

Unincorporated Washoe County Trash & Single-Stream Recycling Frequently Asked Questions

Q. What is single-stream recycling?

- A. Single-stream recycling gives you the ease and convenience of placing acceptable recyclable materials into a single cart (you also have a cart for your trash). This enhanced recycling program increases the diversion rate.

You are provided a green cart with a BLUE lid for recyclable material and a green cart with GREEN lid for trash.

Q. Why is single-stream recycling being implemented?

- A. Washoe County residents have been asking for single-stream recycling for several years. As a result, on November 29, 2016, Washoe County Commissioners approved the single-stream recycling program to make recycling easy and convenient for residents, and to increase recycling participation within the county.

Q. Do I have to use Waste Management's single-stream recycling and trash carts?

- A. Yes. The franchise agreement with Unincorporated Washoe County requires all customers to use Waste Management's trash and recycling carts.

Q. Can I opt out of the single-stream recycling program?

- A. Yes. If you would like the recycling cart removed from your home, call customer service at 775-329-8822. The cart will be scheduled for pickup. Please note, recycling is included in your trash collection rate. The price will NOT decrease if you opt out of single-stream recycling.

Q. How long have Washoe County residents been recycling?

- A. In 1991, Washoe County adopted curbside recycling for residents as a result of a state recycling mandate. For the past 24 years, residents have been able to participate in the crate-based recycling program. The cost has been included in your trash collection rate.

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

- A. You can recycle much more with the new single-stream recycling program. Acceptable recyclable materials include cardboard, paperboard, paper, newspaper, magazines, junk mail, empty glass bottles, empty glass jars, empty aluminum cans, empty steel cans, empty plastics bottles and empty plastic containers.

Q. When can I start using my new single-stream recycling cart?

- A. You can begin using the single-stream recycling cart as soon as it arrives.

Q. What do I do with my yellow and green recycling crates?

- A. Once you receive your single-stream recycling cart, please leave your crates curbside for collection. Our crews will return within a couple of weeks to collect them.

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

- A. The effectiveness of the program is a community 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. 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. If necessary, use a spatula to remove food from recyclable items.

Q. Will I have free access to the transfer station and Lockwood Landfill?

- A. Starting in January 2017, if you are current with your bill, you may dispose of one standard pickup truck load of trash 4 times per year at no additional cost. You can take your trash to Waste Management transfer stations in Reno or the Lockwood Landfill during the facilities' normal business hours.



Frequently Asked Questions (continued)

Q. What should I do with my excess waste during the spring and fall seasons?

- A. During the months of May and November, you can place an additional six bags, boxes or bundles (not to exceed 3' x 3' x 3' or 50 pounds) beside your trash cart on your service day without using an Excess Waste Sticker.

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

- A. Starting in February 2017, 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 3' x 3' x 3' or 50 pounds) can be placed at the curb for collection, using one of the 25 Excess Waste Stickers mailed annually in January. A sticker must accompany each 32-gallon bag, box or bundle. In most cases, proper use of the single-stream recycling program will provide plenty of space for recycling and trash.

If you regularly exceed the trash cart limit, you should consider adding another cart to your service, or purchasing additional stickers. Call customer service at 775-329-8822, to add another cart or to purchase more stickers.

Q. What if I need more stickers or an extra cart?

- A. You can purchase individual stickers or a package of 20 stickers whenever needed. You may also add additional trash and recycling carts to your service level for an additional cost. Call 775-329-8822 for pricing information or to purchase more stickers.

Q. When can I start using my Excess Waste Stickers?

- A. You can begin using your Excess Waste Stickers on your first trash service day in February. Until then, you can continue to place up to six bags at the curb weekly.

Q. Can I still place six bags at the curb each week?

- A. No. Starting February 1, 2017, if excess waste is generated, you can place a 32-gallon bag, box or bundle (not to exceed 3' x 3' x 3' or 50 pounds) at the curb with one of your 25 Excess Waste Stickers. The stickers are mailed annually to your billing address. Excess bags without stickers will be left behind.

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.

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, 100 Vassar St., Reno, NV 89502 from Mon. - Fri., 8 a.m. to 5 p.m.

(4) Contact the call center at 775-329-8822, Mon. - Fri., 8 a.m. to 5 p.m.

Q. Why are my rates increasing even though the number of bags left for curbside collection are now limited?

- A. In developing the new rates for Unincorporated Washoe County, WM and Washoe County representatives worked to create rates that were fair for all users. Limits on curbside pickup ensure customers with smaller volumes of waste aren't paying as much as users with large volumes of waste. The new rates also include options for disposal of extra waste at no extra charge. That includes four (4) trips the transfer station or landfill every year, 25 Excess Waste Stickers for curbside collection and a yard waste program that allows customers to leave six (6) bags of yard waste for curbside collection every week during the months of May and November. Most importantly, use of your single-stream recycling cart can significantly reduce the amount of material in your trash cart giving you more room to toss out non-recyclables.

Q. Are bear resistant carts available through WM?

- A. Yes. Under the new Franchise Agreement covering Unincorporated Washoe County customers can get a WM provided bear resistant cart and service. Call 775-329-8822 for prices and availability or go to WashoeCounty.WM.com

For more frequently asked questions, please visit WashoeCounty.wm.com.

Para leer las preguntas más frecuentes (FAQ) en español, visite WashoeCounty.wm.com o llame al 855-411-5736 para solicitar una versión en español por correo.

