

HWY DEPT. FREQUENTLY ASKED QUESTIONS

My trash/recycling did not get picked up. Who do I call?

You must put your trash or recycling at the curb by 7 a.m. on your designated pickup day. Holidays one day late. If you have a problem you can call:

Trash pickup – ACME Waste Systems – 781-935-6339

Recycle pickup: - Integrated Paper Recyclers – 781-933-3013

Town Clerk – 978-692-5515

How can I get rid of bulky items/appliances?

On the Town Web Page:

Residents – Trash information or recycling information.

You can also call:

Town Clerk – 978-692-5515

How do I get rid of leaves and grass clippings?

Laughton's Nursery will **no longer** accept leaves and grass clippings from Westford residents. The Recycling Commission is currently exploring new in-Town options for leaf and grass clipping disposal. One immediately available option is **BMC, Corp.** They operate a composting facility in Wilmington, MA. Contact **BMC** at 781-273-0398 or 978-667-2171 or go to www.tsoil.com for directions and additional information.

What can I bring to a Brush chipping day?

No branches larger than 3 inches in diameter and more than 10 feet in length. No roots/stumps or building materials (fences and boards). **No poison ivy.**

Check your recycle flyer for dates or go to their web page.

How can I get a utility wire fixed near my house?

The Town is not responsible for utility wires. The utility companies also fix low hanging wires. The top wire is usually for electricity, the middle wire is usually for the phone, and the lowest is for cable. Highway Department employees are not equipped to go near high, voltage wires. If there is a tree limb on an electric wire, contact National Grid at 800-322-3223.

How do I report a downed branch in the road not effected by utility wires?

Contact the Highway Department at 978-692-5520.

How can I contact the local utility companies?

National Grid (Electric): www.nationalgridus.com or call 800-322-3223

National Grid (Gas): www.nationalgridus.com or call 800-548-8000

Verizon : www.verizon.com or call 800-837-4966

Comcast: www.comcast.com or call 978-692-6500

How do I report a burnt out streetlight?

For above ground wiring you can contact National Grid at 800-322-3223 or go to their web site: www.nationalgridus.com , click on **STREET LIGHT REPAIR**, under the heading "**SERVICE ORDERS**" and fill in the form. You may also contact the Highway Department at 978-692-5520 and we will report to National Grid. We need the exact address and Pole number if possible.

- ◆ For underground wiring contact the Highway Dept. at 978-692-5520.

Who can I call to remove a dead animal?

The Highway Dept. is not responsible for picking up dead animals. You can contact the Animal Control Officer at 978-692-4574.

Will the Town reimburse me for damages done to my car from running over a pothole?

The Town does not reimburse for pothole damage unless the Town was negligent in filling the pothole in a timely manner. Potholes are considered to be the normal consequence of the freeze/thaw cycles of New England weather. Once notified of a pothole, the Highway Department is responsible for repairing it in a reasonable period of time (48 hours). To report potholes call the Highway Department at 978-692-5520.

When will my street be swept?

Each Spring at the earliest possible time depending on weather and street conditions, this Department undertakes street sweeping. Due to weather conditions in New England we cannot predict actually when any road in town would be swept. Unfortunately, the combination of the extensive road network in Town coupled with the very heavy sand deposits resulting from this very severe winter will slow the process. Also budget constraints.

Is the State responsible for any roads in Westford?

Yes. Route 110 (Littleton Rd.), Powers Rd. and a portion of Boston Rd. by Route 495 are maintained by the Commonwealth of Massachusetts and are therefore not under the care of the Westford Highway Dept. Signal lights in these areas are also maintained by the State. For questions regarding these roadways (potholes and such) contact MA DOT at 508-754-7204.

Who can I call after hours to report potentially hazardous roadway conditions?

For any after hours emergency situations concerning Westford roadways, please contact the Westford Police at 978-692-2161 and the dispatcher will contact standby Highway personnel.

Who is responsible for Street signs?

Street signs are placed and maintained by the Highway Department. Regulatory signs (speed zones, stop signs etc.) are requested through the Police Department. Advisory signs (blind driveway etc.) Due to budget restraints the Highway Dept. no longer provides these signs. We caution residents that due to the proliferation of signs, most signs have little impact and placing them in front of other resident's homes can become an issue. Advisory signs are effected by Budget constraints.

How can I find out if my street has been accepted as a public street?

There are links to street listings and other documents concerning unaccepted streets on a [dedicated page](#) under the Engineering Department.