# City of Kennewick
# Recycling and Solid Waste Collection Services
# Frequently Asked Questions

**WM is honored to continue serving the residents and businesses of Kennewick. Below are common questions that arise.**

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## New Recycling Program

### Q: I heard recycling service is changing in Kennewick. What's going on?

The City of Kennewick and WM are introducing a new recycling program that replaces open-top bins with lidded, easy-roll recycling carts. The new 96-gallon blue carts hold five times the amount of material compared to the old 18-gallon bins, so you can recycle more material. The new carts also come with sturdy handles and wheels to make it easier than ever to roll recycling to the curb. They have fitted lids to keep recyclables secure and minimize windblown litter on neighborhood streets.

### Q: When will I receive my new recycling cart?

Between November 1-14, every residential customer will receive a blue 96-gallon recycling cart delivered to their service address. There is no charge for the cart delivery. If the jumbo cart is too large to store or maneuver, you may order a 35-gallon cart beginning in January. (To order a 35-galllon cart in January, submit a Priority Request at wmnorthwest.com/kennewick.)

### Q: Do I need to do anything now?

No action is needed until mid-November when your new cart arrives. Once you have your new cart, just start putting recyclables in it and set out every-other-week!

### Q: What do I do with my 18-gallon bin?

The small, open-top bins are being retired. We encourage you to keep the bins and find creative ways to reuse them. They are great for storage, organizing household items, gardening projects, craft supplies, or other upcycling purposes. IMPORTANT REMINDER: These open top bins will no longer be serviced for recycling or garbage collection after you receive your new cart.

If you don't wish to keep your bins, you may set them out empty for a one-time free removal in mid-November on your first recycling service day with your new cart. You will receive information about this removal opportunity when your new cart is delivered in November.

If you miss the one-time free removal opportunity, you may drop off empty bins at the Kennewick Transfer Station during regular business hours, free of charge:

- Transfer Station - 2627 S Ely St., Kennewick
  - November 1 to March 31:
    - Monday-Thursday, 8 am - 5 pm, Friday, 8 am - 4 pm, Saturday, 7 am - 3pm
  - April 1 to October 31:
    - Monday-Thursday, 7 am - 5 pm, Friday, 7 am - 4 pm, Saturday, 7 am - 3pm

Bins placed out after the scheduled removal date will be removed by WM and additional service charges will apply.

### Q: Will anything change about my recycling collection?

Yes. Upon delivery of your blue 96-gallon recycling cart in November, recycling will shift from weekly to every-other-week collection. Your recycling collection will be every-other-week on your regular service day.

### Q: Will anything change about my garbage collection?

No. WM will continue to collect your garbage carts weekly and on your regular collection day.

### Q: How will I know my recycling collection schedule?

- Each new recycling cart will be delivered with a cart tag showing the date of your first collection in the new program. This will make it easy to get off to the right start in mid-November!
- You will also see your new recycling schedule in the service guide that will arrive in the mail at a later date.
- Other easy ways to check your schedule:
  - A service map indicating collection weeks for your neighborhood will be available at wmnorthwest.com/kennewick in September.
  - You can always access your schedule on your MyWM account. If you have not signed up yet, now is a great time. Find the app here MyWM App.

### Q: Are there changes in what I can recycle?

There are a few changes. The most notable change is that WM now accepts paper and plastic to-go cups in curbside recycling.

You can see the updated list at wmnorthwest.com/kennewick/recycling.

### Q: What happens if I put the wrong thing in my recycle cart?

We understand recycling can be confusing at times but we are here to help! All paper, cardboard, tin and aluminum cans and plastics should be clean, empty and dry. If your cart contains items that are not accepted (called "contamination"), a few things may happen:

- If contamination is visible before pickup, the driver may not be able to collect your cart. In that case, we will leave a tag or send you a notification explaining the issue so you can correct it for next time.
- If contamination is discovered after collection, a contamination charge may apply and be added to your bill per-event.

If you are ever unsure about what goes in the blue cart, check the Recycling Guide for accepted materials.

## Garbage and Collection Services

### Q: What garbage cart sizes are available?

Residents can now choose a 35-gallon or a 96-gallon garbage cart.

Beginning January 1, 2027, you can choose from three sizes of garbage carts: 35-gallon, 64-gallon or 96-gallon. To change your current size, submit a Priority Request at wmnorthwest.com/kennewick.

### Q: What time of day do you collect recycling and garbage?

Collections occur any time between 6 am and 6 pm on your scheduled service day. Review your service calendar on the MyWM app or at wmnorthwest.com/kennewick/garbage.

### Q: What holidays will affect my recycling and garbage service?

WM provides collection service on all holidays except Christmas Day and New Year's Day. When Christmas Day or New Year's Day occur on a weekday, we will collect one day later for the remainder of the week. For example, if Christmas Day or New Year's Day occur on Thursday, we will service Thursday customers on Friday and Friday customers on Saturday.

### Q: What is the cost of garbage and recycling services?

Your quarterly bill depends upon the garbage size and optional services you select. Recycling service is included in your garbage rate. It is important to choose the right cart size so you can avoid overfilling the cart, which can lead to additional per-event costs. You can find rates at wmnorthwest.com/kennewick/service.

Rates shown do not include state or local taxes and/or fees.

### Q: What happens if all my materials do not fit in my carts?

Beginning January 1, 2027, customers are required to place all initial garbage and recycling inside the carts provided, with the lids fully closed. We understand you may

occasionally have extra materials. If you need to place extra containers and/or bags at the curb, a per-unit charge will apply. Current rates are available at wmnorthwest.com/kennewick/service.

We ask that you prepare your extra materials in the following manner to help keep our drivers safe and our streets clean:

- Please ensure all garbage is securely bagged and tied shut to help prevent litter.
- Extra recycling should be placed loose, in a customer-owned container, clearly marked "Recycling." Please do not put recycling in plastic bags!
- Reminder, extra materials should not be set out in the old 18-gallon bins.

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

Yes. If you decide you need a larger or smaller garbage cart, you may 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.
- Live chat with customer service agents.
- Contact WM Customer Service at 877-466-4668, Monday-Friday, 7 am - 7 pm and Saturday 8 am - 12 pm.

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

If you frequently have extra material that doesn't fit in your carts, it may be better value to order additional carts. You can find rates for additional recycling and garbage carts at wmnorthwest.com/kennewick/service.

## Billing and Accounts

### Q: Will my billing cycle change?

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

### Q: Are there still special rates for low income?

Yes. Eligible low-income residential customers may continue to apply directly with the City of Kennewick for a discount on service. City staff are happy to assist with this process and help determine eligibility. Please contact them at 509-585-4266, Monday-Friday, 7 am - 7 pm and Saturday, 8 am - 12 pm.

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

- Download the MyWM App to manage accounts and billing, request services, view pickup schedules and more, all in one place.

- Submit a Priority Request at wmnorthwest.com/kennewick.
- Live chat with a customer service agent.
- Contact WM Customer Service at 877-466-4668, Monday-Friday, 7 am - 7 pm and Saturday 8 am - 12 pm.

### Q: My cart was not picked up. What should I do?

If your garbage or recycling cart was not collected on your regular service day, you can report a missed collection through any of the following methods:

- Submit a Priority Request at wmnorthwest.com/kennewick.
- Live chat with a customer service agent.
- Contact WM Customer Service at 877-466-4668, Monday-Friday, 7 am - 7 pm and Saturday 8 am - 12 pm.

### Q: My cart is damaged or missing. What should I do?

If your cart needs repair or replacement, you can request help by submitting a Priority Request at wmnorthwest.com/kennewick.

### Q: Can I find updates on your website?

Yes. The best source for information for your local WM service options, service alerts and recycling guides is wmnorthwest.com/kennewick.

### Q: I am not able to physically move my cart(s) to the curb. What should I do?

If you have physical limitations that prevent you from moving your carts and you don't have help at home, you may request WM to provide carryout service at no extra charge. To request this service, call 509-786-5611, Monday-Friday, 8 am - 5 pm.

## Specialty Waste and Free Dumps

### Q: Can I get a yard waste/organic waste cart?

No. Food and yard waste collection is currently not available in Kennewick. All food and yard waste can be bagged and put in your garbage cart.

### Q: How do I dispose of batteries?

Residents have two convenient options for battery disposal:

- Use WM's Battery Tracker program to safely manage and recycle batteries.
- Drop off batteries at the Benton County Moderate Risk Waste Facility - 1709 Ely Street in Kennewick.

### Q: How do I dispose of paint or chemicals?

You can dispose of your household paints, chemicals and other Moderate Risk Waste and Household Hazard Waste at the Benton County Moderate Risk Waste Facility

at 1709 Ely Street. The list of accepted materials is on their website: Benton County Moderate Risk Waste Facility.

### Q: I want to use my free dump coupons, where do I take my materials?

For those times when you have more waste than your garbage cart can handle, the City of Kennewick's Free Disposal Program is your solution. WM customers who reside in the City of Kennewick have six free dumps per calendar year. To find more information about this program, visit the Free Disposal Program FAQ.

## Additional Services

### Bulky Waste Item Curbside Service

You can call WM at 877-466-4668 to schedule curbside collection of large bulky items. Fees vary depending on the type and quantity of items collected.

### Annual Residential Cleanup Program

Residential customers in good standing will receive six cleanup vouchers in the mail, every year. To learn more about this program and what materials are accepted, visit the Free Disposal Program FAQ.

Cleanup vouchers can be used at the WM Kennewick Transfer Station located at 2627 S. Ely Street.

### Christmas Tree Collection

During the first two weeks of each year, and at no additional cost to single-family homes, WM offers Christmas tree curbside pickup for customers. Once the decorations are removed, residents can place their fresh-cut trees (trees need to be cut into sections no more than three feet in length) in their garbage carts on their regularly scheduled pickup days. If you need more space for your tree than your cart allows, place the rest of the tree next to your garbage cart on your scheduled service day. Anything that does not fit is acceptable for this special collection when the size guideline is met.

### Fall Leaf Collection

As part of your garbage service, WM will collect 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 55 pounds. This service is available to residential customers. There is no extra charge for this service.