

# Frequently Asked Questions

## Related Questions

### **DOES SPRINGDALE HAVE A TRASH PICK-UP SERVICE?**

The City of Springdale contracts with a trash hauler and the service is provided to residents at no additional cost. Please contact [Rumpke](#) to have trash service started.

### **DOES SPRINGDALE PICK UP YARD WASTE?**

Springdale runs a [chipper service](#) for the community which accepts most woody landscape materials like limbs and branches. The chipper makes its rounds on every City street once a month on the last full week of the month between March and September. [Leaves](#) are also collected by the City in the fall starting in October and the program runs through the first week of December. Contact the [Public Works Department](#) for more information.

### **HOW DO I GET THE BULB IN A BURNED-OUT STREET LIGHT REPLACED?**

Most street lights are the responsibility of Duke Energy and will be repaired by contacting Duke at 800-544-6900 or visit [Duke Energy's website](#). If the streetlight is along Route 4, please contact the [Public Works Department](#). You will need to know the location of the light by address or intersecting streets.

### **I HAVE A BROKEN/USED APPLIANCE/COMPUTER. HOW CAN I GET RID OF IT?**

There are variety of places that will accept used electronic equipment and have it properly recycled. Visit this link to [Hamilton County Recycling and Solid Waste District](#) to find a place that fits your needs.

## **I THINK THERE IS ANTIFREEZE LEAKING INTO THE STORM DRAIN.**

If you see oil, caustic items, or any other liquids going into a storm drain, please report it by contacting the [Public Works Department](#).

## **I WANT TO REPORT A MISSING STREET NAME SIGN OR STOP SIGN.**

Contact the [Public Works Department](#) to have a work order issued for a missing sign, new sign request or any other traffic control questions.

## **THERE IS WATER BACKING UP INTO MY HOUSE, WHAT SHOULD I DO?**

The City storm sewers are separate from the Metropolitan Sewer District (MSD) sanitary sewer lines. If you have water backing up into your home through a drain, bathtub, toilet, or sink, please contact MSD at (513) 352-4900 or visit the [website](#).

## **THERE IS WATER FLOWING OUT OF PROPERTY OR MY STREET. IT MAY BE A WATER MAIN BREAK. WHO SHOULD I NOTIFY?**

Water mains are known to break on occasions and create a wet spot in a yard or cause water to run down street from time to time. All water mains are handled by Cincinnati Water Works for the City of Springdale. Please contact them at (513) 591-7700 or [click to report a possible leak or break](#).

## **WHAT IS A SNOW EMERGENCY?**

A snow emergency is declared by the Springdale Mayor, the Springdale City Administrator, or in conjunction with Hamilton County Snow Emergency Declarations. During a Snow Emergency, varying levels require various tasks by the residents. Check out our [Snow and Ice Control](#) page for further clarifications on the Snow Level Classifications.

## **WHO TRIMS A TREE LIMB OBSTRUCTING A SIDEWALK, TRAFFIC SIGN, STREET LIGHT, OR OTHER PUBLIC RIGHT-OF-WAY?**

[Public Works Department](#) is responsible for maintaining City street trees on public property or located between the sidewalk and the curb. [Urban Forestry](#) includes trimming, removal and installation. City crews do not trim around utilities.

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