

Recycling Program Frequently Asked Questions

Q: Do recyclables have to be cleaned prior to placing them in a recycling bin?

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 bin. Paper products or cardboard that has been stained due to food or liquid residue 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. It is important to empty your recyclables loosely into recycling bins. Bagged recyclables are considered trash and contamination fees might be applied.

Q: How do I know if an item is recyclable?

A: WM accepts plastic bottles & containers, food & beverage cans, glass bottles and jars, paper, and flattened cardboard. If you still have questions about a specific item, you can visit ktmb.org, KTMB's Recycling Guide and look up tool.

Q: How can my property avoid contamination charges?

A: The best way to avoid contamination charges is to make sure all residents are only placing the accepted materials into the recycling bin. Materials in the recycling bin that will cause contamination charges include plastic bags and film, foam packing, and bulky items all of which cannot go into the recycling cart and will need to be removed. See reverse side for more information on the contamination program. Bin locks and service are available for a small fee.

Q: What tools and resources are there to educate the tenants?

A: Visit wm.com/recyclerright to download recycling guides, posters and container labels.

Q: What causes overages and how can our property avoid them?

A: Overages can occur when the bin is over loaded. To avoid overages, make sure there are no large bulky items in the bin and make sure all cardboard boxes are broken down to conserve space. If you notice the bin is often over filled, bin size may need to be increased, call 775-329-8822.

Q: What should I do with a large bulky item?

A: Large bulky items can be taken to the landfill or the transfer station for a charge. If you don't have access to transport the item, WM does offer bulky item pick up which can be scheduled through the customer service number. There are other junk removal companies around Northern Nevada that would also be able to pick up items. See reverse side for information regarding scheduled free dump days.

Q. What do I do if I have more recyclables than can fit in the recycling bin?

A. Residents can drop off cardboard or mixed recycling free of charge. See next panel for locations and hours of operations.

Locations

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.

Payment: Visa, Mastercard, Discover or Personal Check.
Cash and American Express are not accepted.

Holiday Closures: New Years Day, 4th of July, 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.
LockwoodLandfill.wm.com

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

Cardboard Drop-off

1100 E. Commercial Row
Reno, NV 89512

Holiday Closures:

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

Mixed Recycling Drop-off

1391 E. Commercial Row
Reno, NV 89512

Monday - Friday, 7:30 a.m. - 3 p.m.

Administrative Office

100 Vassar St
Reno, NV 89502

Payment drop-off available

Customer Service

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

Four Options to Pay your WM Bill

1. Register your WM account online at wm.com and pay your bill online.
2. Mail payment checks (no cash) to: 100 Vassar St. Reno, NV 89502
3. Drop off payments at the WM of Nevada office. 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.

Northern Nevada Commercial Properties

Trash Disposal & Recycling Services



Recycling Service Available to
Commercial Properties in Reno,
Sparks and Unincorporated
Washoe County

775-329-8822

RenoRecycle.com/assistance





Trash Bin



Recycling Bin

Unsure if an item is recyclable?
When in doubt, leave it out of recycling.

Disposing of Extra Waste

Lockwood Landfill

Customers may dispose non-hazardous, municipal solid waste at the Lockwood Landfill for a fee. See reverse side for address and hours of operation. Visit LockwoodLandfill.wm.com for rates and a complete list of acceptable and unacceptable items.



Free Bulky Item Disposal

To encourage responsible disposal and reduce dumping in our open spaces, free Dump Days for residents are scheduled in April at Lockwood Regional Landfill. Visit RenoRecycles.com for a posted schedule and a complete list of acceptable and unacceptable items.



Hazardous Waste (Not accepted in either Trash or Recycling)

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.



Overfilled Containers & Contamination

Avoid Overages - Choose the Right Container Size

If you regularly overfill or underfill your bins, call customer service at 775-329-8822 to discuss changing bin size or adding/removing a bin. Overfilled bins (a lid that is unable to close) may result in fees.

Contamination Program

WM is proud to offer single-stream recycling to our commercial customers. In order for the program to be a success it's important to keep contamination out. Contamination is any item that isn't specifically included in the list of recyclables on the container. When contamination is spotted in a bin the customer will receive a picture of the unacceptable items and an additional fee for that collection service.



Plastic Bags, Straws & Utensils



Polystyrene Foam



Waxed Cardboard



Plastic Bottles & Containers
Bottles, jars, jugs & tubs



Food & Beverage Cans
Tin, aluminum, steel food & beverage cans



Broken Glass & Ceramics



Diapers & Pet Waste



Hoses



Food Waste & Food Soiled Paper



Yard Waste



Glass
Bottles, jars



Paper, Flattened Cardboard & Paperboard
Flatten all boxes (do not bundle/tie up)
No shredded paper.



Food Wrappers, Pet food Bags



Juice Pouches/Boxes, Cartons
(with plastic tops)

Do not place food or liquid in recycling cart.

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

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.



Connect & Learn

Visit RenoRecycles.com/assistance for how WM can help make your recycling program a success.

Visit wm.com/recycleright to download recycling guides, posters and container labels.

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

Twitter: @wm_nev, Instagram: wm_nev
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.