

City of Providence
Department of Public Works

MISSED PICKUP

Resident may put out their Big Green Cans (city-issued trash barrels) for collection between 4 PM the day before collection and 5 AM the morning of their scheduled collection day. Barrels put out for service later than 5 AM on a resident's scheduled collection day are considered late "put-outs".

Residents should address complaints of missed collection to the Mayor's Office of Neighborhood Services 421-2489 or to the Department of Public Works, Environmental Division 467-7950.

Any residential complaint of missed collection received by 5 PM on the complainant's scheduled collection day will be remedied by noon of the next day. Any residential complaint of missed collection received within twenty-four (24) hours of the complainant's scheduled collection day will be remedied on the next collection day, excluding Sunday or holidays. Any residential complaint of missed collection received more than twenty-four (24) hours after the complainant's scheduled collection day will not be considered valid and will be addressed during the following week's collection.