

# We're excited to introduce the new customer portal

## Your one stop hub for managing your Carmel Utilities account

Put the Power of Information in Your Hands!



Ready to get started?  
Navigate to  
[mycarmelutilities.com](http://mycarmelutilities.com)

### REGISTER NOW

FOR ACCESS TO THE NEW CUSTOMER PORTAL

- ✓ Pay and track your water use.
- ✓ Enroll in paperless billing or autopay.
- ✓ Coming Soon! Sign up for email alerts.

[mycarmelutilities.com](http://mycarmelutilities.com)

THE POWER OF INFORMATION IN YOUR HANDS

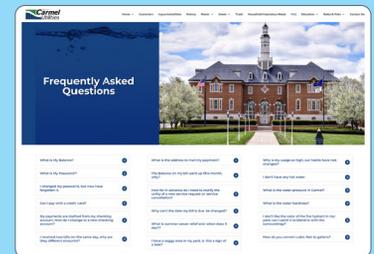
To register, please go to:  
[mycarmelutilities.com/signin](http://mycarmelutilities.com/signin)

Manage Your Account Anytime with the New Carmel Utilities Customer Portal.

By registering today, you'll gain quick access to:

- Easy online payments
- Paperless billing option
- Usage tracking, and (coming soon) email alerts

For questions, please refer to the FAQ:  
[mycarmelutilities.com](http://mycarmelutilities.com)  
Carmel Utilities



Thank you for being a valued customer!

For more details, visit [carmelutilities.com](http://carmelutilities.com) or call us at 317-571-2442.



**Carmel Utilities Water Meters - Please Call Us BEFORE YOU TOUCH!**

Mishandling your water meter can cause damage and lead to extra costs.

Please notify: City of Carmel Utilities  
(317) 733-2855



Please call the experts -  
**WE'RE HERE TO HELP!**

City of **Carmel Utilities**

# Residential Trash and Recycling



Please place your cart out before 7:00 a.m. on collection days.



Make sure no cars are parked in front of your containers.



For our safety, please keep carts weight under 80lbs.

## Cart placement

**15 Feet**

Be sure your cart has 15 feet clearance overhead – clear of balconies and tree limbs.

**15 Feet**

**5 Feet**

Away from cars and structures



**3 Feet**

Between containers



**5 Feet**

Away from mailboxes



### IMPORTANT DOs

- DO leave your carts by the curb from 6 a.m. to 7 p.m.
- DO bag ALL trash (not recycling).
- DO place all bagged waste inside the cart. Any bag laying outside the cart will require an “overage tag.”
- DO close your cart lid. Lid must be closed to prevent litter and keep vermin out.

### IMPORTANT DON'Ts

- DON'T put your cart on an uneven surface. Carts can tip over when empty or windy.
- DON'T put wet paint or hot ashes in your cart. You are responsible for the damage.
- DON'T overfill your cart. If the lid can't shut, the cart will not be serviced.
- DON'T park on the street on “trash day.” Blocked carts will not be serviced.
- DON'T bag your recyclables.

### NEVER place these contaminants in the recycling container

- Plastic Bags & Wrappers
- Soiled Paper
- Styrofoam
- Clothing & Shoes
- Greasy Pizza Boxes
- Tools
- Food
- Toys
- Electronics & Batteries
- Construction Waste
- Yard Waste
- Medical Waste
- Diapers
- Scrap Metal



## What Goes in Recycling Cart



Learn More at [recyclingsimplified.com](http://recyclingsimplified.com)

### Simple as 1-2-3

- 1. Know what to throw**  
Cardboard, paper, metal cans, plastic bottles and jugs
- 2. Empty. Clean. Dry.™**  
Keep all recyclables free of food and liquid
- 3. Don't bag it**  
Never put recyclables in containers or bags



**REPUBLIC**  
**SERVICES**

(317) 917-7300

**Republic Services**  
republicservices.com/residents

**Carmel Utilities**  
CarmelUtilities.com/trash

## TRASH AND RECYCLING HOLIDAY SERVICE SCHEDULE

**THANKSGIVING DAY** – November 27, 2025

**CHRISTMAS DAY** – December 25, 2025

**NEW YEAR'S DAY** – January 1, 2026

Residential pickup will be delayed by one day due to these holidays.

Thursday's service area will be serviced on Friday.

Friday's service area will be serviced on Saturday.

**DR. MARTIN LUTHER KING, JR. DAY** – January 19, 2026

Pick-up/Service Day will remain the same as normal.

**PRESIDENTS' DAY** – February 16, 2026

Pick-up/Service Day will remain the same as normal.



## FALL LEAF AND LANDSCAPE WASTE REMOVAL



Starting on October 15 through December 15  
Each home is allowed up to 20 bags/bundles (four feet or shorter bundles and tied with string) of landscape waste pick-up per week, free of charge.



## SERVICE DELAY DUE TO WINTER WEATHER

In the event of a major snow or ice storm, Trash & Recycling service may be delayed. Please refer to the front page of the City of Carmel Utilities website ([carmelutilities.com](http://carmelutilities.com)) where any delays will be posted.

Service delays will also be posted on social media sites Nextdoor, the Carmel Utilities Facebook and X accounts.

Also please be aware that any news broadcasts concerning trash service in Indianapolis or other communities may not apply to service in Carmel.

For updated information on weather related schedule delay, call the Republic Services voicemail recording at 317-917-7300.



## HOLIDAY TREE PICK-UP

One Christmas tree per home  
(no artificial trees accepted)

Tree collection on regular service day during the first two weeks of January

Cut tree to under four feet to fit in truck carriage

Remove all tree bags, ornaments, tinsel and stands



# CARMEL HOUSEHOLD HAZARDOUS WASTE COLLECTION CENTER

## Hours of Operation

Tuesday - Friday, 8:00 a.m. - 5:00 p.m.

Saturday, 9 a.m. - noon

Closed Sunday & Monday and all city government holidays



## Location

901 N. Range Line Road  
Carmel, IN 46032  
317-571-2624



## ITEMS ACCEPTED

### Household Care

Aerosol Cans  
Ammonia  
Bleach  
Drain Cleaners  
Fire Extinguishers  
Floor Cleaner  
Moth Balls  
Oven Cleaner  
Silver/Copper Polish

### Home Repair

Kerosene  
Latex & Oil Based Paints  
Metal Polish  
Paint Thinner  
Wood Preservatives  
Wood Stripper  
Coolant  
Oil  
Gasoline - MUST be in a gas can

### Plants & Yard Care

Herbicides  
Fertilizer  
Pool Chemicals  
Pesticides  
Rodent Killer

### Hobbies

Arts & Crafts Supplies  
Chemistry Sets



## NOT ACCEPTED

Commercial Waste  
Ammunition  
Appliances  
Asbestos  
Asphalt/Fiberglass Roofing Shingles  
Batteries  
Electronics (TV's, Computer Monitors)  
Explosives  
Light bulbs  
Medical Waste  
Polychlorinated Bi-phenyl's (PCB's)  
Radioactive Waste  
Tires  
Empty Containers  
Incorrectly labeled  
Containers with no label

Carmel Household Hazardous Waste Collects medical sharps (needles) but must be in a medical sharp 8-quart container or less.

The sharps containers are still required for retractable needles/sharps.



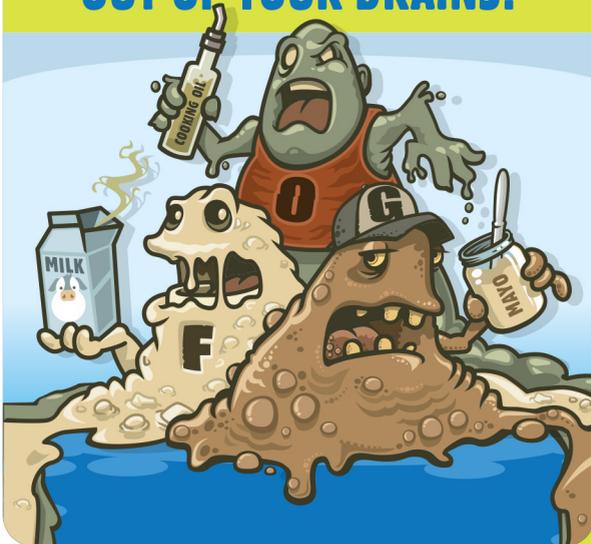
Please note medical sharps containers are NOT available at the Carmel HHW site.

RESIDENTIAL SEWER CUSTOMERS:

## PLEASE FIGHT

# F.O.G.

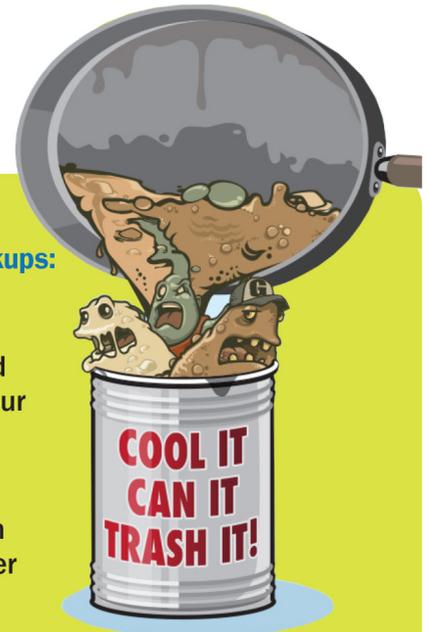
## KEEP FATS, OILS & GREASE OUT OF YOUR DRAINS!



## WHAT CAN I DO?

Following a few simple steps, you can help prevent sewer blockages and backups:

1. Pour cold fats, oils and grease into a covered, disposable container and throw it into your garbage. Never pour fats, oil, or grease down sink drains or toilet.
2. Soak up spilled oils and grease with an absorbent material such as paper towels or kitty litter and throw into your garbage.
3. Before you wash dishes, scrape food scraps, fats, oils and grease into your garbage.
4. Use sink strainers to catch any remaining food waste while washing dishes.
5. When cleaning out your refrigerator throw leftover food into you garbage, not into the garbage disposal.



**Prevention  
Reduction and  
Elimination of  
Fats, Oils, and  
Grease.**

Carmel Utilities

FOG CONTROL & PRETREATMENT  
317-571-2634

For more information, visit [CarmelUtilities.com](http://CarmelUtilities.com)

