

## FREQUENTLY ASKED QUESTIONS

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

A. No. The Incline Village residential franchise agreement requires the use of Waste Management carts.

### Q. Should I set out my carts if they're not full?

A. Regular collection helps prevent overages. Your trash cart and recycling should be set at the curb at 7 AM weekly on your service day.

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

A. Food and liquids spoil the recyclability of paper and cardboard. Liquids and loose food cannot be placed in the recycling cart. Removing food from containers also reduces the risk of wildlife scavenging. Please rinse, wipe or scrape food residue from recyclables before placing in your cart.

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

A. Contamination can spoil an entire load of recyclables. Therefore, if you place trash in your recycling cart, you may be charged for extra trash collection. Repeat offenses may result in the removal of your recycling cart.

### Q. How do I change the size of my service?

A. Trash service is available in 32, 64 and 96-gallon carts. Each service level includes a recycling cart of the same size. Additional trash carts may be added for a fee. To talk to a customer service agent about right-sizing your service please call 775-831-2971.

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

A. Contact customer service at 775-831-2971 to replace or repair your cart.

### Q. My property is a vacation home. Can I stop service when I'm away?

A. Trash collection is a mandatory service per Section 3.1 of IVGID District Ordinance No. 1, which requires property owners or occupants to subscribe to solid waste collection service.

### Q. What do I do if I miss my pickup?

A. Call customer service at 775-831-2971 to schedule a special pickup for an additional charge. Or bring your trash to the transfer station for a courtesy drop off. You will not be charged if you did not get collection service during the same week.

### 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 office  
1076 Tahoe Blvd., Incline Village, NV  
Mon. - Fri., 8 a.m. to 4:30 p.m. No cash accepted.
- (4) Contact the office at 775-831-2971, Mon. - Fri., 8 a.m. to 4:30 p.m.

### Q. How can I learn more about service interruptions due to weather?

A. Be sure to update your contact information at [www.WM.com](http://www.WM.com). Dispatch will attempt to contact you by phone, email or text based on the information you provide. You can also check the Service Interruption Hotline at **855-894-9650**.

## LOCATIONS

### TRANSFER STATION

#### Incline Village Transfer Station

1200 Sweetwater Road  
Incline Village, NV 89451

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

Cash and personal checks  
accepted. Credit and Debit  
Cards cannot be processed at  
the transfer station.



The transfer station accepts construction and demolition, bulky items, cardboard, appliances, motor oil, car batteries, anti-freeze, paper, newspaper, magazines, aluminum and steel cans, junk mail, all hard plastics (#1-7), and glass bottles and jars.

### CUSTOMER SERVICE

#### Waste Management

Incline Village:  
775-831-2971

#### Hours of Operation:

Monday - Friday  
8 a.m. - 4:30 p.m.

#### Website:

[InclineVillage.wm.com](http://InclineVillage.wm.com)

#### Email:

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

### IVGID HHW DROP OFF CENTER

IVGID residents may dispose of household hazardous waste (HHW) and electronic waste (E-waste) at:

#### Waste Not Drop off Center

1220 Sweetwater Rd  
Incline Village, NV.

#### Website:

[yourtahoeplace.com](http://yourtahoeplace.com)

You may also schedule an appointment 48 hours in advance at **(775) 832-1284**.

### OFFICE

1076 Tahoe Blvd.  
Incline Village, NV 89451  
Monday - Friday  
8 a.m. - 4:30 p.m.

**No Cash.** Personal checks are accepted. Visa, MasterCard and Debit cards accepted at the office only.

Current rate information and your collection day schedule can be found at [InclineVillage.wm.com](http://InclineVillage.wm.com)

## IMPORTANT INFORMATION



### CLOSE THE LID ON OVERAGES

Customers may incur overage charges when trash and recycling carts are overfilled.

The goal of this program is to prevent litter and reduce wildlife encounters by keeping trash and recycling contained. Cart lids must close completely. Outside of designated spring and fall collection program dates, yard waste is considered trash and should be disposed of accordingly.

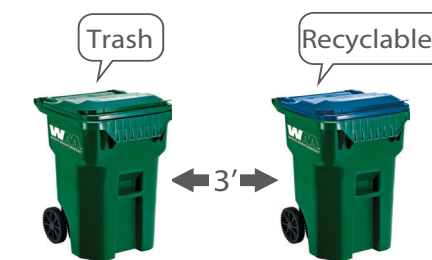
Customers may face cleanup charges for overfilled containers. Additional fines may also be imposed by IVGID per Ordinance 1.

#### Some options to reduce trash at the curb:

- 4 Annual transfer station dumps at no additional cost
- Increase your cart size
- Breakdown recyclables before placing in cart
- Drop off extra trash at the transfer station
- Free transfer station drop off of recyclables

### CART SET OUT

- Set out carts at the curb on collection day by 7 a.m. only on your service day.
- Trash and recycling are collected weekly
- Do not overfill your carts
- 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



### HOLIDAY PICKUP SCHEDULE

Waste Management provides collection on all holidays.

## WASTE MANAGEMENT

### Trash and Recycling Services



Leading the Way to a  
**Greener**  
Incline Village  
and Crystal Bay





# TRASH CART



Plastic Bags & Utensils

Polystyrene Foam



Broken Glass & Ceramics

Diapers & Pet Waste



Food

Yard Waste

Hoses



Food Wrappers, Straws, & Juice Pouches

**Do not place Household Hazardous Waste or electronic waste in the trash cart. For proper handling, please see the Household Hazardous Waste panel.**



[InclineVillage.wm.com](http://InclineVillage.wm.com)

775-831-2971



# RECYCLING CART

Remember to remove food residue from recyclables. When in doubt if an item is recyclable, place it in the trash cart.



Empty Glass Bottles & Jars

Paper & Cardboard



Empty Aluminum, Tin & Steel Cans



Empty Plastic Bottles & Containers

**Do not place trash, Household Hazardous Waste or electronic waste in the recycling cart. For proper handling, please see the Household Hazardous Waste panel.**



**Do not place food or liquid in recycling cart.**

[InclineVillage.wm.com](http://InclineVillage.wm.com)

775-831-2971

# PROGRAM BENEFITS

## WILDLIFE RESISTANT CARTS

Wildlife resistant carts and service are available through WM. Please contact Customer Service for pricing and availability.

[InclineVillage.wm.com](http://InclineVillage.wm.com)  
or call 775-831-2971



## YARD WASTE RECYCLING

Each year, residential customers get 96 stickers for curbside collection of yard debris which will be composted. Stickers and collection dates are mailed to the billing address on record. Collection occurs over 12 weeks in spring and 4 weeks in fall. Bags with stickers should be left for curbside collection on your regular trash day during the designated period. Yard waste left curbside outside of this timeframe is trash and should be disposed of accordingly. Check [InclineVillage@wm.com](mailto:InclineVillage@wm.com) for program dates.

## BULKY 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 free of 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. Download and complete form the form available at [InclineVillage.wm.com](http://InclineVillage.wm.com)

## COURTESY TRASH DROP OFF

Are you leaving town before trash collection day? As a courtesy, single family residences (with appropriate ID/license/utility bill) with curbside service may drop off the weekly equivalent curbside allocation of household trash and recycling at no additional cost. If this option is chosen, the property will not receive trash service on their next scheduled service day.

## CHRISTMAS TREE COLLECTION

Check [InclineVillage@wm.com](mailto:InclineVillage@wm.com) or [yourtahoeplace.com](http://yourtahoeplace.com) for program dates.



# HOUSEHOLD HAZARDOUS WASTE

## IVGID WASTE NOT DROP OFF CENTER

The IVGID HHW & E-waste drop off center accepts:

- Paint
- Electronics
- Batteries
- CFL Lightbulbs



These items should not be placed in your trash and recycling carts. For a complete list of Household Hazardous Waste (HHW) and Electronic Waste (E-Waste) that may be disposed of at the IVGID Waste Not office go to [yourtahoeplace.com/public-works](http://yourtahoeplace.com/public-works). Proof of residency is required. Quantities are restricted to 50 lbs. per customer. No commercial customers. Call 775-832-1284 to learn more.

## WASTE MANAGEMENT TRANSFER STATION

The Waste Management Transfer Station accepts:

- Motor Oil
- Antifreeze
- Car Batteries
- Large Appliances
- Sharps Waste

Contact Waste Management at (775) 831-2971 or go to [ThinkGreenFromHome.com](http://ThinkGreenFromHome.com) to learn about disposal options for these materials.



When you place the right materials in the right cart, it benefits you and your 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. Waste Management can refuse to collect carts containing unacceptable recyclable materials, and charge contamination fees. Be sure to follow the guide on the left hand side of the page to recycle right, and avoid contamination charges.

Printed on recycled paper.