

City of Kennewick

Recycling and Solid Waste Collection Services

Frequently Asked Questions

WM is honored to continue providing recycling and garbage collection services to the residents and businesses of Kennewick. Below are commonly asked questions.

Q: What services are available?

- Weekly collection of curbside recyclables and household garbage.
- 6 free self-haul visits to the transfer station annually. [Limitations apply]
- Fall Leaf collection for your extra bags of leaves the first full week of Nov, Dec, Jan.
- On-call bulky collection for large items that do not fit in your cart with a per item rate.
- Christmas Tree collection following the holiday season.
- Wide offering of commercial containers and collection options.
- Roll off containers are available for large scale projects or high-volume commercial locations.

Q: What is the cost for recycling and garbage collection?

WM is constantly innovating and working to enhance the value of our services. In response to customer feedback, there are currently **two garbage** cart sizes available. **Recycling** bin service is included as part of your collection rate.

- 35-gallon weekly service \$21.82 / month
 - 96-gallon weekly service \$29.46 / month
- (Rates shown do not include state or local taxes and/or fees)

Your quarterly bill depends upon the garbage cart size and optional services you select. It is important to choose the right cart size to ensure efficient waste management and to avoid overfilling the cart, which can lead to additional costs.

Q: How do I choose the correct garbage cart size that fits my needs?



2-3 standard kitchen bags weekly



7-8 standard kitchen bags weekly

Q: What happens if all my waste materials don't fit in my cart? Can I leave out extra bags beside my cart?

Occasional extra waste can happen. If your materials exceed what your carts will hold with the lid fully shut or if you need to place extra containers and/or bags out, a per unit charge will apply. Please ensure extra garbage is securely bagged and tied shut to help prevent litter. For extra recycling materials, please use a cardboard box, a personal can, or a paper bag labeled as "Recycling". No plastic bags are accepted for recycling.

- Extra garbage rates are measured in 32-gallon equivalents \$4.50 / each

If you have frequent extras, it may be better value to subscribe to the next larger garbage cart size or add an additional cart.

Q: Are there special rates for low income?

Yes. Households that meet low-income criteria may apply directly to the City of Kennewick. City staff are happy to assist with this process and help determine eligibility. Please contact them at 509-585-4266. Customer service hours: Monday - Friday, 7am - 7pm and Saturday, 8am - 12pm.

Q: Can I get help moving my cart to the curb?

For those that want the convenience of carry-out service, it is available to both residents and businesses at a nominal charge when subscribed. Carts must be placed outside of buildings or structures for collection drivers to access. They will be returned to the same place after being emptied. If you are unable to move containers to the curbside, residents may apply through the City of Kennewick at 509-585-4266 for carry-out service at no additional charge. Staff will be happy to assist and determine eligibility. Customer service hours: Monday - Friday, 7am - 7pm and Saturday, 8am - 12pm.

Q: When can I choose my cart size?

Changing your size to match your needs is always available and just a click or call away.

- Submit a Priority Request at wmnorthwest.com/kennewick.

Q: If I decide my cart is too small/big, can I choose a different cart size?

Absolutely! After you make your garbage cart selection, your new cart will be delivered in late 2026. If you decide that you need a larger/smaller cart, you can change your service through any of the following methods:

- Submit a Priority Request at wmnorthwest.com/kennewick.
- Download the [MyWM App](#) where you can manage accounts and billing, request services, view pickup schedules and more, all in one place.
- Call customer service at 877-466-4668



Q: How much are additional carts if I need more than one?



Q: Will my recycling bin or service change?

Not yet. Exciting changes are arriving in late 2026 and early 2027. Until then, you will keep your recycling bins and continue to have recycling service weekly. Your recycling service is included with garbage service. There is no discount if you choose not to use the service.

Q: Will my services change frequency?

Not yet. Your weekly service days will remain the same until the new carted recycle program begins in late 2026 and early 2027.

Q: Will my billing frequency change?

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

Q: How do I know what I can put in my recycling cart?

For the most up to date recycling list, please see the Kennewick Recycling Guideline at <https://www.wmnorthwest.com/kennewick/>.

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 call/text)
- Change to paperless billing
- Set up automatic payments

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

- Submit a Priority Request at <https://www.wmnorthwest.com/kennewick/>
- Download the [MyWM App](#) where you can manage accounts and billing, request services, view pickup schedules and more, all in one place.
- Need to call? Residential or commercial questions:
 - Customer Service 1-877-466-4668
 - Monday-Friday 7am-5pm and Saturday 9am-1pm.

Q: How do I get more information about the WM Transfer Station at 2627 S. Ely St?

- WM Transfer Station specific questions, please call, 509-586-7555. Please note, the transfer station is unable to assist with your curbside collection or account questions.

Q: Am I still allowed to self-haul materials to the transfer station for free?

Yes. Residential customers in the City of Kennewick with accounts in good standing, will still be able to dump **six (6)** times per calendar year at the 2627 S. Ely St. transfer station for no cost. Limitations apply.

- To learn more about this program and what materials are accepted, visit [click here](#).
- Visit the website at [WM Kennewick Transfer Station](#) for more information.

Q: Fall Leaf Collection

As part of the garbage service, WM will collect black plastic bags or kraft lawn bags filled with leaves during the first full week of November, December, and January each year. No single bag may weigh more than fifty-five (55) pounds. This service is available to residential customers. There is no extra charge for this leaf service.

Q: How do I dispose of a large item that won't fit in my cart?

You can schedule curbside removal for large items such as stoves, dishwashers, empty water heaters, furniture, mattresses, and other similar oversized items by scheduling online or contacting WM Customer Support. Per unit rates apply.

Q: How can I get rid of my Christmas Tree after the holiday?

- During the first two weeks of each year Single-Family homes can set their trees out for no additional charge.
- Trees need to have flocking, decorations and lights removed.
- Cut into sections no more than three (3) feet in length.
- Please place cut pieces into your cart when space allows for safety and efficiency.

Q: Can I find updates on your website?

Yes, the best source for information on your local WM service options, service alerts, and recycling guides is <https://www.wmnorthwest.com/kennewick/>. Check here for updates.

Q: Does WM have mobile contact options?

Yes. Download WM's new App "My WM" to view service schedules and request services, all from the palm of your hand.

- Live Chat: (M-F 8 am – 5 pm)
- Manage accounts, billing, request services, view schedules, and more, all in one place.
- 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>

