

## FREQUENTLY ASKED QUESTIONS

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

A. No. The Incline Village residential franchise agreement requires the use of Waste Management carts. Waste Management carts allow for a more expedient collection allowing us to serve you better. (Existing wildlife resistant carts are exempt from this requirement and can continued to be used by customers.)

### Q. How often is recycling collected?

A. Under the new agreement, recycling will be picked up weekly on the same day your trash is collected.

### Q. Do I need to rinse out my recyclables before putting them in my recycling cart?

A. Liquids and loose food cannot be placed in the recycling cart. Food and liquids spoil the recyclability of paper and cardboard. Removing food from containers also reduces the risk of wildlife scavenging.

### Q. What will happen if I put trash in my recycling cart?

A. The effectiveness of the program is a community effort. Just one resident can contaminate an entire load of recyclables. Therefore, if you put trash in your recycling cart, you may be billed for additional trash collection. You may also lose your option to participate in the recycling program.

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

A. In addition to curbside collection, customers are entitled to take one load of trash (up to 3 cubic yards per load) to the Incline Transfer Station four (4) times per year at no additional charge. Customers cannot place extra bags of trash at the curb. (See reverse side for rules about bagged yard waste.)

### Q. What if I want an additional cart or different size?

A. If you find the delivered 64-gallon cart does not meet your needs, please contact customer service at (775) 831-2971 for additional sizes and rates.

### Q. How do I label recycling container in my bear shed?

A. standard three arrow recycling symbol may be used to differentiate recycling bins from trash. Stickers can be purchased online or may be available at Incline Village Public Works.

### Q. My trash/recycling pick up was missed, who do I contact?

A. Please contact customer service at (775) 831-2971. Where can I place materials not listed on the right? Household hazardous waste, e-waste, pharmaceuticals and needles cannot be placed in trash or recycling carts. They must be handled separately. Please visit [www.yourtahoepace.com/public-works/waste-not](http://www.yourtahoepace.com/public-works/waste-not) for more information.

## CONTACT INFORMATION

Email: [InclineVillage@wm.com](mailto:InclineVillage@wm.com)

Phone: 775-831-2971

EzPay: [www.wm.com/myaccount/](http://www.wm.com/myaccount/)

### Hours of Operation

#### Office

Monday – Friday · 8 a.m. – 4:30 p.m.  
(Closed Holidays)

#### Transfer Station

Monday-Friday: 8 a.m. to 4:30 p.m.  
Saturday: 8 a.m. to 4 p.m.  
Sunday: 8 a.m. to 4 p.m.



**INCLINE VILLAGE TRANSFER STATION  
AND COLLECTIONS INFORMATION**



1200 Sweetwater Road

[InclineVillage@wm.com](mailto:InclineVillage@wm.com)  
775-831-2971

## TRANSFER STATION ACCESS



### Bulky Item Drop Off

Residential customers may drop off up to three (3) cubic yards of trash, including furniture, appliances and construction debris, four (4) times per year at the transfer station at no additional charge. Customers must present utility bill, IVGID card or driver license with service address and be current in their trash payment.

Property owners may provide signed permission for tenants to use the bulky drop off and courtesy trash drop off service. Forms are available at [InclineVillage.wm.com](http://InclineVillage.wm.com)



### Courtesy Trash Drop Off

Individual customers, who are current on their bill may drop off the equivalent of their weekly curbside allocation of household trash and recycling at no cost. When this option is chosen, the property will not receive collection on their next scheduled service day. (Please provide appropriated IVGID ID, driver's license or bill.)



### Car Batteries & Anti-Freeze

Car batteries (\$9 each), motor oil (limit 3 gallons), and anti-freeze can be turned in for recycling at the Incline Village Transfer Station during business hours.



### Large Appliances

Large appliances are accepted at the Incline Village Transfer Station. Refrigerators, washers, dryers, water heaters and stoves are accepted for recycling for a fee. Refrigerators must be free of refrigerant prior to disposal or additional fess may apply.

Incline Village Transfer Station is **no longer accepting** 2 (two) 32-gallon bags of trash from residents each week free of charge.

## COLLECTIONS



Weekly recycling collection occurs on your trash day and is included in your trash rate.

*Non-Bear Shed/Bear Cart Customers are required by IVGID to use the new WM-issued wheeled carts.*

An additional \$5.00 will be charged for collection of Trash/Recycling that does not fit in your cart or Bear Shed. Customers may also face additional penalties from IVGID for trash/recycling that is not contained. Extra trash can be dropped off at the transfer station 4 (four) times per year at no additional charge.

**Each year customers will be mailed 96 stickers for bagged yard waste collection,** which will take place over 12 weeks in the Spring and 4 Weeks in the fall. Each heavy-duty trash bag filled with yard waste must have a sticker for curbside collection on your regular trash day. A \$2.31 fee will be charged for each additional bag of yard waste collected curbside. Customers may also use one of their four (4) annual transfer station visits to dispose of yard debris.

If you have additional questions, please contact us by email at [InclineVillage@wm.com](mailto:InclineVillage@wm.com) or by phone at (775) 831-2971

For more information about your services go to [InclineVillage.wm.com](http://InclineVillage.wm.com)