

COVID-19 Operations Update - Sanitation Division

Due to the County's 'socially distant service delivery strategy,' the Sanitation Division's administration building is closed to the public. However, we remain committed to our culture of service excellence. The following outlines continuity within our operations:

Collections

At this time, there is no change in residential or commercial collection. Explore the [Residential Collection Service](#) dropdown menu tab for a list of residential services. Explore the [Commercial Garbage & Recycling Collection Service](#) menu tab for a list of commercial services.

To help protect our refuse collectors, we strongly recommend residents sanitize their roll carts prior to placing them at the curb. All household garbage must be placed in secure, durable plastic bags prior to placement in roll carts. All cardboard boxes must be flattened prior to placement at the curb (large quantities of unflattened boxes will incur a special collection fee). Thank you for your efforts in support of our employees.

Virtual Customer Service Assistance

Submit service requests and make inquiries through the call center, email, and online platforms. Due to a significant increase in call volume and email traffic, there may be a delay with reaching a customer care representative or receiving an email response. Thank you for your patience as we continue serving DeKalb residents during this unprecedented time.

Call center - Customer Care representatives are available at 404.294.2900 during normal operating hours - Monday through Friday, from 7 a.m. - 6 p.m.

Email - General inquiries can be submitted at sanitation@dekalbcountyga.gov. Our team is committed to providing a response within three business days.

Website/online service request platforms - Submit garbage and recycling roll cart requests; bulky item collection requests; and new sanitation service requests through online portals. Visit the appropriate webpage for more information.

Processing & Disposal

At this time, there is no change in transfer station and landfill operations.

Communications

Our communications team disseminates information through various communication platforms, including our website, social media platform and call center; the County's Communications Department; the Board of Commissioners; and city governments