



SOLID WASTE CHANGES FAQ'S – UPDATED INFORMATION

At the IVGID Board of Trustees on July 7, 2016 the new Solid Waste Franchise Agreement with Waste Management was approved by the Board of Trustees. The proposed services were developed by the Solid Waste Committee based on feedback received from our community.

Current Residential Solid Waste Service

Refuse

- 1 cubic yard weekly (7 x 32 gallon trash cans) in homeowner supplied container or bear shed, or rental option of 96 gallon cart.

Single Stream Recycling

- Every other week in blue bags.

Yard Waste Recycling

- Curbside pickup on recycling week during 12 week period, 72 stickers. (This program is currently offered outside of the current Franchise Agreement at no additional cost).

Miscellaneous (no additional charge)

- Drop-off of weekly trash allotment at transfer station. (This service is currently offered outside of the current Franchise Agreement at no additional cost).
- SHARPS mail-in program.
- Qualified disabled side yard service.

NEW Residential Solid Waste Service

Refuse – Bear Shed Service

- Incentivize bear sheds with lower service rate.

Refuse – Cart Service

- Rolling waste cart, collector supplied.
 - Default service 64 gallon waste cart.
 - Alternative options for 32 or 96 gallon waste carts.
- Wildlife Resistant Cart (64 or 96 gallon), collector supplied.
 - Rental option or result of wildlife offense.
- Zero tolerance for wildlife offense(s).

Single Stream Recycling

- Weekly recycling in rolling cart, collector supplied.
 - Default service 64 gallon recycling cart.
 - Alternative options for 32 or 96 gallon recycling carts.

Yard Waste Recycling

- Yard Waste Recycling program to Franchise Agreement and extend program to 16 weeks, 96 stickers.

Miscellaneous (no additional charge)

- 4 loads annually at transfer station, up to 3 cubic yards per load.
- Drop-off of weekly trash allotment at transfer station.
- SHARPS mail-in program.
- Qualified disabled side yard service.
- Quarterly billing handled by WM.

Current Commercial Solid Waste Service

Refuse

- Customer chooses bin size and number of days serviced per week, no weekends.

Single Stream Recycling

- Weekly in bin or cart.

Yard Waste Recycling

- Currently not available as a service option. Customer can self-haul yard waste to the transfer station or rent a yard waste bin from a private hauler.

NEW Commercial Solid Waste Service

Refuse

- Incentivize customer supplied park style bin service with lower service rate.
- Continue use of wildlife resistant bin, collector supplied.
- Cart service must be a wildlife resistant cart (96 gallon).
- Park style bin, collector supplied.
 - Rental option or result of wildlife offense.
- Zero tolerance for wildlife offense(s).

Single Stream Recycling

- Continue weekly recycling in bin or cart.

Yard Waste Recycling

- Customer can self-haul yard waste to the transfer station or rent a yard waste bin from a hauler.

EXCESS REFUSE AND WILDLIFE VIOLATIONS (APPLICABLE TO RESIDENTIAL AND COMMERCIAL SERVICE)

- What do I do with extra refuse?
 - Customers can upsize their trash service, call for a one time extra pick up, or self-haul to the transfer station. Customers receive access to the transfer station for 4 loads annually, up to 3 cubic yards per load, at no additional cost. Non-contained garbage is a solid waste violation.
- Where can I drop off extra recycling?
 - The transfer station can accept additional recycling without a fee.
- What if I don't put my refuse or recycling inside my bear shed, cart, or bin?
 - Refuse and recycling must be contained at all times. It must be placed out for collection in an approved container. If you have a wildlife violation it will be mandatory for your service to be upgraded to wildlife resistant cart service.

RESIDENTIAL - BEAR SHED SERVICE

- What are the advantages of installing a bear shed?
 - Bear sheds are convenient because you never have to take your trash to the curb on your service day. If you are not at home to take out your trash or if you do not put out your trash early enough, it will be picked up. Bear sheds are a great solution for vacation homes and full time residents alike. This service option also helps to ensure wildlife does not have access to trash which helps to avoid blight and solid waste issues in our community.
- Will I automatically get a recycling cart if I have a bear shed?
 - Yes. Customers with a bear shed will be delivered a 64 gallon recycling cart. If you don't need the cart contact WM at 775-831-2971 or email inclinevillage@wm.com to ask for the cart to be picked up.
- Why is the bear shed monthly rate cheaper?
 - Service rates for properties with a bear shed are cheaper to encourage this service option. Bear sheds are the ideal service option in order to reduce human bear conflicts in our mountainous environment.
- Is there a rebate for installing a bear shed?
 - IVGID would like to help our residents in protecting our environment so we have a rebate program available for a \$150 credit towards the IVGID Public Works bill. The rebate will increase to \$300 for applications received by March 31, 2017, which are installed by June 30, 2017.
- Do I need a TRPA permit for a bear shed?
 - No. Property owners can use our installation guideline sheet for placement information which is available on our website or by contacting our Waste Not department at 775-832-1284.
- Will I be able to get the higher \$300 credit if I already received my credit for installation of a bear shed?
 - The higher rebate amount was not budgeted in the past for installations so we will not be able to offer the higher credit retroactively. Thank you for being proactive in installing your bear shed!

RESIDENTIAL - CART SERVICE

- Do other communities use carts to containerize?
 - Wheeled rolling carts are the standard service type in the trash industry. A rental option is available for wildlife resistant carts as an extra measure to help residents avoid wildlife access to trash. Wildlife carts are the ideal service for customers who store their containers outdoors. Wildlife resistant carts will be mandatory for customers with a wildlife violation.

- What are the dimensions of the carts?

Refuse and Recycling Rolling Carts

- 32 gallon carts are 37" H x 19" W x 24" D
- 64 gallon carts are 43" H x 25" W x 27" D
- 96 gallon carts are 45" H x 29" W x 34" D

Wildlife Resistant Rolling Carts

- 64 gallon carts are 42" H x 26" W x 26" D
- 96 gallon carts are 46" H x 28" W x 31" D

- When will carts be delivered? When can I start using my cart?
 - Delivery of carts will be delivered between September 12 to September 23. Carts can be used once they are delivered to the property. Weekly recycling will begin on October 1, 2016. Billing for the new refuse rates will start October 1, 2016.
- What if I want different size cart or a wildlife resistant cart?
 - Based on our average customer, 64 gallon carts are the default service for refuse and recycling. If you need to change your cart size you are able to do so immediately by contacting Waste Management at 775-831-2971 or emailing inclinevillage@wm.com. After January 1, 2017 you may elect to decrease your refuse cart size or change service to a wildlife resistant cart. The swap out fee will be waived for the initial rightsizing of service done prior to April 1, 2017. After this date a swap out fee of \$50.00 will be assessed.
- How will I get my cart(s) to the curb?
 - The carts have wheels so it will be easier to get to them to the curb. Customers can also upgrade to side yard service where the collector will pick up the trash up to 50 feet from the edge of pavement. Qualified disabled customers can make an arrangement for side yard service for no additional charge with the trash collector. For more information please contact Waste Management at 775-831-2971.
- I do not have an area to store the cart, what will I do?
 - You can install a bear shed or utilize the wildlife resistant cart rental option since the wildlife resistant cart can be stored outside.
- The carts are plastic; won't they break?
 - Carts provided by the collector will include maintenance and repairs to carts which get damaged.

- I will not be home on my trash day. Can I drop my trash off at the transfer station?
 - Yes, trash can be dropped off at the transfer station but there will still be a monthly service fee. Your weekly allotment of trash can be dropped off at no charge (in lieu of service), but if the amount dropped off exceeds this volume then standard transfer station fees will be applicable or the customer can use one of their four transfer station access allowances. As an alternative, property owners can also install a bear box and trash will be collected from the box on their trash day.
- Will I be able to buy my own cart?
 - No, this will not be an option based on the standardization needed for the collector's equipment. Existing wildlife resistant carts are exempt from this requirement and can continue to be used by customers.
- What will I do with my old 32 gallon can(s)?
 - Cans will not be collected since customers purchased their cans and they may want to repurpose them for another use. If customers do not wish to keep their old can(s) they can drop them off at the Transfer Station for recycling at no charge until December 30, 2016.
- I do not have a way to use the transfer station access allowances.
 - Not everyone will utilize the transfer station access allowances but this will help many homeowners who need a larger volume clean-up day option or have extra yard waste.

RESIDENTIAL – RECYCLING CART SERVICE

- Do I have to have a recycling cart?
 - Single-stream recycling into blue bags will no longer be an option. All customers will continue to be billed for recycling, regardless of whether they will use their single-stream recycling cart or not. Participation in recycling is not mandatory, however 75-90% of customers in Reno and Las Vegas participated with the implementation of a single-stream recycling cart program.
- Can I get a larger recycling cart or an additional recycling cart?
 - Yes, recycling carts are available in 32, 64 or 96 gallon sizes. Customers can also add additional recycling carts to their service.
- Why isn't the recycling cart bear resistant?
 - Single-stream recycling MUST be clean so it does not contaminate other recyclables therefore recycling is not an attractant to wildlife. If it is not clean, it is not recyclable.
- Don't they just throw the recycling away?
 - No, recycling is taken to Reno for processing with the single stream recycling collected in Reno and Sparks.

RESIDENTIAL - YARD WASTE RECYCLING (FOR BEAR SHED & CART SERVICE)

- I will have less refuse volume allotment, now what do I do with my pine needles?

- The program is now a 16 week curbside yard waste program with a larger allotment of 96 stickers. Every property will also receive annual transfer station access allowances for 4 loads, up to 3 cubic yards per load, which a homeowner can choose to use for yard waste.

Previously if you used all 72 yard waste stickers and placed out 5 extra bags of pine needles every week for the 5 months of April-August you would have disposed of 182 bags. With the new Franchise if you use all 96 yard waste stickers and your 4 loads at the transfer station for yard waste you will be able to dispose of 180 bags.

The recommendation from TRPA for best management practices (BMP's) is to not remove pine needles in the fall. This helps with erosion control during winter months.

RESIDENTIAL - RATES

- Is my trash rate competitive?

IVGID	South Lake Tahoe	Placer County	El Dorado County	Reno	Sparks	Washoe County
\$23.01	\$27.03	\$25.56	\$19.28	\$16.40	\$19.96	\$22.21

* Note: Service levels are different in each of these areas. Pricing reflects the closest service option to our default service.

- I am a second homeowner; why do I pay for weekly refuse service when I don't use it?
 - This is a Washoe County and IVGID requirement to prevent illegal dumping. The minimum service size can be selected for customers who do not generate much trash.

RESIDENTIAL - BILLING AND WEBSITE

- When will I receive my first statement from Waste Management?
 - The first statement to be issued direct from WM will be sent on October 1, 2016. Statements will be issued quarterly for 3 months of charges. Charges will be billed in advance, so the first billing period will cover October 2016 thru December 2016.
- Why is billing for refuse services switching to WM instead of IVGID?
 - This switch will create more transparency about your refuse collection and rates. It will also allow customers to get more information about their account from WM's online portal. Customers are currently unable to use this functionality since they do not receive a bill from WM.
- Will auto payment and email statements be available?
 - Yes, customers will be able to setup auto payment and email statements with WM.
- Will Waste Management have trash and recycling information on their website?
 - Yes, WM will have information about trash and recycling collection available on their website. Customers can also create an online account to get information about their specific account.
- When will the new website be available?
 - The new Waste Management website www.inclinevillage.wm.com will be live by September 12, 2016.

COMMERCIAL SERVICE

- What do I do if I have human error or wildlife issues with the default service of a wildlife resistant bin or cart?
 - Customers can rent a park style bin, which lock automatically when the door is closed, by contacting Waste Management at 775-831-2971. A bear shed can be installed or built to prohibit wildlife access to dumpsters.
- Is there a rebate for installing a bear shed?
 - IVGID would like to help our businesses in protecting the environment so we have a rebate program available for a \$150 credit towards the IVGID Public Works bill. The rebate will increase to \$300 for applications received by March 31, 2017, which are installed by June 30, 2017.
- Will I be able to buy a park style dumpster?
 - No, this will not be an option based on the standardization needed for the collector's equipment.
- How do I address illegal dumping?
 - The Nevada Revised Statute NRS 444.630 prohibits illegal dumping.

COMMERCIAL SERVICE - RECYCLING

- Will there be changes to recycling service options?
 - All of the commercial recycling service options will still be available.

COMMERCIAL SERVICE – YARD WASTE

- What should commercial customers do with yard waste?
 - Customers can use their dumpsters, self-haul to the transfer station or rent a yard waste bin from a private hauler.

FRANCHISE AGREEMENT

- Why is the contract extension so long?
 - The contract extension for an additional 10 years is needed to spread out the costs of the infrastructure requirements for these updates. If we choose a shorter contract the refuse rates would be higher to cover these costs. The minimum Franchise is typically 10 years, but this varies by area. Some examples in our area include:

IVGID	South Lake Tahoe	Placer County	El Dorado County	Reno	Sparks	Washoe County
10 yrs with 5 year option	10 yrs with 5 yr option	12 yrs with 7 yr option	15 yrs with 5 yr option	17 yrs with 5 yr option	10 yrs with two 5 yr options	15 yrs with 5 yr option

- Why don't we buy the transfer station so we have more control over our trash rates?
 - We have no funds collected and this would create additional liabilities as well as risks on the investment.