



It's unbelievable what we can do together



Carta Smeraldo: the key to your waste management

You don't need to recycle it, but you need it to recycle

The Carta Smeraldo (waste collection card) is distributed to all users, and it is valuable because it gives you access to:

- computerised bins across the municipal area;
- recognition and quick access to Ecological Stations;
- any other computerised services.

Open sesame!

The bins for **mixed** can be opened both with the Carta Smeraldo and with the virtual card through the "Il Rifiutologo" app.

How to activate the virtual card

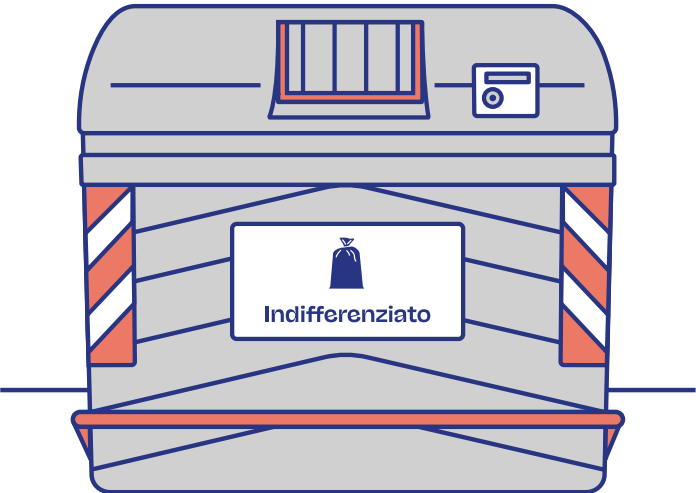
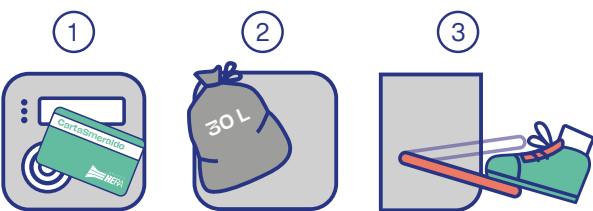
1. Install or update the latest version of the "Il Rifiutologo" app by downloading it from the App Store or Google Play;
2. Select the menu item "Smarty Bin" ("Cassonetto Smarty") to access the "Add Card" ("Aggiungi Carta") area;
3. Enter the activation code or read the barcode with the "Il Rifiutologo" app;
4. Enter the tax code of the named customer on the TARI contract;
5. Press "Activate" ("Attiva").



Smarty Bin: Instructions for Use

Mixed waste bin

1. Hold the (physical or virtual) Carta Smeraldo near the reader. The drawer will open automatically;
2. Insert a tightly sealed bag (max 30 litres);
3. Press the pedal to close the drawer.



Please place small non-recyclable waste items, such as bags of dog waste and tissues, into the hole on the side of the bin.

Have a look round the Ecological Station

You can bring different types of waste to **Ecological Stations**, especially those you cannot throw into a bin because they are unsuitable or too large. You can dispose of waste at all Hera Ecological Stations in the **province**. For information on accepted waste, discounts and opening hours, check out the "Il Rifiutologo" app or the website [www.ilrifiutologo.it](http://www.ilrifiutologo.it)



"Il Rifiutologo": an app that knows everything!

To avoid any doubts on separate waste collection, ask **"Il Rifiutologo"**: it is a free app available for iOS and Android, a digital guide to environmental services. You will find updated information on the services offered and the type of separate collection for each municipality, street and house number. Download "Il Rifiutologo" now on the **App Store** or on **Google Play**: you're going to love it!

The app is easy to use. Here's what you can do with "Il Rifiutologo":

Search for waste

This will answer all your doubts concerning waste separation. You can also scan the **barcode** found on products you have bought to obtain detailed information on separate waste collection.

Ecological Stations

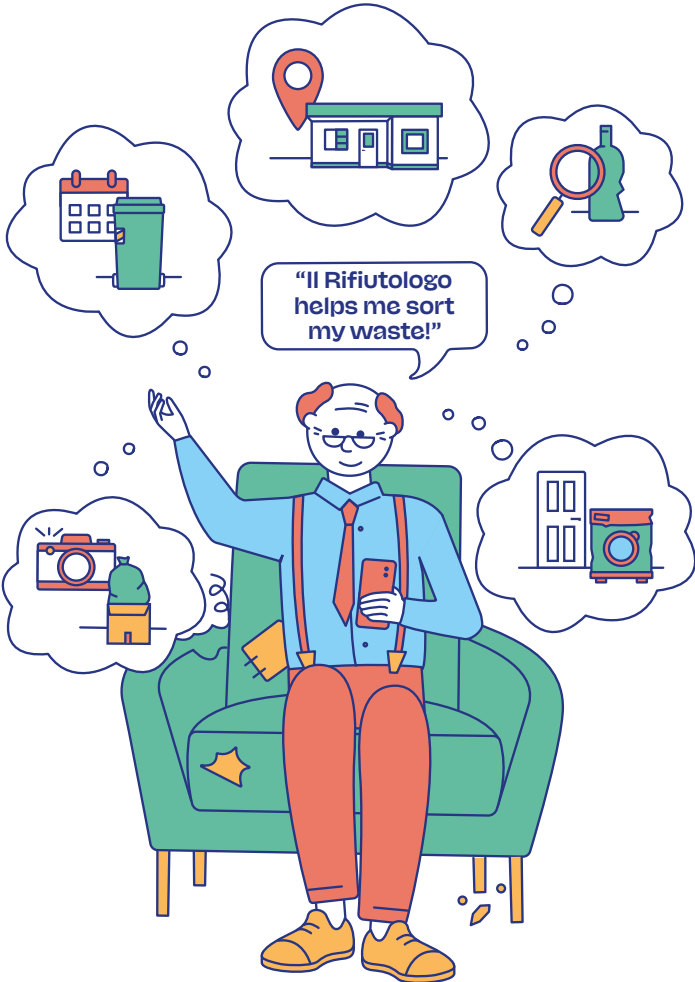
In the "Ecological Stations" ("Stazioni Ecologiche") section, you can find **updated maps** and detailed information on **discounts** for each material you want to dispose of.

Take a photo

This function allows you to send **geo-localised environmental reports** to inform us about abandoned waste and bins that are too full or damaged.

Collection of bulky waste

Don't know how to dispose of old appliances, furniture, other bulky items? Book **free pickup** with the app.



## All you need to know



- ✓ Squash cardboard boxes and place them in the bin loose.
- ✗ Do not place plain paper or dirty cardboard boxes in this bin.
- ?



- ✓ Crush boxes and cartons to reduce their size.
- ✗ Do not throw away diapers and baking paper: they look like paper, but they are not!
- ?



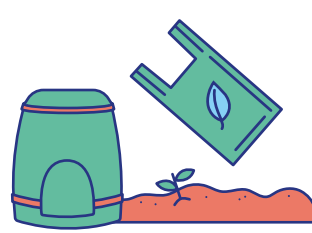
- ✓ Crush bottles and flasks to reduce their size and remove any food and/or liquid residue.
- ✗ Do not throw away hard plastic or rubber items: they look like plastic, but they are not and they damage waste collection!
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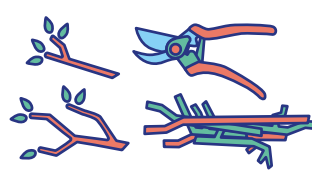
- ✓ You do not need to wash packaging before disposing of it.
- ✗ Ceramics, mirrors and light bulbs are not glass and damage waste collection!
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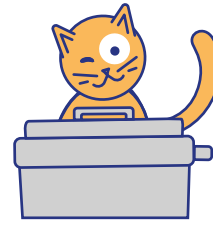
- ✓ Use only biodegradable and compostable bags. If you have a garden, you can request a compost bin.
- ✗ Diapers, plastic food wrappers and packs, coffee and tea pods damage organic waste collection!
- ?



- ✓ Only small shrubs may be placed in this bin.
- ✗ Do not use bags, throw them directly into the bin!
- ?



- ✓ If you separate waste correctly, there will be almost nothing left in the mixed waste bin.
- ✗ If you have any doubts, before disposing of waste check out the "Il Rifiutologo" app: it has all the information you need.
- ?



## Additional services

### WEEE

It is waste from **Electrical and Electronic Equipment**, i.e. devices that require electricity or batteries to operate. Take WEEES to an **Ecological Station** or request **free pickup** for large items by calling Customer Service on **800.999.500** (free call from landline and mobile networks, only for households) or via the **"Il Rifiutologo" app**.

### Used clothes collection

If you want to donate clothes in good condition to those who need them, put them in tightly closed and not too large bags and place them in the appropriate **bins** you can find in the streets. Clothes that are not in good condition must be disposed of in **mixed waste bins**.

### Hazardous Municipal Waste

HMW is material containing toxic and flammable substances such as paint, solvents, mercury thermometers and batteries. For this reason, they must be taken to an **Ecological Station**.

### Bulky waste

Abandoning waste outside bins is not only a careless act, but also one that has a great cost for the whole community, as it damages the city and the environment and it is punishable by law. For this reason, we have set up a **free home pickup service**: book your appointment by calling Customer Service on **800.999.500** or via the **"Il Rifiutologo" app**.



### Batteries

Throw them into the appropriate bins located in shops, shopping centres, supermarkets, some schools and the town hall, or take them to an **Ecological Station**.

### Cooking oil

All types of oil that are used for seasoning, cooking or frying, and those used to preserve food in jars should never be poured down the sink or released into the environment, because they clog pipes and pollute. In addition, cooking oil is a completely recoverable type of waste: throw it into dedicated **roadside bins** inside tightly closed plastic bottles or take it to an **Ecological Station**. For the updated list of collection points, go to **www.ilrifiutologo.it**

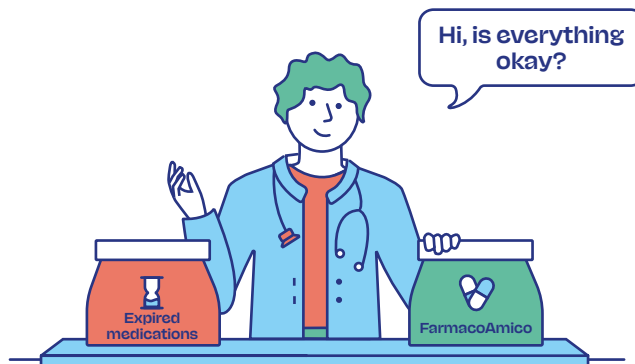
### Medications

Medications are unrecoverable waste. It is therefore necessary to:

- collect them separately;
- remove the package and package leaflet;
- throw them into the appropriate **bins found at pharmacies and para-pharmacies** and at **Ecological Stations**.

If you have non-expired medicines that you no longer need, you can take part in the **FarmacoAmico** project and take them to affiliated pharmacies: they will be reused by non-profit organisations for local projects to help the vulnerable in the community.

Find out more at **www.gruppohera.it/farmacoamico**



## Do you need any information? Here's where you can find it!

### Tracking down waste

**www.gruppohera.it/report**

Find out where your separated waste is going to end up.

### Customer Service for household users

**800.999.500** (toll free)  
Monday to Friday: 8 am-10 pm  
Saturday: 8 am-6 pm

### Website

**www.gruppohera.it/clienti**  
Discover all the services offered in your Municipality.

### Customer Service for non-household users

**800.999.700** (toll free)  
Monday to Friday: 8 am-10 pm  
Saturday: 8 am-6 pm

### App "Il Rifiutologo"

**www.ilrifiutologo.it**  
Use online or download "Il Rifiutologo" from the App Store or Google Play.

