

## Nicholasville & Jessamine County FAQ

**Who is Central Kentucky Hauling?** Central Kentucky Hauling is a locally owned and operated waste company in Lexington, Kentucky. We provide residential trash service and dumpsters for any commercial, industrial, or construction needs.

**What are the Central Kentucky Hauling service hours?** Monday – Friday, 8:00 am – 4:00 pm

**When did Central Kentucky Hauling service start in Jessamine County?** January 1, 2016

**Was my account automatically transferred from Rumpke to Central Kentucky Hauling?** Yes, most accounts were transferred automatically. However, if you have not received a bill from us by Feb 10, 2016 you need to contact our office.

**Am I able to use my current trash cart with the new service?** You are able to use your current trash cart if it is a 65 or 95 gallon container that can be serviced with a side arm garbage truck. We purchased all of the carts from Rumpke they were renting to Jessamine County residents, so you can keep using your Rumpke carts. We will not be responsible for damage to personal carts and are happy to supply you with a cart at no charge if you contact us.

**Is recycling available?** Yes, we use 95 gallon recycling carts. If you are interested in recycling or have any questions please call us at 859-225-2521. If you had recycling with Rumpke, and had the Rumpke recycle tote, it will have to be replaced with one of our recycle carts.

**When will my trash be picked up?** Please have your trash out the night before or by 5:30am of your collection day. To find out what your collection day is look at the route map [here](#), or call us at 859-225-2521.

**What holidays will Central Kentucky Hauling trash service not pick up my trash?** The only holidays that our trucks do not pick up trash on are Christmas Day and Thanksgiving Day. Trash service will be pushed back a day until the weekend. For example; Thanksgiving Day falls on a Thursday and our trucks will not be running. Those who normally have Thursday pickups will be picked up Friday (the next day) and those who normally have Friday pickup will be picked up on Saturday. Monday will resume as normal.

**What if I have an extra trash bag outside of my cart as a one-time occurrence?** We will pick up extra trash bags outside of your cart, if there is consistently extra trash bags outside of your cart we will ask that you get a second trash cart for pickup.

**Can I leave extra trash bags outside of my cart every week?** Because we use automatic side arm trucks, we ask that all trash bags be in the cart if possible. If there are consistently extra trash bags outside of your cart we will ask that you get a second trash cart for pickup added to your service.

**Can I have two trash carts?** Yes, you may add a second cart for pickup to your service for an additional \$3.15 per month. You can call us at 859-225-2521 to add this service.

**What do I do if my CKY Hauling trash cart is broken?** If your trash cart is broken, please [contact us](#) or call us at 859-225-2521 and we will put in an order to have your cart repaired. If they cannot repair the cart, they will replace it.

**Will I be billed monthly or quarterly?** Billing is set up quarterly, and bills will go out every 3 months. The billing schedule is as follows:

1st Quarter: billed December 17 - Due January 10

2nd Quarter: billed March 17 - Due April 10

3rd Quarter: billed June 17 - Due July 10

4th Quarter: billed September 17 - Due October 10

**Do you offer a senior discount?** Yes, to qualify for the senior discount you must be 60 or over. You may call 859-225-2521 for more information.

**Is there an office in Nicholasville?** Yes, the office is located inside the Jessamine County Convenience Center. The address is 123 Hendren Way, Nicholasville, KY.  
Office hours are Monday – Friday 8:00am – 4:00pm.  
To call the office in Nicholasville directly, call (859) 305-1073

**Is there a drop box?** The drop box in Nicholasville is not yet active.

**Do you pick up furniture or other oversized items?** Yes, there is an additional charge for bulk items. You can call to schedule a bulk item pickup at 859-225-2521.

**What will happen in the event of inclement weather?** If the roads are declared unsafe for our large waste trucks to be out on, service will be postponed until the roads are safe enough for our vehicles. We will post any interruptions due to inclement weather on our website as soon as we know about them.

**Do I need to re-enroll in automatic bill payment if I had it set up with Rumpke?** Yes, to re-enroll you may set up automatic bill payment online [here](#). No financial information was transferred due to security and privacy issues.

**Can I sign up for paperless billing?** Yes, when you set up an account online [here](#), you may set your preferences to receive paperless billing.

**Can I pay my bill online?** Yes, you will need your customer number and access code to make an account, both of which should be found on your billing postcard. [Click here](#) to pay your bill online.

**Can I pay my bill by phone?** Yes, call 859-225-2521.

**Will I be charged a fee if I pay over the phone, online, by mail, or in person?** No, we do not charge any additional fees regardless of how you choose to pay your bill.

**What should I do if I experience problems with my service, or have any additional questions?** Please feel free to call us at 859-225-2521 with any questions or concerns.