



## Riverside Recycling E-Card Program FAQs

Beginning on July 1, 2009 there were a number of changes to the Riverside Recycling E-Card program. The following is a list of frequently asked questions that will help you understand the program better.

- **Question 1:** Why did the City change the E-Card program this year?

*Answer: Waste disposal and recycling services are core services but they are also very expensive. As with other City programs, we have had to balance program costs with the level of service we provide.*

- **Question 2:** What materials can I bring in with my E-Card?

*Answer: E-Card holders may bring up to 10 bulky items to Riverside Recycling for free each year. This includes such things as:*

- *Furniture such as couches, stuffed chairs, tables, book cases, and desks*
- *Bed frames, mattresses and box springs*
- *Appliances without Freon such as washers, dryers, dishwashers and stoves*
- *Patio equipment and furniture such as grills, patio furniture*
- *Bicycles*
- *Yard equipment such as lawn mowers, roto-tillers, snow blowers, weed whackers (fuel must be removed)*
- *Yard waste and brush (counts toward the 10 item limit but in ½ cubic yard increments)*
- *Universal waste such as computer monitors, televisions, fluorescent and compact fluorescent bulbs, thermostats, batteries, thermometers (these items do not count toward the 10 item limit)*
- *Hazardous waste (two visits of up to 5 gallons annually, does not count toward the 10 item limit – note that this program is available on the 1<sup>st</sup> and 3<sup>rd</sup> Saturday of each month, April – November.)*

- **Question 3:** What materials are **not** included in the E-Card program?

*Answer: E-Cards do not cover mixed waste, household trash, recyclable household materials, items or materials that could fit in bags, remodeling debris, tree limbs or trunks greater than 2" in diameter, land clearing debris, medical waste, fencing, stones, motor vehicles or parts of motor vehicles or tires.*

- **Question 4:** Why are these items not accepted as part of the E-Card program?

*Answer: The E-Card program is meant to provide residents with a way to dispose of bulky household waste such as furniture or appliances that cannot be taken at the curb as part of regular trash pick up.*

- **Question 5:** I'm cleaning my basement/attic/backyard and have a variety of unwanted materials. How can I get rid of them?

*Answer: Most material from clean up projects is appropriate for your weekly collection. If unwanted non-recyclable items are small enough to fit in a trash bag you should set them out in City trash bags on your normal trash day. This includes small quantities of remodeling debris, loose material, clothing, small assorted items and trash. Please note that there is a 30 lb limit for each trash bag. The single sort recycling program allows residents to recycle a wide variety of*

materials including nearly all paper materials such as old books (hard and soft cover), cardboard boxes and magazines. You can also recycle plastic containers, glass jars, most metal items. There is no limit to the amount of recycling or the number of bags residents can put at the curb for collection.

You can bring other items to Riverside Recycling but you will be required to pay the posted fee.

- **Question 6:** I bring yard waste to Riverside Recycling frequently. How do these changes affect me?

**Answer:** If you visit the facility frequently with small loads of yard waste the new rules will help you. In the past, staff deducted a full punch for each visit. Now, gate staff can deduct yard waste in half punch increments for loads up to ½ cubic yard. This effectively doubles the number of free visits for many residents. Remember, curbside leaf and yard waste collection occurs each fall and provides a convenient way to get rid of leaves, garden and lawn debris.

- **Question 7:** How much is a cubic yard?

**Answer:** A cubic yard is 3' x 3' x 3'. Pick up truck loads generally range from 1 – 2 cubic yards, depending on how high the load is stacked. Car trunks generally hold ½ cubic yard. SUVs contain ½ to 1 cubic yard.

- **Question 8:** I've heard Goodwill accepts computers. Is that true?

**Answer:** Goodwill Industries accepts electronic items such as computers, computer monitors, peripherals, fax machines and printers at their donation centers and retail stores. Please visit their website at <http://www.goodwillnne.org/donate/computer-recycling-dell-reconnect.php> for more information.

- **Question 9:** Who is eligible to receive an E-Card?

**Answer:** The owners of residential properties that receive City trash and recycling collection can get an E-Card. Owners of properties that do not receive City trash and recycling service are not entitled to an E-Card.

- **Question 10:** How do I get an E-Card?

If you are eligible for an E-Card and have not picked yours up yet, please call Dawn Davidson at 756-8011 or come to Public Services at 55 Portland Street. Residents who wish to pick up an E-Card must present identification and proof of ownership such as a recent mortgage statement or tax bill. This ensures that we are issuing the card to the property owner. Note that E-Cards **are not available** at Riverside Recycling.

- **Question 11:** I own an apartment building. How many E-Cards do I get?

**Answer:** Eligible properties are entitled to one E-Card regardless of the number of units in the building.

- **Question 12:** I've used up my E-Card. Can I still use Riverside Recycling?

**Answer:** You do not need an E-Card to use Riverside Recycling although standard fees will apply without one.

- **Question 13:** When is Riverside Recycling open?

**Answer:** Riverside Recycling is open Monday – Saturday from 7:00 AM – 4:00 PM. For information about pricing or commercial waste disposal, please call 797-6200.

- **Question 14:** How do I get more information about the E-Card program?

**Answer:** Please contact the Recycling Hotline at 756-8189 or Public Services at 874-8801