

FREQUENTLY ASKED QUESTIONS

Q. Can I use carts other than the carts provided by Waste Management?

A. No. The Unincorporated Washoe County residential franchise agreement requires the use of Waste Management carts.

Q. Should I set out my carts if they're not full?

A. Your trash cart should be set at the curb at 7 AM weekly. 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 because they spoil the recyclability of paper and cardboard. 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. Contamination from just one resident can spoil 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 25 Excess Waste Stickers mailed annually. Place it on a 32-gallon bag, box or bundle (not to exceed 3' x 3' x 3' or 50 pounds) and leave curbside with your trash cart. If bags or bundles do not have a sticker, they will not be collected. Call customer service at 775-329-8822, to add another cart or to purchase more stickers. Or visit the transfer stations or landfill to dispose of the waste.

Q. What happens if a cart is stolen or damaged?

A. Contact customer service at 775-329-8822 to replace or repair your cart.

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. Where can I pay my Waste Management bill?

A. Managing your account is easy. There are four options to pay your bill:

- (1) Register your Waste Management account online and pay your bill through the EZ Pay system.
- (2) Mail in your payment.
- (3) Pay your bill in person at the Waste Management of Nevada office from Mon. - Fri., 8 a.m. to 5 p.m.. No cash accepted.
- (4) Contact the call center at 775-329-8822, Mon. - Fri., 8 a.m. to 5 p.m.

LOCATIONS

TRANSFER STATIONS

Commercial Row Transfer Station

1392 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 Road
Reno, NV 89506
Tuesday - Saturday
8 a.m. - 4 p.m.

Cash, Visa, MasterCard and personal checks accepted.

Transfer Station & Landfill Disposal Service

Washoe County customers can dispose of one standard pickup truck load of waste four times a 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 to use this service.



LANDFILL

Lockwood Regional Landfill

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

LockwoodLandfill.wm.com

Cash, Visa, MasterCard and personal checks accepted.



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/E-WASTE

1100 E. Commercial Row
Reno, NV 89512
Monday - Friday
8 a.m. - 4:30 p.m. • closed 12 p.m. - 12:30 p.m.

There is a charge to dispose of electronic waste.

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: WashoeCounty.wm.com

OFFICE

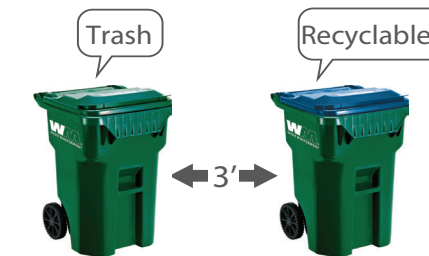
100 Vassar Street
Reno, NV 89502
Monday - Friday
8 a.m. - 5 p.m.
No cash accepted. *Visa, MasterCard and personal checks accepted.*

HOUSEHOLD HAZARDOUS WASTE

For a complete list of Household Hazardous Waste (HHW) disposal locations, contact Keep Truckee Meadows Beautiful, a local nonprofit, at **775-851-5185** or visit **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.



When you place the right materials in the right cart, it benefits you and your 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. Waste Management can refuse to collect carts containing unacceptable recyclable materials, and charge contamination fees. Be sure to follow the guide on the reverse side to recycle right, and avoid contamination charges.

WASTE MANAGEMENT

Trash and Recycling Services



Leading the Way to a
Greener
Unincorporated Washoe County

775-329-8822
WashoeCounty.wm.com





TRASH CART



Plastic Bags & Utensils

Polystyrene Foam



Broken Glass & Ceramics

Diapers & Pet Waste



Food

Yard Waste

Hoses



Food Wrappers, Straws, & Juice Pouches

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

When in doubt if an item is recyclable, place it in the trash cart.



Empty Glass Bottles & Jars

Paper & Cardboard



Empty Aluminum, Tin & Steel Cans

Empty Plastic Bottles & Containers

Do not place trash, 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

WILDLIFE RESISTANT CARTS



Under the new Franchise Agreement covering Unincorporated Washoe County customers can get a WM provided wildlife resistant cart and service. For prices and availability go to:

WashoeCounty.WM.com
or call **775-329-8822**

ACCESS TO THE TRANSFER STATION & LANDFILL

Washoe County residential customers may dispose of one standard pickup truck (not to exceed three cubic yards) of trash four times a year at no cost anytime during the transfer stations' and Lockwood Landfill's normal operating schedules. To use this service, customers must be current in their payments and must show a recent trash bill or have identification that matches the service address on their bill.

EXCESS WASTE AT THE CURB

All trash and recyclables must be placed in Waste Management carts. Waste that does not fit in your cart may be placed in a 32-gallon bag, box or bundle (not to exceed 3' x 3' x 3' or 50 pounds) and must be marked with one of your 25 Excess Waste Stickers for pick up.



If you regularly exceed your trash cart limit, consider adding another cart to your service or purchasing additional stickers by calling customer service at **775-329-8822**.

SPRING AND FALL EXCESS WASTE AT THE CURB

During the months of May and November, Unincorporated Washoe County customers can place an additional six bags, boxes or bundles (not to exceed 3' x 3' x 3' or 50 pounds) outside the container on the service day without using an Excess Waste Sticker.

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 complete list of Household Hazardous Waste (HHW) disposal locations, contact Keep Truckee Meadows Beautiful, a local nonprofit, at 775-851-5185 or visit KTMB.org/recycle.



Dispose of electronic waste, for a charge, at the Waste Management Recycling Center, located at 1100 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.