I have more trash or recycling than my carts can hold?

- Extra service stickers can be purchased from the City of Conroe Utility Department and must be applied to each additional bag (Note: this does not apply to recycling). You can place up to 10 tagged bags out on your regularly scheduled service day.
- If your household consistently requires more trash or recycling capacity, contact the City of Conroe Utility Billing Department at 936-522-3170, option 3 to request an additional cart for an extra monthly fee.

My Frontier Waste Cart is damaged. How do I get it repaired or replaced?

- Please contact Frontier Waste through the Frontier Waste App or call 936-258-9035 and report the damage. Frontier Waste will repair or replace the cart on your trash/recycle day. Please place the damaged cart at the curb.

My cart has a bad order. How do I clean it?

- You can wash the cart with a water hose and household cleaner. Then, allow it to dry with the lid open in the sunshine. Bagging your trash will help!

Can I order additional Trash and Recycling Carts?

- You may order additional carts by contacting the City of Conroe Utility Billing Department office at 936-522-3170, option 3 to add the additional service to your monthly invoice.

Where am I supposed to store trash Carts and recycling carts?

- Carts cannot be stored in your front yard. Carts must be stored no nearer to the street than the front of the primary structure except during collection hours. A properly stored cart is not visible from the street. Carts should be stored in compliance with the current City Ordinance and/or Homeowners Association (HOA) deed restrictions.

What should you do if your cart is damaged beyond repair or missing?

- Please contact the City of Conroe Utility Billing Department at 936-522-3170 to report a missing or damaged cart beyond repair. Trash and recycling carts lost, stolen, or damaged beyond repair by the customer will require a replacement fee.



Bulk & Brush Collection

What changes are being made to bulk and brush collection?

- The city has determined that fewer than 30% of residents set out bulk and brush waste monthly. To enhance efficiency, scheduling pickups allows us to streamline operations and reduce unnecessary collection trips for reliable, cost-effective service. Pickups must be scheduled at least two days before the collection day.

How do I find out my scheduled Bulk & Brush Collection Day?

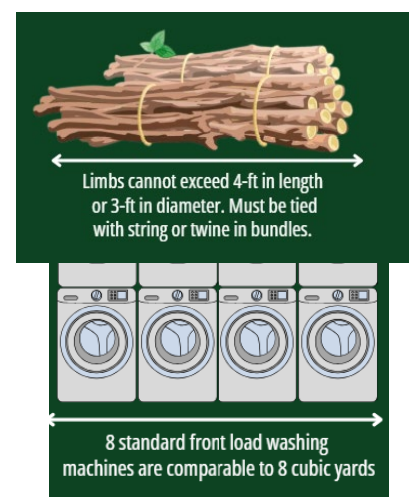
- View the Bulk & Brush Collection Map to determine your collection week. ([Hyperlink](#))

Residents have three options for scheduling a pickup:

- Use the Frontier Waste App (access the Frontier App by scanning the QR code on your cart)
- Visit the Frontier Waste website www.frontierwaste.com
- Call Frontier Customer Service: 936-258-9035

What items qualify as bulk or brush? Visit the Brush & Bulk Guideline ([Hyperlink](#))

- Bulk items: Large items that do not fit inside the 95-gallon trash cart.
- No household waste is permitted with the Bulk & Brush.
- Yard waste & limbs:
 - Limbs must not exceed 4 feet in length /3 feet in diameter.
 - All limbs must be cut down and tied in bundles with string or twine.
 - NO item over 50 pounds.



How much bulk or brush can I place at the curb?

- Residents may place up to 8 cubic yards of bulk/brush, including boxes, household items, furniture, and household appliances, all from your home.

What happens if I miss my scheduled bulk or brush collection?

- You will need to wait until the next scheduled collection date.
- Residents can use the Frontier App to set reminders to avoid missing their pickup. ([Widget](#))

What items are *not accepted* in bulk or brush collection?

- Construction materials or DIY debris: The contractor or third party must remove all construction debris.
- Tires or rims
- Household hazardous waste
- Commercial waste, construction waste, or waste from DIY projects.
- Car parts, solid metal items, and pallets
- Tree Services: The contractor or a third party must dispose of all tree removal.

How do I dispose of old appliances?

- Schedule appliance pickup via the Frontier Waste App, by phone, or use the Frontier Waste widget at least 2 days before your scheduled service day.
- Appliances containing Freon must have the Freon removed by a licensed technician. A certificate must be placed in a sealed plastic bag and taped to the front of the appliance.

How do I get rid of my old personal trash/recycle cans?

- You can schedule through the Frontier Waste Bulk & Brush App. Place the cans out with scheduled bulk collection: please add a note "Please Dispose". Frontier Waste will not dispose of Waste Management containers. Please report to Waste Management at 866-684-3146 to schedule cart removal services.



Special Disposal & Additional Services

(Please always let resident know they need to call and confirm for prices and any changes)

How do I dispose of paint, oil, or hazardous waste?

Please always call to confirm that times and services have not changed. Fees may apply.

- Contact the Conroe/North Montgomery Recycling Center at 936-539-7911.
Address: 142 W. Wally Wilkerson Pkwy, Conroe, TX 77303
Hours: Monday – Friday, 8:00 AM – 4:30 PM
Paint is only accepted during special collection events, which will be announced by Conroe/North Montgomery County Pct 1.
- Contact Montgomery County Pct 3 Recycling Center at 281-367-7283 (has additional disposal options)
Address: 1209 Pruitt Road, The Woodlands, TX 77380
Hours: Monday – Saturday 8:30 a.m. to 4:30 p.m. (lunch 11:30 am to 12:30 pm.)
Household Chemicals: Wednesday's & 3rd Saturday each month: 8:00 am to 5:00:pm

What are the disposal options for home construction projects?

- Permits must be obtained through the City of Conroe Permit Department.
After securing permits, contact Frontier Waste at 936-258-9135
- To set up an account and order a roll-off dumpster. Fees Apply
Available roll-off sizes: 20-yard, 30-yard, and 40-yard containers.

For further inquiries, please don't hesitate to contact Frontier Waste Solutions at **936-258-9035** or visit www.frontierwaste.com or the City of Conroe Utility Department 936-522-3170 or www.cityofconroe.org