**TOWN OF ANDOVER**

**JULY 2020 - JUNE 2021**

**RECYCLING & TRASH COLLECTION GUIDE FOR RESIDENTS**

**RULES & REGULATIONS - PLEASE SEE INSIDE**

**CHANGES IN RECYCLING**
**Cartons of any kind and frozen food boxes are no longer acceptable in recycling - Please see page 4 for more details**

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**PUBLIC WORKS**

The Department of Public Works consists of the following divisions: Spring Grove Cemetery, Engineering, Facilities & Field Rentals, Forestry, Highway, Parks & Grounds, Sewer Collection, Recycling & Solid Waste, Vehicle Maintenance, Water Treatment and Distribution. See back cover for contact information.

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**RECYCLING BINS**

Blue, 18 gallon Recycling Bins
Pickup by appointment only
at 5 Campanelli Drive
Call 978-623-8701 or
email recycle@andoverma.us

TIP: You can use any container you choose for recycling as long as it weighs less than 50lbs when full and is clearly marked as recycling with 2 Red Recycle Stickers affixed, one on each side. Available by appointment only. The Town does not supply trash receptacles.

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**DO NOT RECYCLE PLASTIC BAGS CURBSIDE**

**May be recycled at participating retailers**

To avoid contaminating the recycling stream, DO NOT place plastic bags, wraps, films or pouches OF ANY KIND in your recycling bin, or use them to bag recyclable items.

**Recycle Quick Tips**

- All items must be clean, empty and dry
- No plastic bags, wraps or films
- No “tanglers” like hoses, ropes or cords
- No food waste or items covered in food residue
- Boxes must be broken down, free of packing and bundled no bigger than 3’x3’x2’
- See page 5 for acceptable items. If you are not sure please ask or place in your trash. Email Recycle@AndoverMa.us for questions about acceptable items

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**RULES & REGULATIONS - PLEASE SEE INSIDE**

**MISSED PICKUPS / COMPLAINTS**

Contact Republic Services 800-442-9006 or use our Public Works Request System found on the Town’s website at: AndoverMA.Gov/WorkRequest

**QUESTIONS ABOUT RECYCLING OR TRASH DISPOSAL IN ANDOVER?**

Please call DPW at 978-623-8700 or email at Recycle@AndoverMa.us

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Follow us on Social Media

@AndoverDPW  @AndoverDPW  @Andover_DPW
CURBSIDE
REGULATIONS

- All trash and recycling must be curbside by 7:00 AM
- Truck routes and schedules are subject to change without notice during the day
- Trash is collected weekly
- Recycling is collected bi-weekly
- Trash on private property WILL NOT be picked up
- Recycling or trash buried under snow WILL NOT be picked up
- Yard waste is collected seasonally, 6 weeks in the spring, 6 weeks in the fall - Please see page 3 for details
- Weather related delays, call 978-623-8700, or sign up for CodeRed for automatic notices (visit AndoverMA.Gov/CodeRed for more information on CodeRed)
- Collections following holidays will be one day later. Please see pages 6 & 7 for the schedule
- NO TRASH OR RECYCLING CONTAINER MAY EVER WEIGH MORE THAN 50 POUNDS AT ANY TIME

TRASH COLLECTION

Containers: The Town does not supply trash containers. Residents are free to use whatever containers they choose as long as they weigh less than 50lbs when full (drivers manually lift containers). Residents may also place bags curbside. Trash in barrels must be bagged; no loose trash. Please do not use paper yard waste bags or contractor bags for curbside trash collection.

Limits: Household trash is limited to 4 bags or barrels, no more than 50lbs each, or the equivalent of 135 gallons maximum per residence. NO “business” trash accepted.

Bulky Items: Residents are also allowed one bulk item per week as part of their regular trash service. Please see page 3 for more details.

Bundled Branches: Residents’ twigs/branches are allowed in the weekly trash pickup, (subject to limitation of 3-4 bundles). Please see page 3 for more details.

The following CANNOT be put curbside for trash collection:
- Construction/Demo Debris
- Appliances/White Goods
- TVs and Electronics
- Treadmills
- Oil Based Paint, Varnishes, Solvents
- Hazardous Waste (see Page 9)
- Wet Paint/Cans (see Page 3)
- Yard Waste (a separate collection - See page 3)
- Lawn Mowers/Snow Blowers
- Recyclables
- Lead Acid or Lithium Batteries
- Items Containing Mercury

See page 8 for more details on Mercury and Batteries

Paint: Please see page 3 for details on what is allowed curbside and what must be brought to a Household Hazardous Waste Collection.

To learn more about MassDEP Waste Bans
Visit: mass.gov/guides/massdep-waste-disposal-bans
### CURBSIDE LEAF COLLECTION - SEASONAL

**YARD WASTE**

Curbside leaf collection will occur for 6 weeks in the fall and 6 weeks in the spring:

- **FALL** - The 5 weeks before Thanksgiving and one week following Thanksgiving week. **No collection during the week of the Thanksgiving holiday**

- **SPRING** - The 5 weeks before Memorial Day and the week of Memorial Day. Please see Pages 6 & 7 for the calendar

**Leaves accepted ONLY if:**
- In open barrels or -
- Brown paper leaf compost bags
- Each bag/barrel weighs 50lbs or less
- **NO PLASTIC BAGS**
- No rocks, stones, stumps or branches

**Did You Know** - Andover has a compost site that accepts leaves, grass clippings and brush? View page 9 for more information!

**Please Note:**
- The leaf collection truck is a separate truck than the household trash truck
- During high volume weeks, collections can sometimes fall behind. Please leave your bags/barrels curbside until they are collected to avoid a missed pickup

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### ITEMS WITH SPECIFIC PREPARATION/CONSIDERATION

#### BULKY ITEMS

Residents are allowed ONE bulky item per week with their regular household trash. Bulky items include, but are not limited to: sofas, loveseats, chairs, recliners, armchairs, mattress and box-spring sets, tables, desks, bookcases, and carpeting.

**Treadmills are NOT considered a bulky item**

**Construction Debris is NOT considered a bulky item**

#### CARPETING PREPARATION:

Carpet must be cut into 3’-4’ widths, rolled then taped or roped together and each bundle must weigh less than 50lbs. Loose carpeting will not be accepted.

**One Room Carpet = One Bulky Item**

*Area Rugs - Please roll up and tape - Rugs must not be longer than 7ft in length*

#### GRILLS

Freestanding grills can be put out as your one bulk item. Propane tanks, charcoal or any other fuel must be removed.

#### PAINT

Latex, acrylic, or any paint that specifies it can be cleaned with soap and water is accepted with your trash if completely dried:
- Remove cover and allow paint to dry
- Place stick inside can and stir occasionally to eliminate skin formation and to aid drying time
- For faster drying add kitty litter or commercially available drying agents to paint
- **Cover must be removed when placed curbside** so that the dried paint is visible

See page 9 for oil based paints and varnishes

#### RAW WOOD (Untreated)

Raw wood consists of any unused, untreated wood product free of paint, stain, varnish, nails, screws, etc. Removing nails does not return it to raw wood.

- No plywood, pressure treated wood or fences of any kind.
- The specifications for bundling raw wood are the same as bundled branches (see specifications above).

#### CHRISTMAS TREES

Christmas Trees will be collected the same day as trash collection as your weekly bulk item (one per week)
- Please remove all decorations and place tree curbside with your regular trash
- Trees over 7’ in height must be cut in half
- Trees frozen in snow banks will not be picked up
- There are no start/stop dates for collecting trees

Note: The holiday season results in the highest trash volume of the year. Trash must take priority over trees if volumes, weather or other factors threaten the completion of daily trash routes. Trees left will be picked up at a later date.

#### BUNDLED BRANCHES

Twigs/branches are allowed in the weekly trash pickup, (subject to limitation of 3-4 bundles) and must be bundled with tape or rope as follows:
- Up to 6” in diameter 50lbs or less
- up to 4’ in length No foliage

**Do not put in bags**

#### SMOKE DETECTORS

Smoke detectors can be disposed of in your trash. Please do not bring to HHW or CRT collections. Return to Manufacturer for recycling.

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### Did You Know

Andover has a compost site that accepts leaves, grass clippings and brush? View page 9 for more information!
RECYCLING COLLECTION

SINGLE STREAM RECYCLING (Residents may also separate materials if preferred for organizational purposes)
Allowable items of Mixed Paper, Glass, Plastic and Metals may be combined in a Blue Bin or personal container(s) with Red Recycling Stickers (see below). PLASTIC BAGS ARE NOT AN ACCEPTABLE CONTAINER.

Containers: Blue, 18 gallon Recycling Bins may be picked up at the Municipal Services Facility located at 5 Campanelli Drive. Please call before traveling to this location to schedule a pickup. Larger personal containers (such as a 30 gallon trash barrel) or wheeled carts may be used, with total weight less than 50lbs each and Two (2) Red Recycling Stickers on the outside. Red Stickers may also be obtained for free. See page 1 for contact information.

Limits: There is NO LIMIT on curbside recycling but each container or bundle must weigh less than 50lbs

Cardboard: Please break down, remove any tape or packing materials, flatten and fold boxes, cartons & other pieces of cardboard into 3’ x 3’ x 2’ bundles (must weigh less than 50lbs), then tie or tape them together & place next to your bin. *Boxes not broken down will NOT be picked up.

See page 2 for curbside regulations

Recycling Update
Cartons and frozen food boxes are no longer acceptable in recycling. Please place these items in your trash.

Why are these items not acceptable? Cartons and frozen food boxes have a thin layer of polyethylene (plastic) coating that prevents them from being recycled in a single stream environment. These items, once sorted at most Materials Recovery Facilities (MRF) are being disposed as trash, after going through the recycle process at a higher cost.

The Massachusetts Department of Environmental Protection (MassDEP) has launched the Recycle Smart program to identify what items are and are not acceptable at MRFs across the state. The most significant issue with recycling is that too many of us are putting things in our recycling bins that cause problems at recycling facilities. Recyclables are a commodity and are subject to the laws of supply and demand. Less demand means lower value. All of this has a financial impact on local communities.

Please stick to the list and only place approved recyclable items in recycling bins or carts. Are you confused about what belongs in your bin and what doesn’t? As a general rule, remember: bottles, cans, jars, jugs, and paper. For all others please check the Guide, the Recycle Smart lookup linked below or place in your trash.

**Attention - PLEASE KEEP THESE ITEMS OUT OF YOUR BIN!**

To avoid contaminating truck loads, recycling is subject to rejection at the curb

- Any Item Marked #6
- Any Carton (milk, juice, soup)
- Pizza Boxes
- Any Item With Food Residue
- Shredded Paper
- Plastic Bags, Wraps or Pouches
- Foods and Liquids
- Hot Coffee Cups (all types)
- Garden Hoses, String Lights, Ropes or other “Tanglers”
- Clothing or Linens
- Napkins, Tissues, Towels or Wipes
- Compostable Plastics (PLA7)
- Anything 2” or Smaller

Do your part...

If you are not sure if a particular item belongs in the bin, use the MassDEP’s recycling lookup tool at: recyclesmartma.org

If you are still not sure, find a discrepancy or still have questions, email us at Recycle@AndoverMa.us
### CURBSIDE RECYCLING COLLECTION

All Items must be: **EMPTY - CLEAN - DRY**

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<thead>
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<th>WHAT TO RECYCLE</th>
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<td>• Steel/Tin Cans</td>
<td>• Labels OK</td>
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<td></td>
<td>• Aluminum Pie Plates and Trays (MUST BE CLEAN &amp; DRY)</td>
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<td>• Paint Cans</td>
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<td></td>
<td><strong>Tip:</strong> <a href="#">Want That Deposit Back?</a> View mass.gov/deposit-bottle-can-recycling for more information!</td>
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<td>GLASS</td>
<td>• Beverage Containers</td>
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<td></td>
<td>• Glass Food Jars</td>
<td>• Collar, lids &amp; labels OK</td>
<td>• Mirrors</td>
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<td>• Laundry &amp; Toiletry Bottles</td>
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<td><strong>Tip:</strong> <a href="#">Want That Deposit Back?</a> View mass.gov/deposit-bottle-can-recycling for more information!</td>
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<tr>
<td>CARDBOARD</td>
<td>• Cardboard Boxes</td>
<td><strong>Breakdown,</strong> flatten and fold boxes, cartons &amp; other pieces of cardboard into 3’ x 3’ x 2’ bundles, then tie or tape them together &amp; place next to your bin.</td>
<td>• Any Item marked #6</td>
</tr>
<tr>
<td></td>
<td>• Poster Board</td>
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<td>• Plastic Bags/Wraps</td>
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<td>• Cereal &amp; Pasta Boxes</td>
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<td></td>
<td>• Compostable Plastics (PLA7)</td>
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<td>PAPER</td>
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<td>• Remove hard-covers from books</td>
<td>• Chemical, Motor Oil other hazardous Waste Containers</td>
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<td>• Magazines, Catalogs</td>
<td>• Remove any plastic cards or wraps</td>
<td>• Food-soiled Containers/Cups</td>
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<td></td>
<td>• Junk Mail, Envelopes</td>
<td>• Place in paper bags for easy handling</td>
<td>• Plastic Utensils</td>
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<td>• Books, Phone Books</td>
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<td></td>
<td>• Paper Bags</td>
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<td>• Office/Computer Paper</td>
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<tr>
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**NO PLASTIC BAGS • DO NOT BAG RECYCLABLES!**
In the event of an unscheduled delay, notice will be posted on the Town’s website, on our social media, and on our message at 978-623-8701.

HOLIDAYS ~ The following “may” affect regular trash and recycling pickup for 2020—2021


Martin Luther King, Jr. Day . Washington’s Birthday (Presidents Day) . Patriots Day . Memorial Day

Collection following Holidays Above, MAY BE ONE DAY LATER IF THERE IS A BOX AROUND THE DATE AS INDICATED ON THE PREVIOUS PAGE IN THIS GUIDE.

School Closings and Other Religious Holidays DO NOT affect the Schedule. Questions call 978-623-8701.

In the event of an unscheduled delay, notice will be posted on the Town’s website, on our social media, and on our message at 978-623-8701.
### SHARPS & NEEDLES

**Disposal Sites:**
- Center at Punchard
  - 30 Whittier Ct
- Andover Public Safety
  - 32 N Main Street

**Instructions:**
- Please be sure that sharps are disposed of in:
  - FDA-cleared container no more than 3 quarts
  - Lid must be secured - screwed on or taped shut
  - Please do not leave containers on or around the kiosk
  - NO MEDICATIONS

For more information, visit: [AndoverMa.Gov/Sharps](http://AndoverMa.Gov/Sharps)

### MEDICATION DISPOSAL

Andover Public Safety has a kiosk for the sole purpose for disposal of unused prescription and non-prescription drugs. Vitamins and veterinary medications are also accepted. Please be sure they are in a secure container.

**Disposal Site:**
- Andover Public Safety
  - 32 N Main Street

**Do Not Include:**
- Needles and sharps
- Liquids
- IV equipment
- Chemotherapy drugs

For information on The National Prescription Drug Take Back Day, please visit: [takebackday.dea.gov](http://takebackday.dea.gov)

### MERCURY & BATTERIES

**AVAILABLE DAILY DROP-OFF SITES AND ALLOWABLE ITEMS**

**TOWN OFFICES - Health Department**
- Mercury products, Button and small standard size Lithium & Rechargeable Batteries (standard sizes)

**SENIOR CENTER - Information Desk**
- Cell Phones, Button Batteries

**MERCURY PRODUCTS** include, but are not limited to: thermometers, old thermostats, blood pressure machines, barometers. For more information please visit [www.keepmercuryfromrising.org](http://www.keepmercuryfromrising.org)

**Please Note:**
- If thermometers contain liquid that IS NOT SILVER in color then they do not contain mercury. The non-silver liquid-in-glass thermometers typically contain a colored alcohol which is safe for curbside disposal.

**DO NOT BRING**

- **ALKALINE AND STANDARD HEAVY DUTY** batteries are allowed in household trash, but they are not accepted at Special Collections or Town Offices. These are typically Non-Rechargeable everyday use types. Since Andover's trash is sent to an incinerator, it is safe to dispose of them in your curbside trash
- **LEAD ACID BATTERIES OF ANY TYPE/SIZE** - Bring to Electronics Collections (page 9) or pursue private disposal (page 11)
- **LIGHTBULBS OF ANY TYPE/SHAPE/SIZE** - Bring to Electronics Collections (page 9) or pursue private disposal (page 11). Incandescent bulbs can go in your trash
For collection dates, times and costs, please visit the links below.

**HHW (HOUSEHOLD HAZARDOUS WASTE)**

- Varnishes, Stains and Solvents
- Oil Based Paints Only
- Herbicides/Pesticides
- Pool Chemicals
- Mercury Items
- Pressurized Cans
- Waste Oil & Gasoline
- Propane Tanks

**DO NOT BRING:** Latex Paint, Electronics, White Goods, Appliances

AndoverMa.Gov/HHW

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**ELECTRONICS/CRT**

- Computer CPU’s and Monitors
- Televisions
- Microwave Ovens
- Lead Acid Batteries
- Fluorescent Lights
- Air Conditioners
- Humidifiers/De-Humidifiers
- Misc. Electronics

**DO NOT BRING:** Propane Tanks, Large White Goods/Appliances

AndoverMa.Gov/CRT

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*NO CREDIT CARDS (Cash or Check Only)*

*PROOF OF RESIDENCY REQUIRED*
## OTHER ITEMS

### NO DROP OFF - NO CURBSIDE

#### APPLIANCES

Large household appliances are not allowed with regular trash nor are they recyclable curbside.

They include but are not limited to: refrigerators, stoves, washers, dryers, dishwashers, heaters, air-conditioners, humidifiers/de-humidifiers, hot water heaters, microwaves, etc.

Residents are responsible for appliance disposal and payment. Check under Private Disposal Options on page 11 or local advertisements and the Yellow Pages.

#### FLUORESCENT BULBS (INCLUDING CFLs)

- No regular curbside or drop off available in Andover for Lead Acid Batteries of ANY SIZE/TYPE or large rechargeable batteries (for laptops, tools etc.)
- Check with Home Improvement stores or local hardware stores for battery drop off availability and cost
- **Bring to the Electronics Collections ONLY**

  Alkaline batteries are OK to put in curbside trash collection

- Please see page 8 for button, lithium & standard size rechargeable batteries

#### BATTERIES (Non Alkaline)

- No regular curbside or drop off available in Andover for Lead Acid Batteries of ANY SIZE/TYPE or large rechargeable batteries (for laptops, tools etc.)
- Check with Home Improvement stores or local hardware stores for battery drop off availability and cost
- **Bring to the Electronics Collections ONLY**

  Alkaline batteries are OK to put in curbside trash collection

#### CONSTRUCTION DEBRIS

Construction & Demolition Debris, C&D, is banned from the waste stream and will not be collected curbside. C&D consists of but is not limited to: asphalt, brick, concrete, cabinetry, windows, doors, skylights, roofing, sheetrock, siding, all fences, electric wiring, radiators/baseboard heaters, insulation, piping, etc.

You will need to make arrangements with either your contractor to dispose of the waste or privately contract with a disposal service. A list of **Private Disposal Options** is shown on page 11.

Asbestos is required to be disposed of via a licensed Asbestos contractor. For more information you can visit [www.mass.gov/dep](http://www.mass.gov/dep)

- **Please see page 8 for button, lithium & standard size rechargeable batteries**

#### PROPAINE TANKS

- 20lb propane tanks are **NOT** accepted curbside
- Contact your local hardware store for drop-off and exchange information
- **Bring to the HHW Collections ONLY** - See page 9 for details
- Contact a local metal salvage facility

#### TEXTILES

There are several drop-off bins throughout Town. See page 11 (bottom) for options. Check with local animal shelters as they are often in need of linens, bedding and other textiles.

#### TIRES

Tires are banned from the regular trash and are not recyclable curbside. Residents are responsible for their disposal. A list of **Private Disposal Options** is shown on page 11, or check the Yellow Pages and local advertisements for tire disposal.

#### WASTE MOTOR OIL

**WHEN:** 1st & 3rd Saturdays of each month  
**WHERE:** North Andover DPW Garage  
384 Osgood Street  
Telephone: 978-685-0950  
**COST:** $.50 per gallon  
**HOURS:** 9:00 am—12:00 noon

## Other Items
### PICK-UP SERVICES BELOW ~ Call for what is accepted

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<tr>
<th>Service</th>
<th>Phone</th>
<th>Description</th>
</tr>
</thead>
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<tr>
<td>1-800-GOT-JUNK</td>
<td>800-468-5865</td>
<td>All solid waste (non-hazardous items)</td>
</tr>
<tr>
<td>collegehunkshaulingjunk.com/</td>
<td>888-689-5999</td>
<td>All solid waste (non-hazardous items)</td>
</tr>
<tr>
<td>Trash Masters</td>
<td>617-435-7979</td>
<td>Demolition, Dumpsters and Removal Services</td>
</tr>
<tr>
<td>*Northeast Material Handling</td>
<td>978-772-4545</td>
<td>All solid waste (non-hazardous items)</td>
</tr>
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<td>- Ayer, MA</td>
<td></td>
<td>Large Appliances (White Goods), Electronics</td>
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<tr>
<td>*NEDT - Sutton &amp; Westfield, MA</td>
<td>866-769-1621</td>
<td>Household Hazardous Products, Computers &amp; Electronics, CRT's, Fire Extinguishers</td>
</tr>
</tbody>
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### DROP OFF LOCATIONS BELOW ~ Call for what is accepted

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<thead>
<tr>
<th>Location</th>
<th>Phone</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mello Transfer Station</td>
<td>978-352-9948</td>
<td>All solid waste (non-hazardous items) and offers recycling area</td>
</tr>
<tr>
<td>LL &amp; S Disposal (ReEnergy)</td>
<td>603-898-4089</td>
<td>Solid, non-hazardous construction and demolition (C&amp;D) materials</td>
</tr>
<tr>
<td>Thomson Brothers Ind.</td>
<td>978-686-2020</td>
<td>Solid, non-hazardous construction and demolition (C&amp;D) materials</td>
</tr>
<tr>
<td>Windfield Alloy</td>
<td>800-626-1230</td>
<td>Ferrous and non-ferrous scrap metal, electronic scrap, water/air tanks, drained motors/transmission</td>
</tr>
</tbody>
</table>

### DONATION OPTIONS

*Tax-exempt 501(c) organizations. Residents are responsible for arrangements and costs associated with donations and pick-ups. Please call for accepted items and conditions.

<table>
<thead>
<tr>
<th>Organization</th>
<th>Phone</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Wish Project</td>
<td>866-947-4360</td>
<td>Kitchen furniture and items, home, baby and clothing items, small/med appliances, mattresses and sofas</td>
</tr>
<tr>
<td>*Epilepsy Foundation</td>
<td>888-322-8209</td>
<td>Clothing, shoes, belts ties, purses draperies, linens bedding, towels</td>
</tr>
<tr>
<td>Ruth's House</td>
<td>978-521-5575</td>
<td>Small furniture, home, baby and clothing items, small-med appliances, toys</td>
</tr>
<tr>
<td>Habitat For Humanity Restore</td>
<td>978-686-3323</td>
<td>Gently used furniture, appliances, building materials and more</td>
</tr>
<tr>
<td>Planet Aid</td>
<td>508-893-0644</td>
<td>Clothing and textiles in any condition; holes, stains, or tears are OK</td>
</tr>
<tr>
<td>Planet Aid (S.N.E. Hub)</td>
<td></td>
<td>For bulk donation and apartment building pick-ups call: 888-893-0648</td>
</tr>
<tr>
<td>Project Home Again</td>
<td>978-409-1930</td>
<td>Household goods, furniture, and small appliances</td>
</tr>
</tbody>
</table>

### SPECIAL ITEM PROGRAMS

<table>
<thead>
<tr>
<th>Program</th>
<th>Phone/Email</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mass Save</td>
<td>1-877-889-4761</td>
<td>Residential Rebates and Incentives including rebates for Refrigerator/Freezer Recycling and Home Energy Assessments</td>
</tr>
<tr>
<td>Electronics Takeback Coalition</td>
<td><a href="mailto:info@takeback.org">info@takeback.org</a></td>
<td>Visit Their website for Manufacturer Takeback Programs in the U.S.</td>
</tr>
<tr>
<td>Plastic Film Recycling</td>
<td><a href="mailto:help@plasticfilmrecycling.org">help@plasticfilmrecycling.org</a></td>
<td>View the website for what plastic bags and film can be recycled and the location finder</td>
</tr>
<tr>
<td>National Do Not Mail List</td>
<td><a href="mailto:donotmaillist@directmail.com">donotmaillist@directmail.com</a></td>
<td>Reduce junk mail by registering on the National Do Not Mail List - fill out the form online</td>
</tr>
</tbody>
</table>

**The Town of Andover does not contract with nor make recommendations for any companies or organizations listed on this page. The list is solely a resource for the residents and is subject to change without notice.**
The Town is continuing to implement a Stormwater Management Program to improve water quality by reducing the discharge of pollutants from storm water runoff into local storm drains, rivers, ponds, streams and other receiving waterbodies. The following information is provided as part of the Public Education component.

**ILlicit DISCHARGE Detection and Elimination**

What is an illicit discharge?
An illicit discharge is the discharge of pollutants or non-stormwater materials into a storm drain system via overland flow, direct dumping, or illegal connections. Illicit discharges may be a result of industrial activity, deposits of oil on parking lots, excess lawn fertilizer and yard clippings, and a variety of other sources which pollute water with turbidity, excess nutrients, and bacteria. Illicit discharges can also be from failing septic systems or improperly connected sewer lines. Dumping anything other than stormwater into a storm drain allows these pollutants to enter lakes and streams causing public health concerns, harm to wildlife, and unpleasant odors or color. Developing an illicit discharge detection and elimination program (IDDE) to find and eliminate these sources is mandated by the US EPA under the Municipal Separate Storm Sewer System (MS4) Permit.

**Sources of Illicit Discharges**
- Sanitary wastewater (sewage)
- Septic tank waste or overflows
- Car wash, laundry, and industrial wastewaters
- Improper disposal of auto and household toxics, such as motor oil, antifreeze, and pesticides
- Spills on roadways and other accidents

**How can you help?**
- Never dump anything down a storm drain
- Dispose of yard and pet waste properly
- Avoid excess use of pesticides and lawn fertilizers
- Wash your car at a car wash facility
- Make sure sanitary, laundry, carwash, and industrial wastewaters do not drain to the storm drain system
- Have your septic tank pumped and inspected at least once every two years

Contact the Engineering Dept. @ 978-623-8770 to report any unusual storm drain flows that have a noticeable odor, discoloration, or oily sheen. Visit AndoverMa.Gov/Stormwater for more information.