



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 waste** can be opened both with the Carta Smeraldo and with the virtual card using 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").



Door-to-door collection

Are you part of a **door-to-door waste collection** area? Then follow these simple guidelines!



Put out the containers/bags, closed securely, **the evening before collection day** if you are in pink or orange calendar area. If, on the other hand, you are in an industrial zone and have a purple calendar, put the waste bags/containers out by 8 am on collection day.



For the **replacement of damaged wheeled bins** or for additional containers you can contact Customer Service directly **(800.999.700)** who will replace or deliver the new container.



Hera undertakes to guarantee maintenance activities. Do your part: **wash the containers well.** Unity is strength.



Display containers on **public ground** near the access to the private area, in a clearly visible position to facilitate collection and circulation.



Place **mixed waste** only inside the **containers provided by Hera** and only put them out when full. Bags and loose materials around the containers will not be collected.



In the event of **delivery errors** (wrong day, wrong container or presence of non-compliant material), the waste will not be collected and you will have to dispose of it again in the correct manner.



Return containers to private property after emptying: **it is forbidden** to always keep them **on public ground.**



If need be, you can use your **Carta Smeraldo** to use municipality bins.

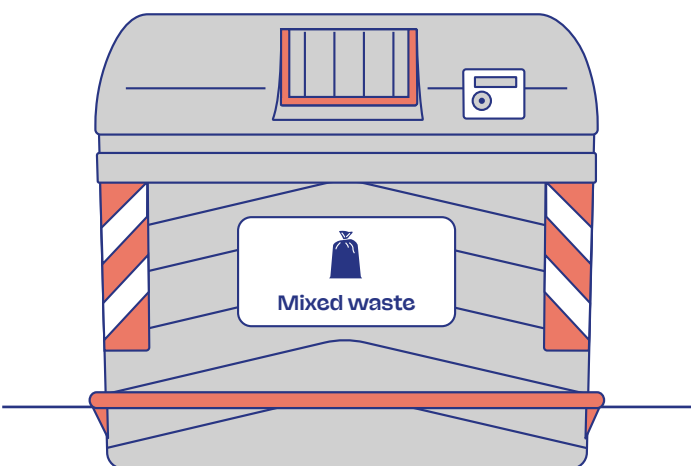
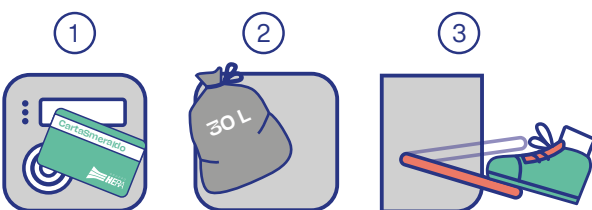


To request **new bags or replacement bins**, you can contact your nearest Ecological Station.

Cassonetto Smarty (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.



The bin has a hole on its side for small mixed waste, such as dog waste bags and handkerchiefs.

"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 or other bulky items? Book **free pickup** with the app.

Door-to-door waste collection calendar

To get to know days and times of collection, just enter your address and click on "Door-to-door calendar" ("Calendario porta a porta"): you can **see the calendar** and set a **notification that will tell you** when you must take your waste out for collection.



All you need to know



- ✓ Flatten the boxes and leave them as is.
- ✗ Do not leave dirty paper and boxes.
- ?



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



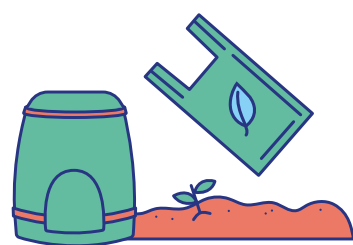
- ✓ Crush bottles and flasks to reduce their size and remove any food and/or liquid residue.
- ✗ Do not throw away hard plastic or rubber items: they look like plastic, but they are not and they damage waste collection!
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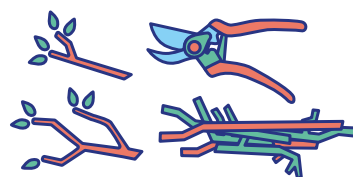
- ✓ You do not need to wash packaging before disposing of it.
- ✗ Ceramics, mirrors and light bulbs are not glass and damage waste collection!
- ?



- ✓ 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!
- ?



- ✓ Reduce shrubs and pruning waste to a small size.
- ✗ 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.
- ?



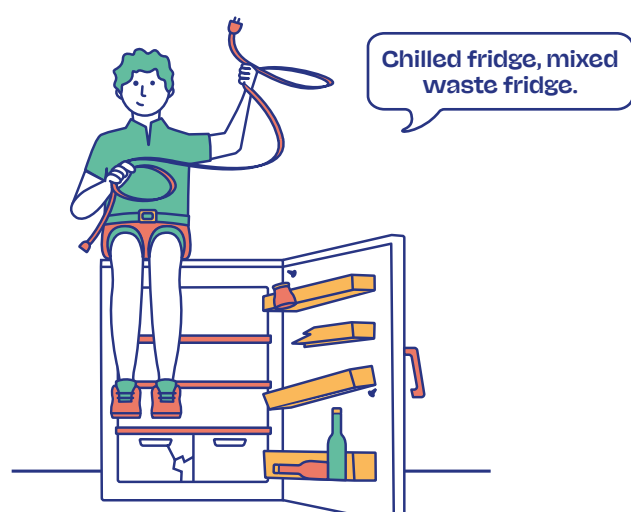
Additional services

WEEE

Waste from **Electrical and Electronic Equipment**, i.e. devices that require electricity or batteries to operate. 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**, or take them along yourself to your nearest Ecological Station.

Bulky waste

Abandoning waste 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**, or take it yourself to your nearest Ecological Station.



Batteries

Throw them into **the appropriate bins** located in shops, shopping centres, supermarkets, some schools and the town hall.

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. For the updated list of collection points, go to **www.ilrifiutologo.it**

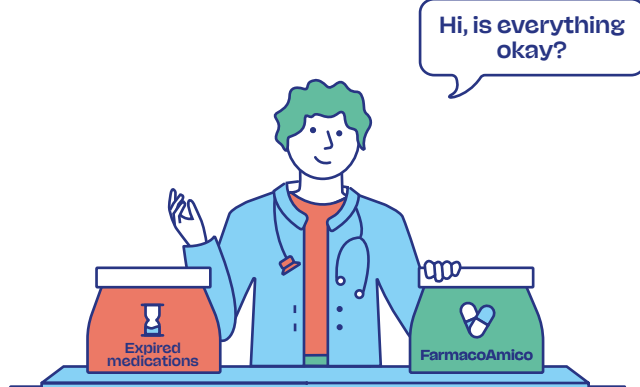
Medications

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**.

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

Household utilities

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

Non-household users

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

The "Il Rifiutologo" app

www.ilrifiutologo.it

Use online or download "Il Rifiutologo" from the App Store or Google Play.

