

City of Spokane Valley

Recycling and Solid Waste Collection Services

Frequently Asked Questions

WM is honored to continue providing recycling, garbage and yard and food waste collection services to the residents and businesses of Spokane Valley. Below are commonly asked questions.

Q: What services are available?

- Weekly collection of curbside household garbage and biweekly collection of curbside recycling. Weekly collection of food and yard waste from March through November, with once-per month collection during December, January and February.
- Once per year on-call bulky collection at no charge for large items that do not fit in your cart. Additional on-call bulky items are collected with a per item rate.
- Christmas Tree collection after the holidays (no charge to yard waste subscribers).
- Wide variety of offerings for commercial containers and collection options.
- Roll off containers are available for large scale projects or high-volume commercial sites.

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

WM is constantly innovating and working to enhance the value of our services. Recycling cart service is included as part of your collection rate.

- 20-gallon weekly service \$20.41/ month
- 35-gallon monthly service \$16.04/month
- 35-gallon weekly service \$24.50/ month
- 45-gallon weekly service \$29.60/ month
- 64-gallon weekly service \$33.94/ month
- 96-gallon weekly service \$43.41/ month

(Rates shown do not include state or local taxes and/or fees. Other options may be available, check the wmnorthwest.com for full details.)

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: What is the cost for food and yard waste collection?

- 20-gallon service \$9.67/month
- 35-gallon service \$10.42/month
- 64-gallon service \$12.33/month
- 96-gallon service \$14.23/month

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

Occasional extra waste can happen. If your materials exceed what your carts will hold and the lid is lifted more than 6 inches, 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 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 at \$5.71 / each.

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

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 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 WM at pnwrsservices@wm.com or by calling 1-877-466-4668 for carry-out service. Customer service hours: Monday - Friday, 7 am – 5 pm and Saturday, 9 am – 1 pm.

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/spokanevalley/.

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

Absolutely! If you decide that you need a larger or smaller cart, you can change your service through any of the following methods:

- Submit a Priority Request at wmnorthwest.com/spokanevalley/.
- Download the [My WM mobile app](#) where you can manage accounts and billing, request services, view pickup schedules and more, all in one place.
- Call customer service at 1-877-466-4668

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

- Remember these 3 rules to make recycling simple:
 - Recycle empty bottles, cans, cups, tubs, paper and cardboard.
 - Keep food and liquids out of the recycling.
 - Keep plastic bags out of the recycling. No bagged recyclables.
 - You should never place an item in your recycling cart if you're not sure it's an approved recyclable. When in doubt – throw it out.

- For the most up to date recycling list, please see the Spokane Valley Recycling Guideline at wmnorthwest.com/spokanevalley/.
- Download the [WM CartWise](#) App for recycling, yard and food waste or garbage disposal and other helpful information.

Q: How do I access my account information?

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)
- Sign up for paperless billing
- Set up automatic payments
- Download the [My WM mobile app](#) where you can manage accounts and billing, request services, view pickup schedules and more, all in one place

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

- Submit a Priority Request at wmnorthwest.com/spokanevalley/
- Download the [My WM mobile 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 7 am - 5 pm and Saturday 9 am – 1 pm.

Q: How do I get more information about transfer stations?

- For questions specific to the University Transfer Station, which is owned and operated by Sunshine Disposal, visit 2405 N. University Rd. or call 509-924-5678.
- For questions specific to the Sullivan Road Transfer Station, which is maintained by Spokane County, visit 3941 N Sullivan Road or call 509-477-6800.
- Please note, the transfer station is unable to assist with curbside collection or account questions.

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 at 1-877-466-4668.
- Single family customers are eligible to request one clean-up event per calendar year at no additional charge. Additional bulky waste collection will be charged per-unit rates.

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

- During the first two full weeks of each year, single-family homes can set their trees out for no additional charge.
- Trees must have decorations and lights removed. Flocked Christmas trees should go in the garbage.
- Cut into sections no more than three feet in length.

- If you subscribe to WM yard and food waste collection, please place your cut tree in your green cart. If not, please place cut pieces next to your cart on your normal collection day. If you are not a yard and food waste subscriber, customers will be charged an extra garbage rate per tree.

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 wmnorthwest.com/spokanevalley.

Q: Does WM have mobile contact options?

Yes. Download the [My WM mobile app](#) 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.