



updated 12/01/2021

# City of East Wenatchee Recycling, Garbage, and Yard Debris Collection Services

## Frequently Asked Questions

### Q: What's New?

- **New service offerings begin January 1.**
- Additional new services are described below and include, an **Annual Cleanup Program**, updates to curbside recycling and the yard debris collection services.

### Q: Are garbage service rates changing?

- Yes, effective January 1, rates will reflect the updated cost to provide service. Residential customers will continue to have three options for garbage collection service. Your quarterly bill depends upon the garbage cart size and optional services you select. If you are happy with your current garbage cart size, no action is needed.
  - 35-gallon weekly service \$16.80/month
  - 64-gallon weekly service \$21.55/month
  - 96-gallon weekly service (current size) \$28.69/month
  - Extra garbage bags outside cart \$3.92 each
  - Extra recycling outside cart \$3.92 each
    - Rates above are before state and local taxes are applied.
- If you have extras that do not fit in your cart(s) with the lid closed, you will be charged for extras.
- If you have frequent extras, it may be less expensive for you to move up to the next larger garbage cart size.
- A 64-gallon blue recycling cart and weekly service is included with your garbage service. If your recyclables won't fit in your cart, hold some for next time! Setting out extra recycling will now result in extra charges.



**Q: Are there still special rates for low income or for those physically challenged?**

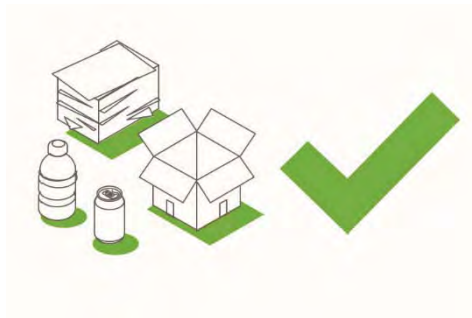
- Yes, eligible low-income residential customers may continue to apply directly with the City for a 20% discount on garbage service. To apply, call the City at 509-888-3600.
- Physically challenged persons without help at home, may request WM to provide carryout service at no extra charge by calling WM Customer Service at 509-662-4591. A site visit may be conducted to verify eligibility.
- As a convenience, residential carry-out service is also available to those that subscribe for an extra monthly charge.

**Q: Will my recycling cart or service day change?**

- No. You will keep your blue recycling cart and continue to have recycling service weekly. There is no discount if you choose not to use the service.

**Q: Are there changes in what I can recycle?**

- Yes. For the new guidelines please see the East Wenatchee Curbside Recycling FAQ on the [wmnorthwest.com/eastwenatchee](http://wmnorthwest.com/eastwenatchee) website. The most notable change is that due to lack of local glass manufacturers, glass is no longer accepted in the curbside recycling program. All paper, cardboard, tin, aluminum cans and plastic bottles should be clean, dry and loose.



**Q: What if I would like to recycle more, can I get additional recycling carts?**

- Yes! Additional 64-gallon recycling carts are available for \$7.00 each per month. If you have an occasional extra box or can of recycling, you can place that out

next to your recycling cart. Label it as “recycle.” Recycling extras are \$3.92 per box/can.

- *Do not use plastic bags for recyclables. Plastic bags are considered contamination and may constitute a contamination charge if found in your recycle cart.*

#### **Q: Are there any changes to the yard debris service?**

- Yes. Yard debris service is still available by subscription and is serviced every other week.
  - 96 gallon every other week service \$12.43/month.
- To give those with big yards extra help during the summer and fall months we have two new options for subscribers:
  - Extra 96-gallon yard debris carts for only \$4.50/month.
  - Extra paper bag/personal can/bundle \$2.80 per extra.
- *Do not use plastic bags for yard debris.*

#### **Q: Will my services frequency change?**

- No. Your service days and times will stay the same.

#### **Q: What can I do with bulky waste that does not fit in my cart?**

- WM offers bulky waste curbside collection.
  - One week advanced scheduling required. Call 509-662-4591.
  - Acceptable items include large – appliances, furniture, televisions, mattresses, and other similar items that do not fit in your cart.
  - Unacceptable items include – refrigerators, freezers, piles of debris, car parts, tires, construction and demolition debris, or tree stumps. Go [ecyclewashington.org](http://ecyclewashington.org) or 1-800-RECYCLE for disposal options.

#### **Q: Do I still get occasional free dumps at the transfer station?**

- Yes, the City of East Wenatchee continues its commitment to keep our community clean. That means two free trips to the Wenatchee Transfer Station every year!



- Residents look for your Service Guide with **Annual Cleanup Coupons** in the mail.
- Once per year, each single-family customer will be mailed an Annual Cleanup Coupon valid for one (1) garbage and two (1) yard debris trip to the Wenatchee Transfer Station.
- Keep the Annual Guide with **Cleanup Coupons** for use throughout the year.
- Redeem garbage coupon for disposal of residentially generated garbage and furniture items at no charge.
- Redeem each yard debris coupon for disposal of residentially generated yard debris at no charge.
- Load limit is one level standard pickup truck load, 2.5 yards per coupon.
- Loads over 2.5 yards will be charged standard rates.
- Must be current WM single-family residential customer within the City of East Wenatchee with account in good standing.
- Must provide the mailed **Annual Cleanup Coupon** to the transfer station attendant at time of use.
- Customer's identification must match the name and address printed on their Annual Guide.
- No commercial coupon use.
- Mailed **Annual Cleanup Coupon** will not be replaced if lost.

#### Q: Will my billing frequency change?

- No. Residential customers will continue to be billed quarterly. Commercial customers will continue to be billed monthly.

#### Q: Will I have to start a new account?

- No, your account and billing frequency will remain the same. We encourage you to go to WM.com to review your account online:
  - Tell us how you would like us to communicate with you (email/phone /text).
  - Change to paperless billing.
  - Set up automatic payments.

#### Q: Where can I report an issue or ask questions about my account and service?

- [Virtual Assistant](#) 24/7 WM.com
- [Live Chat](#) (Mon. – Fri. 8 am – 5 pm) [wmnorthwest.com/eastwenatchee](http://wmnorthwest.com/eastwenatchee)
- Email [pnwrsservice@wm.com](mailto:pnwrsservice@wm.com)



- WM Customer Service 1-877-466-4668 or 509-662-4591  
Mon. – Fri. 7 am – 5 pm. Extended hours on Sat. 9 am – 1 pm.

**Q: Does WM have mobile contact options?**

- Yes. Download WM's new [MY WM MOBILE APP](#) to view service schedules and request services, all from the palm of your hand.
- Get a heads-up on when you can expect service.
- Guaranteed security: The app uses the latest technology, complete with facial recognition and fingerprint login. <https://www.wm.com/us/en/my-wm-mobile-app>

**Q: Where can I find updates?**

- Your #1 source for information is [www.wmnorthwest.com/eastwenatchee](http://www.wmnorthwest.com/eastwenatchee). Check here regularly for updates.
- Facebook at [WM Wenatchee Valley](#)

