

Solid Waste Billing FAQs

General Questions

1. How did the JCMUA establish the rate for solid waste services?

Solid waste charges are calculated based on water consumption. The solid waste rate is \$2.477 per hundred cubic feet of water used. Charges for solid waste will be an additional line item in your current water and sewer bill.

2. Will I see a change in my property taxes?

No.

Billing Questions

3. If I am currently paying a private hauler for solid waste services, will I receive a bill from the JCMUA for public solid waste services?

If you are paying for private hauling, you will not be billed for public solid waste hauling. If you think you are being billed incorrectly, please contact SUEZ Customer Service at (800) 575-4433. You will need to provide your contract and proof of payment before being removed from the solid waste billing system.

If you use public solid waste hauling and supplement with additional private solid waste hauling, the property will be charged the solid waste fee.

4. Whom should I contact with any billing questions?

SUEZ Customer Service at (800) 575-4433.

5. How often am I billed for trash & recycling pick-up?

As of January 1, 2021, solid waste fees will be an additional line item on your water and sewer bill. The frequency is the same as for your water and sewer bills.

6. If my water bills are estimated, how will I be charged for solid waste? When the corrected bill is presented, will I receive credit for solid waste? How is it calculated?

Solid waste is calculated based on water used. If a corrected bill is presented for water, the corresponding solid waste charge will also be corrected.

Service Questions

7. Whom should I contact if I have a question about my solid waste services?

For questions about solid waste service, please contact the Jersey City Department of Public Works (JCDPW) at (201) 547-4400. For billing, please contact SUEZ Customer Service at (800) 575-4433.

8. Will pick up days and times change from the current scheduled pick-up?

No.

The schedule remains the same. Please find your ongoing recycling and waste collection schedule by scheduled pick-up dates at the following link to the Jersey City Sanitation & Recycling website:

<https://jerseycitynj.gov/cms/one.aspx?portalId=6189744&pageId=7221869>

9. If solid waste is not picked up properly, whom should I call?

Jersey City Department of Public Works (JCDPW) at (201) 547-4400.

10. Will there be any change to the collection of recycling items?

No.

You can obtain more information on the collection of recycling items at the following link to the Jersey City Sanitation & Recycling website:

<https://jerseycitynj.gov/cms/one.aspx?portalId=6189744&pageId=7221869>

11. How do I find out if there are service interruptions in my area?

Please call the Jersey City Department of Public Works (JCDPW) at (201) 547-4400.

12. Is my trash delayed today due to the Holiday?

Please call the Jersey City Department of Public Works (JCDPW) at (201) 547-4400.