

FREQUENTLY ASKED QUESTIONS

- Q. Can I use carts other than the carts provided by Waste Management?**
A. No. The Reno residential franchise agreement requires use of Waste Management carts. Call 775-329-8822 to report broken carts.
- Q. Should I set out my carts if they're not full?**
A. Please set trash cart at the curb weekly for collection. You may wait until your recycling cart is full before setting it out on your scheduled recycling collection day.
- Q. Do I need to rinse out my recyclables prior to placing them in my recycling cart?**
A. No. However, liquids or loose food cannot be placed in the recycling cart. Food and liquids spoil the recyclability of paper and cardboard. Empty liquids and, if necessary, use a spatula to remove food from containers.
- Q. What will happen if I use my recycling cart as a trash cart?**
A. The effectiveness of the program is a citywide effort. Contamination from just one resident can contaminate an entire load of recyclables. Therefore, if you place trash in your recycling cart, you will receive up to two warnings. On the third and fourth offense, you will be billed for contamination. This charge will be added to the next bill. On the fifth offense, the recycling cart will be removed from your home.
- Q. What if I have extra waste that won't fit into my trash cart?**
A. Use one of the 20 Excess Waste Stickers mailed to you annually. Place one sticker on a 32-gallon bag, box or bundle (not to exceed 4' x 4' x 4' or 50 pounds) and place curbside with your trash cart. If bags or bundles do not have a sticker, they will be left at the curb. Cardboard left outside of your cart will be collected as trash and will require an extra waste sticker for collection.
- Q. What if I want an additional cart or different size?**
A. If you decide you need a different cart size combination, please contact customer service at 775-329-8822 to discuss your options and rates. Options are also listed at Reno.wm.com
- Q. What should I do with my carts if I move?**
A. Call customer service at 775-329-8822 to cancel service as you may be responsible for carts if they are lost or stolen.
- Q. What do I do if I miss my pickup?**
A. Call customer service at 775-329-8822 to schedule a special pickup for an additional charge. Or wait until your next service day and leave your extra bagged waste at the curb with an Excess Waste Sticker.
- Q. Can I manage my account online?**
A. Yes! Register online at www.WM.com to check your collection schedule, learn more about your services, get up to date pricing and pay your bill.

LOCATIONS

TRANSFER STATIONS

Commercial Row Transfer Station

1390 E. Commercial Row
Reno, NV 89512
Monday - Friday
7 a.m. - 5 p.m.
Saturday - Sunday
8 a.m. - 4:30 p.m.

Stead Transfer Station

13890 Mt. Anderson Street
Reno, NV 89506
Tuesday - Saturday
8 a.m. - 4 p.m.

Cash, Visa, MasterCard and personal checks accepted.

Transfer Station Access

City of Reno customers can dispose of one standard pickup truck load of waste (or 4 tires) four times per year at no additional cost.

Customers must show a recent trash bill, or have identification that matches the service address on their bill, and be current in their payments. Dumps made on behalf of another customer require a permission form which is available at Reno.wm.com.



LANDFILL

Lockwood Regional Landfill

2700 E. Mustang Road
Sparks, NV 89434
Monday - Saturday
8 a.m. - 4:30 p.m.

*Four annual dumps may not be used at the landfill



Cash, Visa, MasterCard and personal checks accepted.

LockwoodLandfill.wm.com

Bulky Waste Disposal

Customers can dispose of the following items at the landfill at no extra cost.

- Washer/Dryers
- Refrigerators/Freezers
- Swamp coolers
- Hot Water Heaters
- Sofas (max. 2 per load)
- Dressers
- Mattress/Box Spring (max. 2 per load)

RECYCLING CENTER

FREE RESIDENTIAL DROP OFF

1100 E. Commercial Row
Reno, NV 89512
Monday - Friday
8 a.m. - 4:30 p.m.

Cash, Visa, MasterCard and personal checks accepted.



IMPORTANT INFORMATION

CONTACT

Waste Management of Nevada

Customer Service:

775-329-8822

Hours of Operation:

Monday - Friday
8 a.m. - 5 p.m.

Website: Reno.wm.com

OFFICE

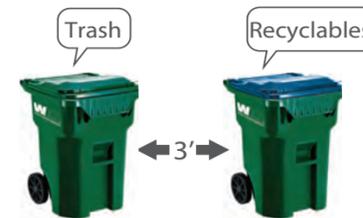
100 Vassar Street
Reno, NV 89502
Monday - Friday
8 a.m. - 5 p.m.
No cash accepted. *Visa, MasterCard and personal checks accepted.*

HOUSEHOLD HAZARDOUS WASTE

Keep Truckee Meadows Beautiful, a local nonprofit, posts a list of Household Hazardous Waste (HHW) disposal locations on their website at KTMB.org/recycle.

CART SETUP

- Set out carts at the curb on collection day by 7 a.m.
- Trash is collected weekly
- Recycling is collected every other week
- Do not overfill your carts
- Lids must close at least half way
- Set carts 3 feet apart and away from objects such as cars and mailboxes
- Place carts at curb with handles facing away from the street



HOLIDAY PICKUP SCHEDULE

Waste Management provides collection on all holidays.

GET TIPS TO RECYCLE RIGHT

When you place the right materials in the right cart it benefits the whole community and protects the environment. When you place the wrong materials in a cart it can harm the environment, injure workers and result in additional charges to your account. Learn more about recycling right by following us on social media.



@wm_nev



@wastemanagementnn

WASTE MANAGEMENT

Trash and Recycling Services



Leading the Way to a
GREENER Reno.

775-329-8822
Reno.wm.com

Para información en español, visite reno.wm.com.





TRASH CART



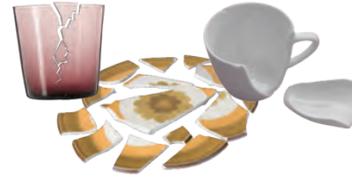
Plastic Bags, Straws & Utensils



Polystyrene Foam



Waxed Cardboard



Broken Glass & Ceramics



Diapers & Pet Waste



Hoses



Food

Yard Waste



Food Wrappers, Pet food Bags

Juice Pouches/Boxes, Cartons (with plastic tops)

Do not place Household Hazardous Waste or electronic waste in the trash cart. For proper handling, please see the Household Hazardous Waste panel.



RECYCLING CART

Unsure if an item is recyclable?

When in doubt, leave it out of recycling.



Plastic Bottles & Containers

Bottles, jars, jugs & tubs



Food & Beverage Cans

Tin, aluminum, steel food & beverage cans



Glass

Bottles, jars



Paper, Flattened Cardboard & Paperboard

Flatten all boxes (do not bundle/tie up)

Do not place trash, scrap metal, Household Hazardous Waste or electronic waste in the recycling cart. For proper handling, please see the Household Hazardous Waste panel.



Do not place food or liquid in recycling cart.

PROGRAM BENEFITS

COMPRESSED NATURAL GAS TRUCKS



By using Compressed Natural Gas (CNG) trucks, greenhouse gas emissions are lowered by 20 percent compared to standard diesel engines and these trucks are much quieter.

ACCESS TO THE TRANSFER STATION

City of Reno residential customers may dispose of one standard pickup truck of trash, (not to exceed three cubic yards) or four tires, four times a year at no additional cost. Dumps may be used any time of year during the transfer stations' normal operating schedule. Customers must be current in their payments and have a recent trash bill or identification matching the service address on their bill. Dumps made on behalf of another customer require a permission slip which is available at Reno.wm.com

EXCESS WASTE AT THE CURB

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 mailed annually in January. A sticker must accompany each 32-gallon bag, box or bundle. Cardboard left outside the cart will be collected as trash and will require a sticker for collection. To increase your current trash cart size, add a recycle cart or purchase additional stickers, call customer service at **775-329-8822**

ECO CENTER

Single stream recycling is processed by hand and mechanical process at the Eco Center Materials Recovery Facility (MRF). The Campus also includes a Visitor's Education room, public transfer station, driver training and dispatch center, fleet maintenance and CNG fueling stations. Free scrap metal drop-off is available to customers on the north side of Commercial Row.

HOUSEHOLD HAZARDOUS WASTE



Keep paint, electronics, motor oil and other hazardous materials out of landfills by keeping these items out of your trash and recycling carts. For a list of Household Hazardous Waste (HHW) disposal locations, visit KTMB.org/recycle.



Dispose of electronic waste, motor oil, antifreeze and car batteries, for a charge, at the WM transfer station located at 1390 E. Commercial Row, Reno, NV 89512.

CONVENIENT MAIL-IN RECYCLING

ThinkGreenFromHome.com



MEDWASTE TRACKER®

MedWaste Tracker® provides for the safe containment, collection, and destruction of used sharps, in the convenience of a pre-paid postage return kit.



BATTERYTRACKER™

Recycle common batteries (AAA, AA, B, C, D, cell phone and button batteries) with our mail back postage-paid container.



LAMPTRACKER®

Safely collect, store and recycle spent compact fluorescent bulbs and tubes with our mail back postage-paid containers.