

FREQUENTLY ASKED QUESTIONS

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 fees.

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

A. You can order a replacement cart in a couple simple steps on the My WM App or wm.com. You can also call (775) 329-8822.

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 at wm.com/login. 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 should be dumped out so they do not contaminate paper products in your cart. Paper products or cardboard that have 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.

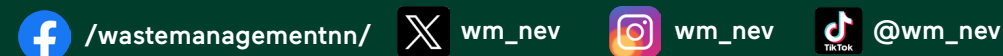
Q. What do I do if my landlord doesn't offer recycling?

A. Residents can drop off recycling at the Eco-Center free of charge. Cardboard drop-off is located at 1100 E. Commercial Row. Mixed recyclables can be deposited in the yellow bins at 1391 E. Commercial Row. Please follow residential recycling guidelines.

LEARN MORE ABOUT RECYCLING RIGHT

Schedule a tour at the Eco-Center or request a group presentation. Visit RenoRecycles.com to fill out an online form to request a tour or have a Recycling Education Representative present to your community, group, class, or HOA at no additional charge.

Follow WM on social media:



TRANSFER STATIONS

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.

Holiday Closures: 4th of July, Thanksgiving, Christmas, and New Year's Day. **Payment methods:** Visa, MasterCard, Discover or Personal Check. Cash is not accepted.

LANDFILL

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

Holiday Closures: 4th of July, Labor Day, Nevada Day, MLK Day, Memorial Day, Thanksgiving, Christmas, New Year's Eve, and Day. **Payment methods:** Visa, MasterCard, Discover. Cash is not accepted.

ECO-CENTER

Cardboard Recycling Drop-off:

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

Mixed Recycling Drop-off:

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

Holiday Closures: 4th of July, Labor Day, Nevada Day, MLK Day, Memorial Day, Veteran's Day, Thanksgiving, Christmas, New Year's Eve and Day.

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.



Pickup Schedule

Track curbside collection, service dates, or report missed pickups.



Cart Replacement

Request replacement for a damaged or missing waste container.



Payment Methods

Select your payment preferences or enroll in AutoPay (optional).



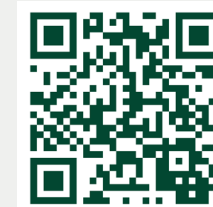
Notification Preferences

Set communications preferences to receive same-day service alerts.



Live Chat

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



Scan the code to download the My WM App or visit wm.com/login to register and manage your account

ADDITIONAL OPTIONS TO PAY YOUR BILLS

- Register your WM account online at wm.com/login and pay your bill through the EZ Pay system.
- Mail checks or drop off payments in person at 100 Vassar St. Reno, NV 89502 Mon.- Fri., 8 a.m. to 5 p.m. (no cash, only Visa, MasterCard, or personal check).
- Call 775-329-8822, Mon. - Fri., 8 a.m. to 5 p.m.



Trash & Recycling Disposal Services

Leading the way to a more sustainable Reno

Visite home.wm.com/reno para acceder a esta guía en español



TRASH

Place in your trash cart everything that **cannot** be recycled, except household hazardous waste or electronic waste.



Plastic Bags, Straws and Utensils



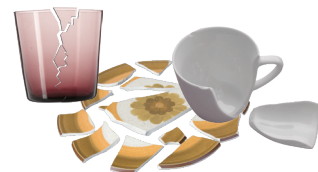
Polystyrene Foam



Hoses



Waxed Cardboard



Broken Glass and Ceramics



Diapers and Pet Waste



Food Waste and Food-soiled Paper



Yard Waste



Food Wrappers, and Pet Food Bags



Juice Pouches/Boxes, and Cartons (with plastic tops)

RECYCLABLES

Proper sorting is essential to ensure that each recyclable material can be turned into awesome new stuff.



Always Recycle



Plastic Bottles, containers, jars, jugs and tubs



Aluminum/Steel Tins and Cans



Glass Bottles and Jars



Flattened Cardboard & Paperboard (Not bundled/tied)



Flattened Paper (No shredded paper)

FREE YOUR RECYCLABLES

Don't bag recyclables. Place materials directly in your recycling cart.

If you currently don't have recycling service, bring your recyclables to the Eco-Center. See reverse for more information. Not sure if an item is recyclable? Place it in the trash cart.



CART SETUP

How and where you place your carts on pickup day makes a big difference. Improper placement and overages can result in safety issues, property damage, additional fees, or even lead to your cart being skipped over. If you regularly overfill your carts, call customer service at 775-329-8822 to discuss adding a cart. For easy collection, always follow these cart placement instructions:

Lid. Closed tightly to avoid litter, rain or snow, and to facilitate pickup.

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



HOLIDAY PICK UP SCHEDULE

WM provides curbside collection services on all holidays. Check the reverse side for the hours of operation and holiday closures of our local offices, transfer stations, landfill, and eco-center facility.



WASTE SOLUTIONS FOR EVERY NEED



EXCESS WASTE

Reno residents can dispose of one truckload of waste, four times per year at no extra cost at our transfer stations. Customers must show a recent WM bill or matching ID and be current with payments. Written permission is required for dumps made by tenants or on behalf of others. A form is available at reno.wm.com.

HAZARDOUS WASTE

WM accepts household hazardous waste (HHW) for an additional fee. Call 775-329-8822 for details on accepted materials and drop-off locations. HHW items should never be placed in trash or recycling carts. Visit ktmb.org to discover additional disposal resources.

WASTE STICKERS

WM mails 20 stickers annually to help you dispose of extra waste. Place stickered 32-gal bags, boxes, or bundles (not over 4'x4'x4' or 50 lbs) for curbside pickup next to your trash cart. Waste without stickers won't be collected. Call **775-329-8822** to purchase extra stickers.

BAGSTER® BAG

An easy and convenient option for your next project. It can hold up to 3,300 pounds of debris or waste. You can purchase it at home improvement stores or online. When you're done with your project, simply schedule a pickup online (thebagster.com) or by phone **(1-877-789-BAGS)**.