

## ANSWERS TO THE MOST FREQUENTLY ASKED QUESTIONS

### ➤ **What services are available to citizens for separate waste collection?**

All street containers will be replaced in the area. More precisely, the municipality will be divided into two areas:

- **Residential:** the various collection points around the area will consist of an unsorted waste container, a paper container, a plastic/can container, a glass container, a green waste container and an organic container. Only the **unsorted waste container** will have a drawer that can be opened using a “Carta Smeraldo” card which will be issued to all domestic and non-domestic users.
- **Rest of the area** the various collection points around the area will consist of an unsorted waste container, a paper container, a plastic/can container and a glass container. Only the **unsorted waste container** will have a drawer that can be opened using a “Carta Smeraldo” card which will be issued to all domestic and non-domestic users.

### ➤ **Where can I find the answers on how to properly recycle?**

To answer your doubts about recycling, **il Rifiutologo** is at your disposal, **in an App** that can be downloaded free of charge from all stores **or the website** [www.ilrifiutologo.it](http://www.ilrifiutologo.it).

### ➤ **What is changing for the unsorted waste containers?**

The **unsorted waste containers** can only be opened with the **Carta Smeraldo** and will be equipped with a “drawer” with a limited volume for the amount of waste that can be deposited thus encouraging recycling. The drawer is designed to record the number of uses for each user and transmit the data to measure the deposited waste. The number of deposits is limited for each user.

### ➤ **How do I use the “drawer” correctly? Can you only insert a particular sized bag?**

Only waste which cannot be recycled, (so a small part of that normally produced by citizens and companies) should be placed in the grey bins with a “drawer”. Small enough bags should be used to avoid obstructing the compartment. The waste “drawer” can contain **about 30 litres**, which corresponds to a shopping bag or a normal waste bag under the sink. Remember to reduce the volume of waste and only insert bags which can fit into the gap. Large condominium bags can no longer be used. Leaving waste outside bins, even if perfectly sealed, is forbidden. Leaving waste is prohibited and so may be sanctioned.

### ➤ **What does a tourist or visitor do when faced with a waste container which can only be opened with a card?**

Only the unsorted waste containers require the “**Carta Smeraldo**” and are equipped with a **side hole** which can be used to dispose of small bags of rubbish or dog waste. Those who rely on tourist facilities can request more information.

➤ **What is changing for the recycling containers?**

**Paper, plastic/cans, glass and organic containers** will remain freely accessible and will be equipped with slits/windows for quality control. For packaging (cardboard, plastic bottles) you need to reduce the volume to put them into the containers.

➤ **Who can collect the collection kit?**

The kit can be collected by the holder of the TARI [Italian waste tax] or by a family member/partner/acquaintance exclusively by completing the **proxy at the bottom of the letter** sent to each user.

In order for the proxy to be valid, the following are also required:

- a proxy document
- a document or copy of the document of the delegating party.

If, on the other hand, you do not have an active TARI position, please contact the Municipality's Tax Service to arrange this.

➤ **If the references relating to the TARI user given in the letter you sent are not correct, what should I do?**

The kit we will deliver must be linked to the person who has the TARI contract in their name. For this reason, if there are anomalies, you must contact the Municipality's Tax Service.

➤ **What are the delivery methods for the kit?**

The kit can be collected at the **Casa Smeraldo**. The letter sent to the citizens states **the week** proposed for collection and the address of the Casa Smeraldo which 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 proxy has not been able to go to the Casa Smeraldo, he/she will have to go to the Municipality's Ecological Station to collect the kit.

➤ **What are the contact and reporting channels?**

In the event of issues related to reports, information, requests and booking of (bulky) home services, Hera Customer Service is always available by contacting the toll-free number 800 999 500 for families (800 999 700 for Companies) or by going to the Hera offices (consult the always updated timetables on the website [www.gruppohera.it](http://www.gruppohera.it) ).

**The il Rifiutologo App** allows you to

- report any abandoned waste or disservices
- find all the information on the Ecological Stations
- book an appointment for free home collection of bulky waste and WEEE.

**Per informazioni:**

Servizio Clienti Famiglie 800 999 500 | Servizio Clienti Aziende 800 999 700  
Sportelli Clienti sul territorio: consulta il sito [www.gruppohera.it](http://www.gruppohera.it)



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