

ANSWERS TO FREQUENTLY ASKED QUESTIONS

What services are available to citizens for separate waste collection?

Different separate waste collection services will be activated depending on the area of the city you live in:

- **door-to-door collection** in industrial areas and in the outskirts, with dedicated days for the collection of different types of waste;
- **mixed collection** in residential areas and the historical centre of the city with bins for mixed waste, grass clippings/branches and organic waste caddy organised mainly into "basic ecological islands". A door-to-door service will be activated for paper and plastic waste.

The bins are also available to citizens who have door-to-door service in case of "disposal peaks".

What changes for mixed waste bins?

Mixed waste bins – which can be opened only with the Carta Smeraldo (waste collection card) – will be equipped with a "drawer" whose size limits the volume and therefore the amount of waste that can be disposed of, thus encouraging separate waste collection. The "drawer" records how many times a user has been using it and sends data concerning the amount of waste they have disposed of.

What is the correct way to use the "drawer"? Can only bags of a certain size be inserted into it?

Only waste that cannot be recycled, i.e. a small part of the waste that is normally disposed of by citizens and companies, must be placed in the grey bins with a "drawer", using bags of such size as not to obstruct the compartment. The volume of the waste "drawer" is about 30 litres, which corresponds to a shopping bag or a normal waste bag to be put under a sink. To reduce disposal and avoid blocking the "drawer" and preventing others from disposing of their waste, remember to reduce the volume of waste **and insert only bags that are proportionate to the size of the opening. Large bags for an entire building can no longer be used.** Remember that it is forbidden to leave waste outside the bins, even if it is placed in perfectly sealed bags. Leaving waste outside a bin is a crime and it can therefore lead to fines.

How do you open a mixed waste bin with the Carta Smeraldo?

Instructions are provided on all bins. You must place the card close to the reader. The drawer will open automatically. You then have to insert a tightly closed bag making sure that it fits well inside the drawer to avoid blocking it. Step on the pedal to close the compartment. You will not need to touch the bin with your hands.

What changes for the other bins?

Roadside organic waste bins will have an open lid with a hole into which only standard-sized compostable and biodegradable bags can be placed. Glass bins will also have two holes, but you will not need the Carta Smeraldo to open them.

How does door-to-door waste collection work?

Only waste that is disposed of by using small bins (for organic, glass and mixed waste) and bags (for paper and plastic) will be collected. They are strictly for personal use and will be provided at the time of activation with an identification code to associate them to a single user. Users with door-to-door service will also have the possibility of using the Carta

using the bins found in built-up areas. Ecological Stations will continue to be available.

Who can get a waste collection kit?

The kit can be collected **by the named customer on a TARI contract or by a family member/business partner/friend only by filling in the authorisation** found in the letter that will be sent to the holder's home.

For the authorisation to be valid, the following is also necessary:

- an identification document of the authorised person
- a document or copy of a document of the named customer on the TARI contract

If you do not have an active TARI contract, you must contact the Tax Department of your Municipality to activate it.

What should I do in case the data relating to my TARI contract contained in the letter is incorrect?

The kit that we will deliver must be associated with the person under whose name the TARI contract is registered. For this reason, if there are anomalies, it is essential that you contact the Tax Department of your Municipality to correct any inaccurate data.

How is the kit delivered?

The kit is collected at the Casa Smeraldo. The letter sent to the citizens indicates the day, time and address of the Casa Smeraldo that will remain open for the period of time indicated in the letter. After the opening period, if the holder of the TARI contract or his/her representative has been unable to visit the Casa Smeraldo, he/she must go to the Ecological Station of his/her Municipality of residence to collect the kit.

What if a non-household user (shop, business, craft, industrial or other non-citizen/household user) needs more than standard services?

Efforts will be made to adapt services as much as possible to specific needs while maintaining efficiency and effectiveness to ensure a sustainable cost of services. If you have not specified your needs when Hera representatives came to visit you in the past months or if you have additional needs, please contact our Customer Service.

What should I do if the bag or item I wish to dispose of is large and does not fit in the drawer?

In the case of a large bag, it should be divided into smaller bags, with a maximum capacity of 30 litres each. Items that are too large and do not fit in the "drawer" should be taken to the nearest Ecological Station, or, if they are bulky, you can request free home pick-up service from our Customer Service or by booking with the App "Il Rifiutologo".

What should I do if I need to dispose of a large number of baby diapers or healthcare products?

Users living in areas where there are large roadside bins can use mixed waste bins. Users with door-to-door waste collection can request our diaper service while kits are being delivered or at any other moment by contacting our Customer Service. They can dispose of them on the dedicated days according to the calendar, or use roadside bins with "drawers" in nearby areas.

Can I use any bin in my municipality to dispose of mixed waste?

Yes, of course. You can use any bin with your Carta Smeraldo. It is forbidden to dispose of waste in bins outside of your municipality, and it is punishable with a fine.

How can tourists or other people who are passing by dispose of waste if bins can only be opened with a personal card?

Mixed waste bins are equipped with a side hole that can be used to dispose of small items or dog droppings. In addition, litter bins are always available in the city for small quantities of waste. They are usually placed along streets and in parks. We will make arrangements with operators in the tourism sector in order to find solutions for tourists or people passing by.

Is there a charge for the containers and kits delivered?

No. In the event of breakage, malfunction or theft, the containers (whatever their size) are replaced free of charge.

The supply of bags is adapted to needs and is provided in an annual quantity of rolls that is set at the start of the project (50 yellow bags, 50 blue bags, 150 compostable bags). Once you have run out of bags, you can collect more rolls up to the maximum annual number at Ecological Stations.

Except in special cases, no bags will be delivered beyond the maximum annual number.

How can I contact Hera?

- The **Hera Customer Service** is always available for any needs you may have concerning reports, information, requests and to book home services (for bulky and pruning waste) by calling the toll-free number 800 999 500 for households (800 999 700 for companies) or by visiting our offices (check the opening hours on our website www.gruppohera.it).
- With our **App "Il Rifiutologo"**, with which you can
 - send **reports** concerning abandoned waste or inefficiencies
 - check the **collection calendar** for your area
 - find all the information about **Ecological Stations**
 - **book an appointment for free pickup** at home of bulky items
 - **search for different types of waste** to understand how to correctly dispose of them

When will the precise pricing system be activated?

The start of the new collection systems does not match with the application of the precise pricing system, which will be introduced at a later date.

The change of services will last for the whole of 2023. It will then be necessary to have adequate time to collect data on the disposal of mixed waste in order to set pricing and calculation parameters. The users' active participation is essential to define a useful pricing model.

Regardless of the model identified and the impact on individual rates, following this method means changing our approach to waste management conceptually.

I am an active citizen and would like to propose initiatives for the environment (clean-up days, awareness-raising events...) and be useful in this important moment of change for my community. Who can I contact?

You can write to Hera at progettosmeraldo.ceramico@gruppohera.it to describe the proposed initiative or give your availability. Hera will get in touch with you directly. Dedicated Carte Smeraldo can be provided for groups of volunteers involved in clean-up and other community care initiatives, in agreement with the Municipal Administration.

Is it possible to donate items to people in need?

Yes, of course. Together we can do more and better. There are many projects carried out with the help of citizens, institutions, employees, non-profit organisations and businesses in the area.

For example, if an item is still in good condition, with "Cambia il finale", a project promoted by Hera in cooperation with Last Minute Market, you can donate it to local non-profit organisations. You can also donate your non-expired medicines to pharmacies participating in the "Farmaco Amico" project. If you want to know more and get to know all the projects, visit the "Building the future together" section on our website.

Additional information

Household Customer Service 800 999 500 | Company Customer Service 800 999 700
Customer counters in the area: see the website www.gruppohera.it

**il Rifiutologo.it**