



*Serving the Community Since 1962*

South Tahoe Refuse  
& Recycling Services

## SERVICE GUIDE



### Cart & Service Information

- Garbage is picked up weekly. Recycling and yard waste is picked up every other week. Scan the QR code below to find the pickup schedule for your address.
- Carts should be placed at the edge of your driveway / property with the front of the cart facing the street by 7 am on your collection day. Leave 2 feet between carts and 3 feet from other objects.
- Carts left by bear boxes or otherwise not accessible at the edge of your driveway will not be emptied.
- Do not overfill cart(s). Lids should close. Do not overfill bear boxes. All material in the bear box should be inside a container. Loose materials may not be collected or may result in service charges. If you have extra garbage, please contact our office at [530-541-5105](tel:530-541-5105) to discuss options.
- Sort properly (see Sorting Guide on pages 2 and 3). Carts that are contaminated with unacceptable material may be subject to service charges.
- Construction-related material such as insulation, drywall, flooring, and renovation debris is not accepted as part of curbside collection. You may drop off this material at the STR Transfer Station (see page 7).

Scan to find your pickup day



# RECYCLING

GLASS, METAL, CARDBOARD, PAPER, & PLASTIC



Lids on glass containers



Lids on plastic containers

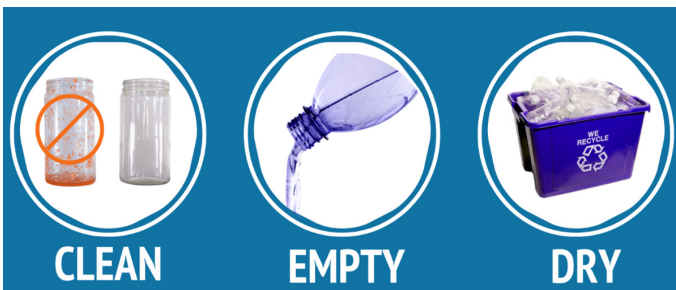


Plastic containers #1, #2, & #5 only.



**DO NOT BAG!**

## 3 EASY STEPS TO PREPARE RECYCLABLES



Recycling Carts will be collected bi-weekly year round. Recyclables must go into your cart. Blue bags are no longer accepted.



# YARD WASTE

**NO FOOD WASTE!**



**NO PLASTICS!**

**NO PLASTIC OR COMPOSTABLE BAGS ALLOWED.**

**ONLY PAPER YARD WASTE BAGS ARE ACCEPTED.**



Yard waste is collected bi-weekly, place extra material into a paper yard waste bag or a 32- gallon Rubbermaid type container. Yard waste service will be suspended during snow conditions.



**ITEMS NOT ALLOWED IN ANY CURBSIDE CONTAINERS: BATTERIES, ELECTRONICS, FLUORESCENT BULBS, HHW**

# GARBAGE



## BELONGS IN THE GARBAGE

- |                            |                                |
|----------------------------|--------------------------------|
| Food scraps & soiled paper | Painted / treated wood         |
| Animal waste               | Plastic straws, utensils       |
| Diapers (used or clean)    | Styrofoam                      |
| Plastic / chip bags        | Plastic #3, #4, #6, & #7       |
| Plastic packaging          | Receipt paper                  |
| Plastic clamshells         | Multi-layer cartons            |
| Candy wrappers             | Ceramics, dishware & glassware |
| Garden hoses               |                                |

Garbage is serviced weekly. All material must fit in your container, no additional bags outside of the cart or bear box is allowed.



# PICKUP SERVICES



## Cart Set-Out Instructions

Place carts at the edge of your driveway with lids closed and facing the street by 7 am on your collection day. Remove any bungee cords. Leave 2 feet between carts and place them 3 feet from other objects.

**Garbage left outside the cart or bear box is not accepted.** This includes loose items or extra bags placed inside a bear box. Customers are responsible for clearing a path to their containers during snow conditions, including bear boxes.

## FREE Annual Bulky Item Pick-up

California residents get two free Bulky Item pick-ups per year. Call STR at 530-541-5105 to schedule an appointment.

## FREE Yard Waste Pickup / Drop Off

All residential customers may bring unlimited amounts of yard waste and recyclables to the STR Resource Recovery Facility for FREE throughout the year. Monday - Saturday, 8 am to 5 pm, 2121 Eloise Ave. per year.

## Additional Recycling Information

If you have a bear box, it should be used for garbage only. Recyclables must go in the blue cart and yard waste must go in the green cart.

Not sure if an item is recyclable? Use STR's online Waste Wizard to see if your item can be placed in your blue cart at [SouthTahoeRefuse.com/waste-wizard](http://SouthTahoeRefuse.com/waste-wizard).

## Special Services

- House service for persons with disability limitations—available at no extra cost. Call **530-541-5105** for eligibility details.
- Shared service for recycling and/or yard waste carts is available as long as both residential accounts have an agreement in place. Please call STR for additional details at **530-541-5105**.

**MEDICINES, SHARPS, AND CONSTRUCTION MATERIAL.**

# Pickup Service Guide: Extra Material

In California, STR will pickup extra material as long as the following guidelines for each container are followed. **Nevada customers:** if you have extra material that will not fit in your cart(s), you can either self-haul it or contact our office to increase your service level.

## Extra Yard Waste

- Can go into a 32-gallon Rubbermaid type container or in a PAPER yard waste bag placed next to your cart.
- WEIGHT LIMIT OF 30 lbs. per bag or container.
- Plastic bags are not accepted.
- CA customers: may request additional cart(s).



## Extra Recycling

- Can go into a 32-gallon Rubbermaid type container with a tight-fitting lid.
- WEIGHT LIMIT OF 30 lbs.
- Please do not bag recyclables.



## Extra Garbage

- If you have extra garbage please call the office to arrange additional service. **530-541-5105.**



## Residential Drop Off

- ALL Residential customers may bring unlimited amounts of yard waste to the STR Resource Recovery Facility (2121 Eloise Ave.) and recyclables to the STR Transfer Station (2140 Ruth Ave.) for FREE throughout the year. Monday - Saturday 8 am to 5 pm.
- Residents can bring food waste to drop off at the STR Buy-Back Center located at 2192 Ruth Ave., Tuesday through Saturday from 9 am to 4 pm. Questions? Please call **530-542-8344.**



**DROP OFF**

**PLEASE NOTE: OVERLOADED CONTAINERS AND/OR MATERIALS PLACED LOOSELY INSIDE OR OUTSIDE OF BEAR BOXES MAY NOT BE PICKED UP OR MAY INCUR SERVICE CHARGES**



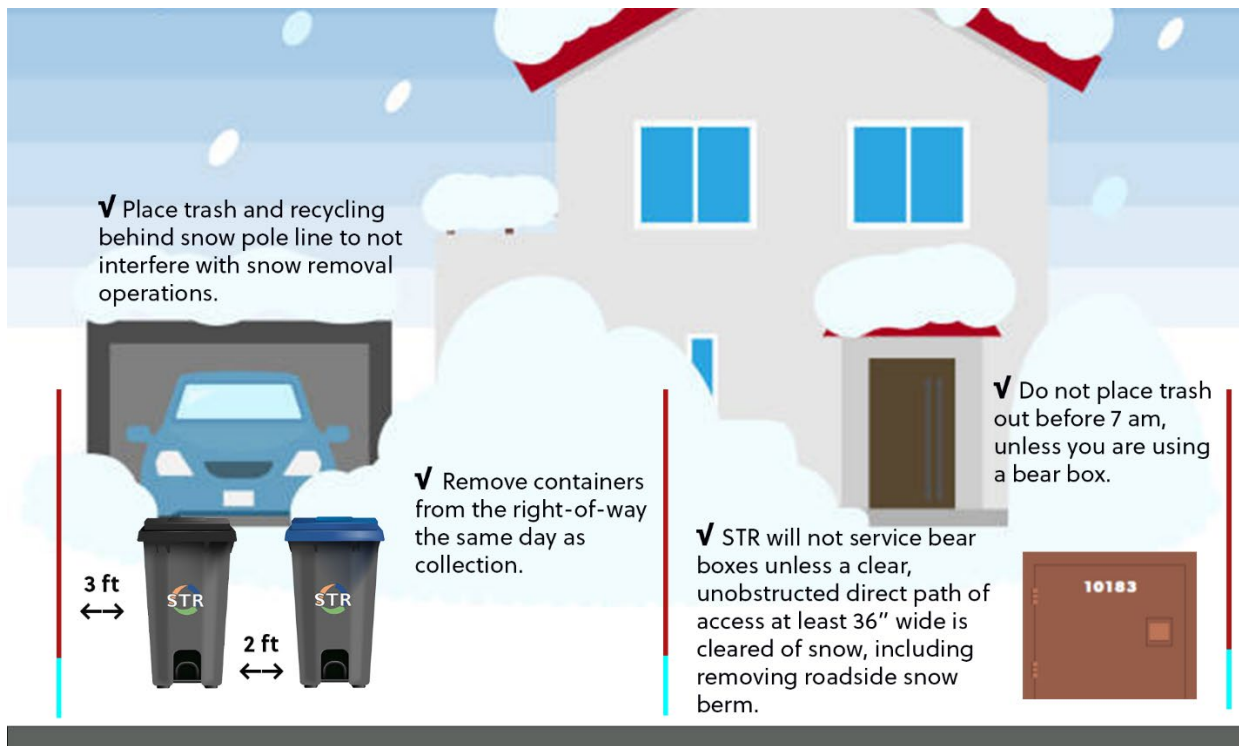
## Winter Service Reminders

The following is required year-round, but is especially important in the winter when there is snow on the ground:

- Place trash and recycling behind the roadway easement /snow pole line to not interfere with roadway snow removal operations.
- After collection, STR staff will place your carts back on your property, outside the City / County right-of-way.
- Do not place trash out before 7 am, unless you are using a bear box.

### Bear box usage:

- Remove snow and ice from in front of bear boxes to allow doors to swing freely and fully.
- STR will not service bear boxes unless a clear, unobstructed direct path of access at least 36" wide is cleared of snow, including removing roadside snow berm.





# Bear Guide

**It's always bear season in the Lake Tahoe Basin!**

**Be a part of the solution to eliminate animal access to trash:**

- Do not put garbage and recycling out until the morning of collection. Carts need to be out by 7 am.
- Clean out food/liquids from recyclables.
- Make sure bear boxes are secure.
- Take advantage of the food waste drop-off option (see page 7).
- If you don't drop off food waste, be sure it goes in the locking garbage cart or with garbage inside the bear box.
- Remember, it's ALWAYS bear season in the Tahoe Basin.

## **Be BearWise: Six At-Home BearWise Basics**

- Never feed or approach bears.
- Secure food, garbage, and recycling.
- Remove bird feeders when bears are active.
- Never leave pet food outdoors.
- Clean and store grills.
- Alert neighbors to bear activity.



*Always make sure container lids are closed and locked.*



*Do not overload containers, see page 5 for what to do with extra waste.*



*Do not put containers out the night before, containers should be out by 7 am.*

Find more tips at **[BearWise.org](http://BearWise.org)**

Get additional info from our local experts at the Tahoe Interagency Bear Team at **[TahoeBears.org](http://TahoeBears.org)**

# STR DROP-OFF SERVICES

## STR RESOURCE RECOVERY FACILITY AND TRANSFER STATION

STR's Resource Recovery Facility (RRF) and Transfer Station offers residents and visitors a convenient way to reduce their waste by offering comprehensive drop-off recycling services as well as garbage drop-off for those that need to leave town before your service day.

### RECYCLING FOOD SCRAPS:

Free drop-off to all STR residential customers and up to 20 gallons per week for commercial customers. Located at the Recycling Buy-Back Center. **Food scraps are not allowed in the green yard waste cart.**

#### ACCEPTED ITEMS

- Meat
- Bones
- Cheese
- Coffee grounds
- Eggshells
- Bread
- Vegetables & fruit

#### NOT ACCEPTED:

- Plastic/compostable bags
- Produce stickers
- Paper products
- Coffee filter/pods
- Tea bags
- Liquids



Free pails are available for collecting your food scraps in the kitchen to drop off at STR. One per customer account.

### RECYCLING BUY-BACK CENTER

At the STR Buy-Back Center residents can redeem their California Redemption Value (CRV) for glass, aluminum, and plastic.

### LOCATION / HOURS

Food waste drop-off and the STR Buy-Back Center is located at 2192 Ruth Ave., and open Tuesday through Saturday from 9 am to 4 pm Buy Back phone number: **530-542-8344**.



### STR RRF & TRANSFER STATION:

#### ACCEPTED ITEMS

- Garbage
- Mixed recyclables
- Yard Waste (RRF)
- Stumps (RRF)
- Appliances
- Tires
- Furniture
- Carpet
- Electronic waste
- Asphalt / concrete
- Mixed C&D
- Snowmobiles

- Lawnmowers
- Motorcycles\*
- Snow blowers

\* registration items must have the proper paperwork.

#### NOT ACCEPTED:

- Liquids
- Cars / boats
- RVs / trailers
- RV sewage

#### Household Hazardous Waste (HHW):

Residents can drop-off up to 15 gallons at no cost. HHW includes cleaners, paints, paint thinners, motor oils, gasoline, and pesticides. **Tuesday - Saturday 9 a.m.-12:00 p.m. and 12:30 p.m. to 4:00 p.m.**

### LOCATION / HOURS

The STR Transfer Station is located at 2140 Ruth Ave., and the RRF is located at 2121 Eloise Ave. Both are open Monday through Saturday from 8 am to 5 pm. Closed Sundays and Holidays. You can reach the Transfer Station at **530-542-8311**.

# MORE SERVICES

## Mattress Recycling Program

For California residents and businesses. Free drop-off  
May 1st - October 30th at the STR Transfer Station.

Limit of 4 items per day. Mattress and box springs only. No moldy, bloody, wet, or bed bug infested mattresses will be accepted: mattresses in this condition cannot be recycled and must go to the landfill.



## Dumpster Rental

A variety of dumpster sizes are available to suit any size cleanup, with specialty dumpsters for high-density heavy materials, stump removal, and yard waste.

Please call **530-541-5105** to schedule temporary dumpster rentals.



## Special Event Recycling

STR is pleased to offer trash and recycling services for events. To request special event services simply complete the forms online at **SouthTahoeRefuse.com**. Please remember to submit your request as early as possible so we can reserve the resources you need.

## FREE Christmas Tree Drop Off / Pickup

Christmas trees and other holiday greenery are accepted free of charge for residential customers from December 26th through January 15th. Residents can drop off materials at the STR Resource Recovery Facility or cut trees up into 4' pieces and place in their yard waste cart or next to the trash cart for pickup on your regular service day.

All items must be clean, no decorated or flocked items will be accepted.



## Tours and Presentations

STR provides local tours of our facility and /or is available for community presentations on solid waste management and recycling.

## CONTACT INFORMATION



**CUSTOMER SERVICE: 530-541-5105**

**TRANSFER STATION: 530-542-8311**

**RECYCLE BUY BACK CENTER: 530-542-8344**

**HAZARDOUS WASTE FACILITY: 530-542-8368**



**SouthTahoeRefuse.com • info@southtahoerefuse.com**