

# Beaufort County News Release

CIVIC ENGAGEMENT AND OUTREACH SECTION | COMMUNICATIONS AND ACCOUNTABILITY DEPARTMENT

**Contact:**

Jim S. Minor, Jr.  
Solid Waste and Recycling Director / Debris Manager  
843-255-2735

**FOR IMMEDIATE RELEASE**

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## County Issues Customer Service Line for Hurricane Matthew Debris Removal Questions and Schedules Collection Efforts

Beaufort County's recovery efforts are underway to remove storm-generated debris in response to the aftermath of Hurricane Matthew. The County-hired contractor, [Ceres Environmental Services, Inc.](#), will begin debris collection and removal from State and County roads starting Monday, October 17, 2016. This collection effort does not apply to Hilton Head Island, as the [Town of Hilton Head Island](#) is utilizing a [different debris removal contractor](#).

Ceres will have more than 40 trucks working simultaneously in various locations throughout Beaufort County. Three passes will be done throughout the County to ensure all of the storm-generated debris is removed from the County right-of-ways. Collection efforts will continue until the work is complete.

Residents are asked to place storm-generated debris in piles at the curb in front of their residence (County right-of-way) as soon as possible for collection by Ceres. Debris pick up includes woody, vegetative debris and other construction and demolition (C&D) storm-generated debris such as fencing and shingles. Woody, vegetative debris should be separated from other debris, as there will be separate collections for each.

Debris placed in bags will not be collected unless the residence is contracted with Republic Services for annual yard debris collection services. Further, debris removal crews will not enter private property to collect or remove debris; however, private roads and subdivisions may be approved on a case-by-case basis pending Federal Emergency Management Agency (FEMA) pre-approval. Contractors will only collect storm-related debris. Residents should not attempt to place garbage or other household refuse with the storm-generated debris, as it will not be accepted.

For questions regarding debris related collection, residents should call the County's new customer service line at 843-685-9880.

To report unsafe debris situations (e.g. leaning trees, debris piles in front of stop signs, etc.) residents should call the [County's Public Works Department](#) at 843-255-2800.

Residents should contact their local water utility for sewage issues and their electricity provider ([SCE&G](#) or [Palmetto Electric](#)) for power issues or to report downed power lines.

### **Curbside Guidelines for Residents**

1. Do not place debris on top of utilities, e.g. cable, phone, electrical, or storm drain boxes or fire hydrants.
2. Do not place debris in front of or around a mailbox.
3. Do not place debris in front of or around driveways, as emergency vehicles may need to enter the area.
4. Drive with extreme caution in areas with large debris piles.
5. Do not block or dump any debris into storm drains or ditches. This will cause a flood hazard.
6. Aid contractors by sweeping excess and loose debris from the street in front of your house.