

WASTE MANAGEMENT OF NEVADA TRASH & SINGLE-STREAM RECYCLING FREQUENTLY ASKED QUESTIONS

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Q. What is Single-Stream Recycling?

A. Single-Stream Recycling allows customers the ease and convenience of placing all acceptable recyclable materials into a single cart (customers will also have a cart for their trash). This enhanced recycling program increases the diversion and recycling rate. Each residential customer is provided a cart for recyclable materials (a green cart with a blue lid) in addition to their waste cart (green cart with a green lid) for trash.

Q. Why is Single-Stream Recycling being implemented?

A. Reno residents have been asking for Single-Stream for several years. As a result, on Nov. 7, 2012, the Reno City Council approved the Single-Stream Recycling program to make recycling easy and convenient for the residents and to increase recycling participation within the city.

Q. If I did not select my carts prior to cart delivery, how did Waste Management of Nevada decide which size to deliver to my home?

A. Per the new City of Reno Residential Waste Franchise Agreement, all customers are required to use Waste Management trash and recycling carts. Customers who owned their own 32-gallon container or placed bags at the curb each week, received a 35-gallon Waste Management trash cart and a 64-gallon Waste Management recycling cart. For customers who had a 96-gallon trash cart, they received a 96-gallon Waste Management recycling cart and kept their 96-gallon Waste Management trash cart.

Q. Do I have to use Waste Management's Single-Stream Recycling and trash carts? Can I use my own carts?

A. The new franchise agreement with the City of Reno requires all customers to use Waste Management's trash and recycling carts. Customers will no longer be able to use their own carts. The Waste Management carts are designed for pick up by our automated collection trucks. The automated truck mechanism is not able to service other customer owned containers.

Q. Can I opt out of the Single-Stream Recycling program?

A. All customers are billed for recycling, regardless if they use their Single-Stream Recycling cart or not. However, participation is not mandatory. If a customer would like the recycling cart removed, call customer service at 775-329-8822. The cart will be scheduled for pickup.

Q. How long have Reno residents been recycling?

A. In 1991, Reno City Council adopted curbside recycling for residents as a result of a state recycling mandate. For the past 22 years, Reno residential customers have been able to participate in the crate recycling program.

Q. Have I been billed for recycling since 1991, even if I didn't recycle?

A. Yes, since 1991, all Reno residents have been billed for recycling, even if they didn't participate in the program. Since the new recycling program is a citywide program, customers will continue to be billed for recycling regardless of participation.

Q. What recyclable items will be acceptable with the new program?

A. Customers can now recycle much more with the new Single-Stream Recycling Program. The acceptable recyclable materials include: paper, newspaper, magazines, junk mail, glass bottles, glass jars, aluminum cans, steel cans, plastics #1-7 (all hard plastics), cardboard, and paperboard.



Frequently Asked Questions (continued)

Q. How often will my recycling be picked up once the Single-Stream Recycling Program is implemented?

A. Recycling will continue to be picked up every other week.

Q. When can I start using my new Single-Stream Recycling cart?

A. Customers can begin using their Single-Stream Recycling cart on their first recycling service day in February 2014. Until their first recycling service date in February, customers are encouraged to continue to use their yellow and green recycling crates.

Q. On my first Single-Stream Recycling service date in February 2014, what do I do with my yellow and green recycling crates?

A. Customers should place their recycling crates next to their recycling cart to be collected for recycling.

Q. What if I decide I want a different size trash or recycling cart than the one I currently have?

A. Waste Management recommends customers keep the carts delivered in January 2014 for at least 120 days before requesting a swap. The waste people generate tends to fluctuate and by keeping the carts for at least 120 days, customers will have a better idea of which size cart they need. Customers can call customer service at, 775-329-8822, and ask the representative to swap out the cart(s) and adjust their service level.

Q. What if I have extra waste that won't fit into my trash cart?

A. Starting in February 2014, all trash and recyclables must be placed in Waste Management carts. Excess waste contained in a 32-gallon bag, box or bundle (not to exceed 4' x 4' x 4' or 50 pounds) can be placed at the curb for collection, using one of the 20 Excess Waste Stickers included in the January and April 2014 Waste Management bill. A sticker must accompany each 32-gallon bag, box or bundle. If customers regularly exceed the trash cart limit, customers should consider increasing their current size, adding another cart to their service or purchasing additional stickers. Call customer service at 775-329-8822, to add another cart or to purchase more stickers.

Q. How much do extra stickers and extra carts cost?

A. The 2014 pricing for extra stickers is \$2.25 each or customers can purchase the 20-sticker package for \$40. Pricing for additional carts varies depending on the current cart size; it ranges between \$5.04 and \$8.75 per month. Call 775-329-8822 for specific pricing information based on the current service level or to purchase more stickers.

Q. When can I start using my excess waste stickers?

A. Customers can begin using their excess waste stickers on their first trash service day in February. During the month of January 2014, customers can continue to place seven bags at the curb weekly.

Q. Does that mean I can no longer place seven bags at the curb each week?

A. Yes, if excess waste is generated, customers can place a 32-gallon bag, box or bundle (not to exceed 4' x 4' x 4' or 50 pounds) at the curb with one of the 20 stickers they received for excess waste collection. The 20 stickers will be mailed to customers annually.

Q. What will happen if I use my recycling cart as a trash cart?

A. The effectiveness of the program will be a citywide effort. Contamination from just one resident can contaminate an entire load of recyclables. Therefore, if a customer places trash in their recycling cart, that customer will be billed for an additional trash pickup. This charge will be added to the next bill.

Q. Will I have free access to the Transfer Station?

A. City of Reno residential Waste Management customers who are current with their bill may dispose of one standard pickup truck with municipal solid waste four times a year at no cost. Customers may utilize this service any day and time during normal business hours. Customers may begin utilizing this program in January 2014.

Q. What service level options are available and what are the costs?

A. There are four service level options: (1) 35-gallon trash cart and 64-gallon recycling cart, \$13.85/mo or \$12.37/mo for seniors 70 years or older (2) 35-gallon trash cart and 96-gallon recycling cart, \$14.28/mo (3) 64-gallon trash cart and 96-gallon recycling cart, \$15.33/mo or (4) 96-gallon trash cart and 96-gallon recycling cart, \$16.97/mo.

Q. What time do I need to place my carts at the curb on my service day?

A. All carts must be placed at the curb by 7 a.m. on your scheduled day of service.