



updated 3/30/21

# City of Wenatchee Annual Residential Cleanup Program

## Frequently Asked Questions

### Q: What's New?

For those times when you have more waste than your garbage cart can handle, the new Annual Cleanup Program is your solution. (Free trips to the WM Wenatchee Transfer Station!) Coupons will be mailed to you with the Annual Service Guide. Watch your mailbox in May. Each residential customer will receive three free trips to the WM Wenatchee Transfer Station each year: one trip for garbage and two trips for yard debris. Please save your guide to participate in the Annual Cleanup Program.

### Q: Who Can Participate?

City of Wenatchee residents who subscribe to WM garbage collection service and have accounts in good standing.

### Q: How do I participate?

Simple! Bring your Annual Service Guide and approved items to the WM Wenatchee Transfer Station:

1421 South Wenatchee Avenue  
Wenatchee, WA 98801  
Open to the Public Tuesday – Saturday  
Hours 9-4

### Q: How many trips are allowed?

- 1 - trip for Garbage/Bulky Waste – see acceptable items list
- 2 - trips for Yard Debris – see acceptable items list



### Q: How long do I have to use my Annual Cleanup Coupons?

The coupons will be mailed to you as part of your Annual Service Guide each year. The coupons will be valid at any time during the year printed on your guide. Once the year has ended you will be sent new coupons for the following year. Coupons cannot be carried over to the next year if not used. Look for the 2021 Annual Service Guide in your mailbox in May.

### Q: Can I give my coupons to other residents or my lawncare company?

No. Coupons are assigned to each single-family residential garbage customer within the City of Wenatchee. Customer's name and address on the Annual Service Guide/Coupons must match your state issued ID at time of use.

### Q: Do I have to help unload?

Yes, please come prepared to remove items from your vehicle. Bring proper safety gear (e.g. gloves, rake, shovel, broom) to safely unload your vehicle.

### Q: Does my load need to be secured?

Yes. State law requires you to cover and secure your load. For your safety and the safety of others, please secure loads with straps, ropes, and tarps.

### Q: Are loaded trailers ok?

- Standard pickup trucks, small utility trailers or cars only (2.5 yards level load max).
- **No**, large trailers, moving trucks or dump trucks.
- Materials must fit in a standard pickup truck bed.
- Load limit is one level standard pickup truck load, 2.5 yards per coupon.
- Loads over 2.5 yards will be charged standard rates.

### Q: Can I bring bags of garbage?

The Annual Cleanup Program is intended to help you get rid of bulky household junk that does not fit in your garbage cart. Yard debris for composting should be left loose in your truck bed.

For easier unloading we recommend a tarp be placed underneath your yard debris. Don't forget to cover your load.



**Q: What is acceptable household waste that I can drop off with my garbage coupon?**

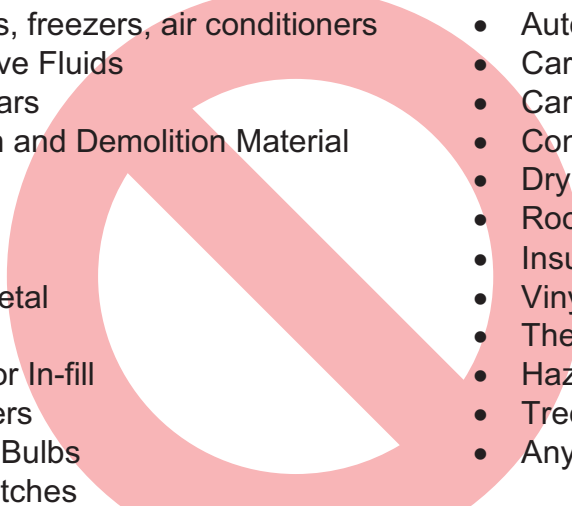
Here is a list of items that you can bring to the Wenatchee Transfer Station:

- Stoves
- Dryers
- Water Heaters
- Passenger car or motorcycle tires – **limit 2**
- Computers/TV's (flat screens)
- Lawn mowers
- Power Tools
- Household Junk
- Washers
- Dishwashers
- Doors & Windows
- Toilets & sinks
- Mattresses
- Gas Powered Equipment
- Small Appliances

All oil and fuel must be drained prior

**Q: Are there items that are prohibited at the Wenatchee Transfer Station with my garbage coupon?**

Yes. Please do not bring any of these items when you use your garbage coupon. Loads containing these items may be charged regular disposal rate or redirected to the Household Hazardous Waste Facility.

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- Refrigerators, freezers, air conditioners
  - All Automotive Fluids
  - Running Gears
  - Construction and Demolition Material
  - Asphalt
  - Masonry
  - Siding
  - Structural Metal
  - Sand
  - Dirt, Rocks or In-fill
  - Thermometers
  - Fluorescent Bulbs
  - Mercury Switches
  - Automotive Waste
  - Car Batteries
  - Car Body Parts
  - Concrete
  - Dry Wall
  - Roofing
  - Insulation
  - Vinyl Flooring
  - Thermostats
  - Hazardous Waste
  - Tree stumps
  - Any Liquid

### Q: What can I use my yard debris coupons for?

Your yard debris coupons can be used for most household generated yard debris. Coupons are not for commercial use. Please bring these items to the Wenatchee Transfer Station where you will be directed where to the compost site:

- Cut Grass – no sod
- Leaves
- Plant Trimmings (no tree stumps)
- Branches (3” diameter and 4” long max)
- Wood Chips
- Undecorated Christmas Trees (no fake or flocked trees)
- **NO FOOD WASTE**

**IMPORTANT! MUST PRESENT THE ANNUAL SERVICE GUIDE WITH COUPONS AND A VALID STATE ID AT WM WENATCHEE TRANSFER STATION FOR FREE DROP OFF.**

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

- Waste Management Customer Service 1-877-466-4668 or 509-662-4591. Open Monday - Friday: 7 am-5 pm. Extended hours on Saturday: 9 am-1 pm.
- Email [pnwrsservice@wm.com](mailto:pnwrsservice@wm.com)

### 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/wenatchee](http://www.wmnorthwest.com/wenatchee). Check here regularly for updates.
- Facebook at [WM Wenatchee Valley](#).

