FREQUENTLY ASKED QUESTIONS

Q. Can I use carts other than the carts provided by WM?
A. No. The carts provided by WM are designed to work with our trucks and personal carts will not be serviced as they may be crushed or damaged.

Q. Should I set out my carts if they're not full?
A. Your trash cart should be set out at the curb weekly. You may wait until your recycling cart is full before setting it out on your scheduled recycling collection day.

Q. What if I have extra waste that won't fit into my trash cart?
A. If the lid of your trash cart cannot close, it is considered overfilled, and you will need to use an excess waste option (see excess waste section of brochure) to avoid any fees.

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 if I move?
A. Call customer service at 775-329-8822 to cancel service and schedule cart removal. Otherwise, billing may continue, and you may be responsible for lost or stolen carts.

Q. What do I do if I miss my pickup?
A. If a pickup is missed, we recommend you wait until your next pickup day and use excess waste stickers for any overflow. If this does not work for you, please call customer service at 775-329-8822 to discuss additional options.

Q. How do I find information on my collection day?
A. Download the My WM App for Android and iPhone or access your online account by going to www.wm.com. Trash is collected weekly, and recycling is collected once every 2 weeks.

Q. Do recyclables have to be cleaned prior to placing them in a recycling cart?
A. Yes, but they do not need to be perfectly clean. Plastic containers, cans and glass bottles should be wiped clear of food debris and liquids dumped out, so they do not contaminate paper products in your cart. Paper products or cardboard that has been stained due to food or liquid residue (such as greasy pizza boxes) should not be placed in the recycling.

Q. Does WM accept bagged recyclables?
A. No. Plastic bags and film plastic can damage sorting equipment and create hazards for employees. Plastic bags are the number one contaminate in recycling carts. It is important to empty your recyclables loosely into recycling carts. Bagged recyclables are considered trash and contamination fees might be applied.

Q. How do I know which cart to use for recycling?
A. Recycling carts in the Reno area have a blue lid.

Q. What do I do if my landlord doesn't offer recycling?
A. Residents can drop off recycling at the Eco Center free of charge. Cardboard drop-off is at 1100 E. Commercial Row. Mixed recyclables can be deposited in the yellow bins at 1391 E. Commercial Row. Please follow residential recycling guidelines.

LOCATIONS

TRANSFER STATIONS

Payment: Visa, Mastercard, Discover or Personal Check. Cash is not accepted.

Holiday Closures: New Years Day, 4th of July, Thanksgiving, Christmas Day

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

LANDFILL

Payment: Visa, Mastercard, Discover. Cash is not accepted.
Holiday Closures: New Years Day, MLK Day, Memorial Day, 4th of July, Labor Day, Nevada Day, Thanksgiving, Christmas Day

Lockwood Regional Landfill

2700 E. Mustang Rd (exit 23 off I-80)
Sparks, NV 89434
Monday - Saturday
8 a.m. - 4:30 p.m.

Administrative Office

100 Vassar St
Reno, NV 89502
Monday - Friday
8 a.m. - 5 p.m.
Payment drop-off available

ECO-CENTER

Holiday Closures:

New Years Eve, New Years Day, MLK Day, Memorial Day, 4th of July, Labor Day, Nevada Day, Veteran's Day, Thanksgiving, Christmas Eve and Christmas Day.

For cardboard recycling drop-off:

1100 E. Commercial Row Reno, NV 89512
Monday - Friday, 7:30 a.m. – 3:00 p.m.

For mixed recycling drop off:

1391 E. Commercial Row
Reno, NV 89512
Monday - Friday, 7:30 a.m. – 3:00 p.m.

IMPORTANT INFORMATION

CUSTOMER SERVICE

775-329-8822
Monday – Friday 8 a.m. – 5 p.m.
www.wm.com

FOUR OPTIONS TO PAY YOUR WM BILL

1. Register your Waste Management account online at www.WM.com and pay your bill through the EZ Pay system.
2. Mail payment checks (no cash) to: 100 Vassar St. Reno, NV 89502
3. Drop off payments at the Waste Management of Nevada office Mon.- Fri., 8 a.m. to 5 p.m. No cash accepted (Visa, Mastercard or personal check)
4. Contact the call center at 775-329-8822, Mon. - Fri., 8 a.m. to 5 p.m.





Set out carts at the curb on collection day by 7 a.m.

HOW TO SET OUT YOUR CART

- Trash is collected weekly
- Recycling is collected every other week
- Overfilled carts (cart with a lid that is unable to close) may result in fees
- Keep lids closed to reduce windblown litter and keep critters out
- 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



Do Not Overfill

HOLIDAY PICK UP SCHEDULE

Waste Management provides collection service on all holidays.



TRASH DISPOSAL AND RECYCLING SERVICES



Leading the Way to a GREENER Reno.

775-329-8822 • WM.com

TRASH CART



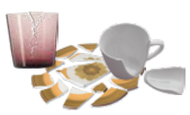
Plastic Bags,
Straws & Utensils



Polystyrene Foam



Waxed Cardboard



Broken Glass
& Ceramics



Diapers & Pet Waste



Hoses



Food Waste & Food
Soiled Paper



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.



RECYCLE 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)
No shredded paper.

Do not place food or liquid in recycling cart.

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.



OTHER INFORMATION

CONNECT AND LEARN



Recycle Often, 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 at www.RenoRecycles.com.

Follow WM on social media for regular updates, tips and upcoming events!

Twitter: @wm_nev, Instagram: wm_nev, TikTok: @wmnevada
Facebook: Waste Management Northern Nevada

Schedule a Tour at the Eco-Center or Schedule a Group Presentation

If you would like to schedule a tour of our recycling facility or have a Recycling Education Rep present to your community group, class, or HOA please visit RenoRecycles.com to fill out our online form.



COMPRESSED NATURAL GAS TRUCKS

Our Compressed Natural Gas (CNG) fleet continues to grow. These trucks have 20 percent lower greenhouse gas emissions compared to standard diesel engines and they are much quieter.

Reno.wm.com • 775-329-8822

WASTE DISPOSAL

EXCESS WASTE

Transfer Station

City of Reno customers may dispose of one standard pickup truck load of waste four times per year at no additional cost. Customers must show a recent WM service bill (or have identification matching the service address on their bill) and be current in their payments. Dumps made by tenants or on behalf of another customer require written permission. A form is available at reno.wm.com.



Hazardous Waste

Household Hazardous Waste such as paint, electronics, motor oil and other hazardous materials do not belong in your trash or recycling carts. These items require special handling to protect our environment.

WM accepts certain hazardous waste items for an additional fee. Please contact 775-329-8822 to determine what will be accepted and where to take it. Visit our friends at ktmb.org to find additional resources for disposing of hazardous waste.

EXCESS WASTE AT THE CURB



Excess Waste Stickers

Use one of the 20 Excess Waste Stickers mailed annually. Place it 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. Bags or bundles without a sticker will be left at the curb. Additional stickers can be purchased by calling 775-329-8822.

Bagster® Bag

Bagster® Bags can hold up to 3,300 pounds of debris or waste and are an easy and convenient option for your next home project. They can be purchased at your local home improvement store or online and come in a compact package for easy storage. When you're ready to have to bag gone, simply schedule a pickup online (www.thebagster.com) or by phone (1.877.789.BAGS).

Choosing the Right Container Size

If you regularly overfill or underfill your carts, call customer service at 775-329-8822 to discuss changing cart size or adding/removing a cart.