



Greening Our Community

Storey County



Spring 2024 Newsletter

Anatomy of the Perfect Cart Placement

Lid. Must be closed tightly to avoid litter, snow, and to facilitate pickup.

1

Handle. Must face your house to ease collection.

2

Carts. Placed at least 3 feet apart from other objects or carts.

5

Wheels. Should be against the curb or edge of the roadway before your scheduled collection or by 6 a.m.

3

4

Bottom. Always placed on a flat and unobstructed surface.

Weather changes can significantly affect your waste services on multiple fronts. It can delay drivers due to challenging or hazardous road conditions. It can also impact curbside pickups, particularly on snowy days when carts get extra wet and heavy. The weather may slow drivers down as they go the extra mile to assist senior and disabled neighbors with their waste disposal needs.

To ensure you receive the best possible service and to facilitate curbside collection for drivers, we recommend following the instructions above on proper cart placement. These tips will enhance your service experience, whether it's raining or shining.

Weather Service Delays

Service delays may occur when the weather is extreme. WM will do everything possible to service your address or provide alternative options. During extreme weather, WM may provide:

- Same-day service alerts to affected customers
- Free transfer station access
- Snow Boxes at Fire Station 72
- Next-day service in a flatbed truck

Call customer service at (775) 343-7596 for additional information.



TAKE CHARGE, SAVE TIME

Embrace the flexibility of managing waste services at your convenience. Save time and discover the ease of WM’s online features.



Download the My WM app or visit wm.com to manage your waste account.



Pickup Schedule

Track curbside ETA, service dates or report missed pickups.



Payment Methods

Select payment preferences or enroll in AutoPay (not required).



Cart Replacement

Request replacement for damaged or missing waste containers.



Notification Preferences

Choose your notification preferences to receive same-day service alerts.



Drop-off Locations

Discover alternative ways to handle waste beyond curbside pickup.



Live Assistance

Chat with a live agent online to find the right solution faster.

HANDLING EXTRA WASTE

Dump Vouchers

WM and Storey County offer free vouchers for additional disposal of up to four cubic yards of waste.

Residents should claim dump vouchers at Storey County Administrative Offices, located at 26 S. B Street, Virginia City, NV 89400.

Free Dump Days

Residents can also dispose of excess waste during Free Dump Days at the Lockwood Landfill from April 18 to 27, between 8 a.m. and 3:30 p.m. The landfill is closed on Sundays and the event is exclusively for residents. Regular fees apply for commercial customers.