



Village of Osceola Frequently Asked Questions

Can I suspend my account for the summer or winter months? Yes! If you are gone for 1 month or more, you can suspend your account. Please contact us to suspend and unsuspend your account. If you are gone for less than 1 month, no need to contact us.

Can I get an extra cart(s)? Yes! We can add as many extra trash or recycling carts needed to best service you. Contact us to add additional carts on. Cost for additional carts is the same as regular pricing.

Can I set up AUTOPAY? Yes! After your first bill is generated, you will have your account number and can go online to our online portal, register your account, access invoices and pay or set up AUTOPAY! If you don't want to go online to set up an account – contact us and we can set up AUTOPAY for you.

How often and when will my bills come? Village of Osceola customers will be set up with a Bi-Monthly billing schedule. First bills will come out February 1-15th. This bill will be for January and February services. Bills will follow every 2 months.

Do you pick up on Holidays? Yes! We pick up on all holidays! Have your trash out the night before as we run early on holidays. We want to get home to our families, so if you miss us, please put your cart out the following week and we will grab your cart and extras (within reason) at no additional charge.

When should I put my cart out? Put your cart out the night before pick up or by 5 am on the day of and give us the full day for pick up. If we haven't picked you up by 6:00 pm please call (some winter days, we run later to allow plows time on the roads).

What should I do with my WM cart(s)? WM will be collecting their trash and recycling carts from the Village and the residents starting on 1/2/24 and should have them all collected by Saturday 1/6/24. Please leave your containers out for removal starting on Tuesday 1/2/24 so that they can be removed as quickly as possible.

When will my Olson Sanitation Carts arrive? Olson Sanitation carts will start to arrive on or around December 18th and should all be delivered by December 29th. Trash and Recycling carts may come at different times. If you don't have your carts by the end of day on December 29th please contact us.