

Q: When will I receive the new BIC window sticker?

A: As of July 26th, every customer was mailed a new BIC window sticker to their service address. Please be sure to immediately post the new sticker on a front window or door so it is visible from the outside, during your regular business hours.

Q: I signed up for Single Stream recycling collection but Single Stream is marked as “NO” on the sticker??

A: Currently, the BIC is out of stickers and plan to have more printed this September - October.

If you took our on-line survey, or signed up over the phone to opt into our Single Stream recycling collection after July 3rd, you will receive another new sticker later this fall showing “YES” for Single Stream collection. The existing sticker we mailed you is still valid so be sure to immediately post the new sticker on a front window or door so it is visible from the outside, during your regular business hours.

Q: My Single Stream recycling pick-up day is not listed on my sticker. What day should I put out my recycling?

A: Please email CustomerService@MrTCarting.com to confirm your recycling pick-up day.

Q: Why do I have to recycle, you’ve always taken everything with the trash?

A: New York City instituted the new recycling rule, part of the NYC Zero Waste initiative, all businesses no matter how big, how small or what type of business, must now recycle.

Q: I always had cardboard pick-up but Cardboard/Paper Collection is marked “NO” on our sticker?

A: Cardboard is part of the Single Stream service, to be picked-up with all the rest of your recyclable materials.

Q: What is MGP? Why is it checked as “NO”?

A: MGP stands for Metal, Glass & Plastic; all are part of Single Stream recycling.

Q: Can I still sign up for the Single Stream service?

A: Yes, you can sign up for the Single Stream service by going to the home page of our website www.MrTCarting.com select “New Recycling Law Compliance” under Our Services on the left side of the page and answer the 3 simple questions. Please be sure to have your customer/account number handy. There is a \$9.00 per month fee for the Single Stream service.

Q: My sticker is marked on top as “Authorized” for Single Stream but the bottom of the sticker is marked “NO” for Single Stream Collection?

A: The “Authorized for” means the Mr T Carting is authorized to collect recyclables via single stream meaning we can pick-up all recyclable materials together in the same truck. If “NO” is listed for Single Stream Collection it means either you did NOT sign up for the Single Stream service or you signed up late after the deadline.

If there are any further questions, please email them to CustomerService@MrTCarting.com.