



*Serving the Community Since 1962*

South Tahoe Refuse  
& Recycling Services

## SERVICE GUIDE



### Cart & Service Information

- Please start using your new carts as soon as you receive them.
- Residential collection days will remain the same. Garbage will be picked up weekly and recycling and yard waste will be picked up every other week (see calendar).
- Carts should be placed at the edge of your driveway / property with the front of the cart facing the street by 7 am on your collection day. Leave 2 feet between carts and 3 feet from other objects.
- Do not overfill cart(s). Lids should close. Do not overfill bear boxes. All material in the bear box should be inside a container. Loose materials will not be collected. If you have extra garbage, please contact our office at [530-541-5105](tel:530-541-5105) to discuss options.
- Yard waste cleanup weeks will be scheduled in the Spring and Fall for all customers. See page 8 for more information on yard waste collection.
- Sort properly (see inside). Recycling and yard waste carts with garbage mixed in may be subject to contamination charges.
- If you are unhappy with the default cart size, you will have an opportunity to exchange to one that better fits your needs starting Nov 1st. Visit [SouthTahoeRefuse.com](http://SouthTahoeRefuse.com) to find a cart swap request form.



# STR DROP-OFF SERVICES

## STR RESOURCE RECOVERY FACILITY AND TRANSFER STATION

STR's Resource Recovery Facility (RRF) and Transfer Station offers residents and visitors a convenient way to reduce their waste by offering comprehensive drop-off recycling services as well as garbage drop-off for those that need to leave town before your service day.

### RECYCLING FOOD SCRAPS:

Free drop-off to all STR residential customers and up to 20 gallons per week for commercial customers. Located at the Recycling Buy-Back Center. Food scraps are not allowed in the green yard waste cart.

#### ACCEPTED ITEMS

- Meat
- Bones
- Cheese
- Coffee grounds
- Eggshells
- Bread
- Vegetables & fruit

#### NOT ACCEPTED:

- Plastic/compostable bags
- Produce stickers
- Paper products
- Coffee filter/pods
- Tea bags
- Liquids



Free pails are available for collecting your food scraps in the kitchen to drop off at STR. One per customer account.

### RECYCLING BUY-BACK CENTER

At the STR Buy-Back Center residents can redeem their California Redemption Value (CRV) for glass, aluminum, and plastic.

### LOCATION / HOURS

Food waste drop-off and the STR Buy-Back Center is located at 2192 Ruth Ave., and open Tuesday through Saturday from 9 am to 4 pm **530-542-8344**.



### STR RRF & TRANSFER STATION:

#### ACCEPTED ITEMS

- Garbage
- Mixed recyclables
- Yard Waste (RRF)
- Stumps (RRF)
- Appliances
- Tires
- Furniture
- Carpet
- Electronic waste
- Asphalt / concrete
- Mixed C&D
- Snowmobiles

- Lawnmowers
- Motorcycles\*
- Snow blowers

\* registration items must have the proper paperwork.

#### NOT ACCEPTED:

- Liquids
- Cars / boats
- RVs / trailers
- RV sewage

#### Household Hazardous Waste (HHW):

Residents can drop-off up to 20 gallons at no cost (appointments REQUIRED). HHW includes cleaners, paints, paint thinners, motor oils, gasoline, and pesticides.

**By Appointment Only! For appointments please call (530) 542-8368.**

### LOCATION / HOURS

The STR Transfer Station is located at 2140 Ruth Ave., and the RRF is located at 2121 Eloise Ave. Both are open Monday through Saturday from 8 am to 5 pm. Closed Sundays and Holidays. **530-542-8311**.

# MORE SERVICES

## Mattress Recycling Program

For California residents and businesses. Free drop-off  
May 1st - October 30th at the STR Transfer Station.

Limit of 4 items per day. Mattress and box springs only. No moldy, bloody, wet, or bed bug infested mattresses will be accepted: mattresses in this condition cannot be recycled and must go to the landfill.



## Dumpster Rental

A variety of dumpster sizes are available to suit any size cleanup, with specialty dumpsters for high-density heavy materials, stump removal, and yard waste.

Please call STR at **530-541-5105** to schedule temporary dumpster rentals.



## Special Event Recycling

To request special event recycling service simply complete the forms online at **SouthTahoeRefuse.com** and email them or drop them by our office. Please remember to submit your request as early as possible so we can reserve the resources you need.

## FREE Christmas Tree Drop Off / Pickup

Christmas trees and other holiday greenery are accepted free of charge for residential customers from December 26th through January 15th. Residents can drop off materials at the STR Resource Recovery Facility or cut trees up into 4' pieces and place in their yard waste cart or next to the trash cart for pickup on your regular service day.

All items must be clean, no decorated or flocked items will be accepted.



## Tours and Presentations

STR provides local tours of our facility and /or is available for community presentations on solid waste management and recycling.

## CONTACT INFORMATION



**SOUTH TAHOE REFUSE: 530-541-5105**

**TRANSFER STATION: 530-542-8311**

**RECYCLING CENTER: 530-542-8344**

**HAZARDOUS WASTE FACILITY: 530-542-8368**



**SouthTahoeRefuse.com • info@southtahoerefuse.com**



Sewing the Community Since 1962

South Tahoe Refuse & Recycling Services

STR Collection Calendar 2024 to 2025

Calendar grid showing collection days for months Sep 2024 to Aug 2025. Blue cells indicate trash collection, green cells indicate recycling and yard waste collection.

Schedule

TRASH service is EVERY WEEK. Your RECYCLING will be picked up EVERY OTHER week as indicated in the BLUE weeks. YARD WASTE pickup will be EVERY OTHER week as indicated in the GREEN weeks. Yard waste pickup will pause during winter snow conditions.

NOTE: Holidays do not affect your pickup day, we will be there.



SCAN the QR codes to the right to download the STR app. Once you enter your address, the app will have a calendar of your collection days. You can also set reminders, get service alerts, and access the "Waste Wizard" where you can search for materials to learn where and how to properly dispose of them.

CART PLACEMENT: Place carts at the end of your driveway with lids closed and facing the street by 7 AM on your collection day. Remove any bungee cords. Leave 2 feet between carts and place them 3 feet from parked cars or other objects. Materials left outside the cart will not be picked up. Customers are responsible for clearing a path for their containers during snow conditions, including bear boxes.



# Pickup Service Guide: Extra Material

In California, STR will pickup extra material as long as the following guidelines for each container are followed. Nevada customers: if you have extra material that will not fit in your cart(s), you can either self-haul it or contact our office to increase your service level.

## Extra Yard Waste

- Can go into a 32-gallon Rubbermaid type container or in a PAPER yard waste bag placed next to your cart.
- WEIGHT LIMIT OF 30 lbs. per bag or container.
- Plastic bags are not accepted.



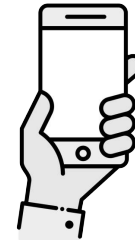
## Extra Recycling

- Can go into a 32-gallon Rubbermaid type container with a tight-fitting lid.
- WEIGHT LIMIT OF 30 lbs.
- Please do not bag recyclables.



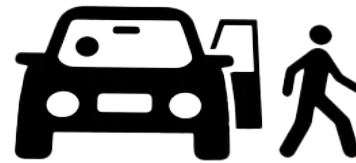
## Extra Garbage

- If you have extra garbage please call the office to arrange additional service. **530-541-5105.**



## Residential Drop Off

- ALL Residential customers may bring unlimited amounts of yard waste to the STR Resource Recovery Facility (2121 Eloise Ave.) and recyclables to the STR Transfer Station (2140 Ruth Ave.) for FREE throughout the year. Monday - Saturday 8 am to 5 pm.
- Residents can bring food waste to drop off at the STR Buy-Back Center located at 2192 Ruth Ave., Tuesday through Saturday from 9 am to 4 pm, **530-542-8344.**



**DROP OFF**



**PLEASE NOTE: OVERLOADED CONTAINERS AND/OR MATERIALS PLACED LOOSELY INSIDE OR OUTSIDE OF BEAR BOXES WILL NOT BE PICKED UP**



# RECYCLING

GLASS, METAL, CARDBOARD, PAPER, & PLASTIC



Lids on glass containers



Lids on plastic containers



Plastic containers #1, #2, & #5 only.



**DO NOT BAG!**

## 3 EASY STEPS TO PREPARE RECYCLABLES



CLEAN

EMPTY

DRY

Recycling Carts will be collected bi-weekly year round. Recyclables must go into your cart. Blue bags will no longer be collected.



NO YARD WASTE: NO SE ACEPTA DESECHOS DE JARDÍN

NO LIQUIDS: NO SE ACEPTAN LÍQUIDOS

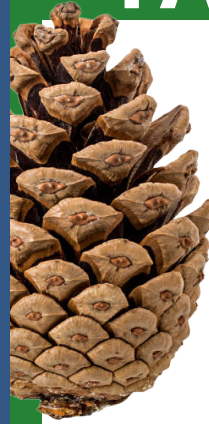
NO FOOD: NO ALIMENTOS

NO TEXTILES: NO SE ACEPTA TEXTILES



# YARD WASTE

NO FOOD WASTE!



**NO PLASTICS!**

**NO PLASTIC OR COMPOSTABLE BAGS ALLOWED.**

**ONLY PAPER YARD WASTE BAGS ARE ACCEPTED.**



Free pails are available for collecting your food scraps in the kitchen to drop off at STR.

Yard waste is collected bi-weekly, place extra material into a paper yard waste bag or a 32-gallon Rubbermaid type container. Yard waste service will be suspended during snow conditions.



NO RECYCLABLES: NO SE ACEPTA MATERIAL RECICLABLE

NO PLASTIC: NO SE ACEPTA PLASTICO

NO METAL: NO SE ACEPTA METAL

NO GLASS: NO SE ACEPTA VIDRIO

NO FOOD: NO ALIMENTOS



**ITEMS NOT ALLOWED IN ANY CURBSIDE CONTAINERS: BATTERIES, ELECTRONICS, FLUORESCENT BULBS, HHW,**



# GARBAGE



## BELONGS IN THE GARBAGE

- |                            |                                |
|----------------------------|--------------------------------|
| Food scraps & soiled paper | Painted / treated wood         |
| Animal waste               | Plastic straws, utensils       |
| Diapers (used or clean)    | Styrofoam                      |
| Plastic / chip bags        | Plastic #3, #4, #6, & #7       |
| Plastic packaging          | Receipt paper                  |
| Plastic clamshells         | Multi-layer cartons            |
| Candy wrappers             | Ceramics, dishware & glassware |
| Hoses, PVC pipe            |                                |

**Garbage carts are serviced weekly. All material must fit in your container, no additional bags outside of the cart or bear box is allowed.**



NO RECYCLABLES: NO SE ACEPTA MATERIAL RECYCLABLE

NO METAL: NO SE ACEPTA METAL

NO GLASS: NO SE ACEPTA VIDRIO

NO YARD WASTE: NO SE ACEPTA

DESECHOS DE JARDÍN



**MEDICINES, AND MEDICAL SHARPS.**

# PICKUP SERVICES



## Cart Set-Out Instructions

Place carts on the street with lids closed and facing the street by 7 am on your collection day. Remove any bungee cords. Leave 2 feet between carts and place them 3 feet from other objects.

**Garbage left outside the cart or bear box will not be picked up.** This includes loose items or extra bags placed inside a bear box. Customers are responsible for clearing a path to their containers during snow conditions, including bear boxes.

## FREE Annual Bulky Item Pick-up

California residents get two free Bulky Item pick-ups per year. Call STR at 530-541-5105 to schedule an appointment.

## FREE Annual Yard Waste Pickup / Drop Off

STR will schedule Spring and Fall yard waste pickups for all residential customers (see page 8).

All residential customers may bring unlimited amounts of yard waste to the STR Resource Recovery Facility for FREE throughout the year. Monday - Saturday, 8 am to 5 pm, 2121 Eloise Ave.

## Additional Recycling Information

Not sure if an item is recyclable? Use STR's online Waste Wizard to see if your item can be placed in your blue cart at [SouthTahoeRefuse.com/waste-wizard](https://SouthTahoeRefuse.com/waste-wizard).

## Special Services

- House service for persons with disability limitations—available at no extra cost. Call **530-541-5105** for eligibility details.
- Shared service for recycling and/or yard waste carts is available as long as both residential accounts have an agreement in place. Please call STR for additional details at **530-541-5105**.

## Annual Yard Waste Curbside Cleanup Weeks

**STR will schedule yard waste cleanup weeks during the Spring and Fall for all residential accounts.**

**California Customers - Annual Yard Waste Cleanup Weeks:** Beginning in 2025, STR will schedule yard waste cleanup weeks for California residents during the Spring and Fall which will be timed according to the Spring snowmelt and Fall pine needle drop. During these cleanup weeks, customers are encouraged to place as much yard waste as they have out for curbside collection.

**When:** Exact dates for California cleanup weeks will be determined based on weather conditions and will be announced through the Customer Updates newsletter that is delivered with your billing statement, at [www.southtahoerefuse.com](http://www.southtahoerefuse.com), and through the STR app notification system.

**Tentative Annual Schedule:** May: 2<sup>nd</sup> week June: 3<sup>rd</sup> week September: 2<sup>nd</sup> week October: 2<sup>nd</sup> week

**What:** Put all material that doesn't fit in your green-lid yard waste cart in a 32-gallon Rubbermaid type container or in a PAPER yard waste bag (top open). Weight limit of 30 lbs. Please help us protect the environment and reduce the use of plastic bags.

**Acceptable Items:** Yard trimmings, pine needles, pinecones, leaves, and grass. **Non-Acceptable items:** NO dirt, rocks, branches over 3" diameter, stumps, ashes, or pet waste.

**Nevada Customers - Annual Yard Waste Cleanup Weeks:** STR customers in Nevada will continue to have Spring and Fall Cleanup weeks as currently provided. During these cleanup weeks, customers may place 6 extra bags out for collection. Bags can be EITHER garbage or yard waste.

**When:** the last full (7-day) week in May & the last full (7-day) week in October

**Extra yard waste guidelines:** Put extra yard waste in a 32-gallon Rubbermaid type container or in a PAPER yard waste bag. Weight limit of 30 lbs. Help us protect the environment and reduce the use of plastic bags. Please separate yard waste from garbage. Yard waste items include yard trimmings, pine needles, pinecones, leaves, and grass. **Please do not mix garbage or other material with yard waste during the cleanup weeks.**

**Paper yard waste bags can be found online at big box stores such as Home Depot, Lowes, & Walmart, and at the following local locations:**

### Langenfeld Ace Hardware

1931 Ace Lake Tahoe Blvd, 530-541-3601

### Kingsbury Hardware

262 Kingsbury Grade Rd., 775-588-5681

### DIY Home Center

1875 Lake Tahoe Blvd., 530-541-4349

### South Lake Tahoe Ace Hardware

4000 Lake Tahoe Blvd., 530-543-6600

### Meeks Lumber & Hardware

2763 Lake Tahoe Blvd., 530-544-2237



**SouthTahoeRefuse.com \* 530-541-5105.**





# Bear Guide

**It's always bear season in the Lake Tahoe Basin!**

**Be a part of the solution to eliminate animal access to trash:**

- Do not put garbage and recycling out until the morning of collection. Carts need to be out by 7 am.
- Clean out food/liquids from recyclables.
- Make sure bear boxes are secure.
- Take advantage of the food waste drop-off option (see page 2).
- If you don't drop off food waste, be sure it goes in the locking garbage cart or with garbage inside the bear box.
- Remember, it's ALWAYS bear season in the Tahoe Basin.

## **Be BearWise: Six At-Home BearWise Basics**

- Never feed or approach bears.
- Secure food, garbage, and recycling.
- Remove bird feeders when bears are active.
- Never leave pet food outdoors.
- Clean and store grills.
- Alert neighbors to bear activity.



*Always make sure container lids are closed and locked.*



*Do not overload containers, see page 5 for what to do with extra waste.*



*Do not put containers out the night before, containers should be out by 7 am.*

Find more tips at **[BearWise.org](http://BearWise.org)**

Get additional info from our local experts at the Tahoe Interagency Bear Team at **[TahoeBears.org](http://TahoeBears.org)**

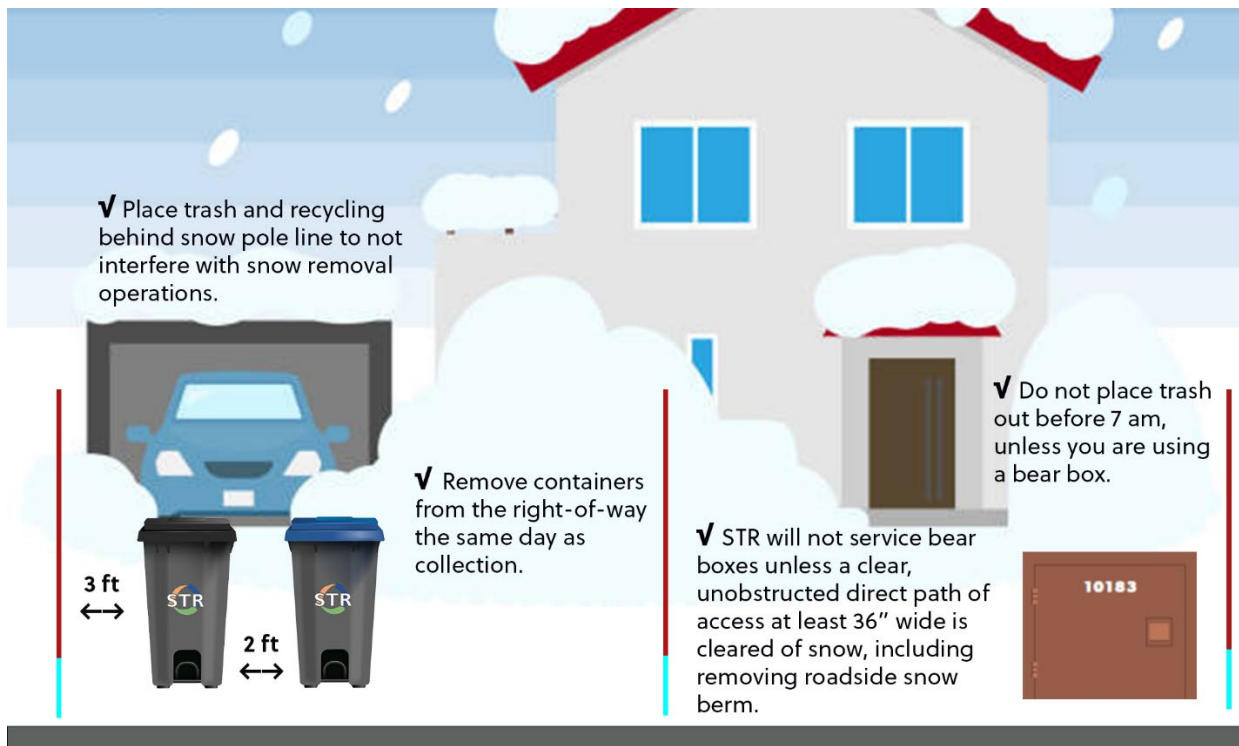
## Winter Service Reminders

The following is required year-round, but is especially important in the winter when there is snow on the ground:

- Place trash and recycling behind the roadway easement /snow pole line to not interfere with roadway snow removal operations.
- After collection, STR staff will place your carts back on your property, outside the City / County right-of-way.
- Do not place trash out before 7 am, unless you are using a bear box.

### Bear box usage:

- Remove snow and ice from in front of bear boxes to allow doors to swing freely and fully.
- STR will not service bear boxes unless a clear, unobstructed direct path of access at least 36" wide is cleared of snow, including removing roadside snow berm.



## When the Snow Is Deep, Where Do You Set Out Your Carts?

Setting out recycling and garbage carts in the winter can be a challenge. Here are some helpful hints:

- **Dig out a spot:** When you clear your driveway, be sure to dig out a spot for your carts. If you have a snow removal service, provide instructions to them. Clear an area for the cart (about 18 inches) on all sides of the cart to sit and make it accessible to the collection crew so they don't have to lift the carts over snowbanks.
- **Please make sure** the carts are not buried in snow, are sitting upright, and can be accessed by the collection crews.
- **Avoid snow piles:** Do not place a cart on top of snow piles or berms. This causes carts to tip over and litter the street and makes it difficult for the collection workers to access the carts.
- **Avoid Streets:** Do not place your carts in the street. We realize this cleared area is an enticing place to put your carts, but it is a hazard. Carts placed in the street can get hit by vehicles or snowplows.
- **We understand that it might snow, or the plow might leave a berm after you place carts out for collection.** In that instance, our crews will do the best they can to access and empty them. Please do the best you can.





# FAQ's: NEW 3-CART PROGRAM

## WHEN IS CURBSIDE RECYCLING COLLECTED IN MY AREA AND AT WHAT TIME SHOULD I PLACE CARTS OUT FOR COLLECTION?

Carted collection begins September 2, 2024. Your recycling and yard waste is collected on the same day as your garbage every other week (see calendar). It should be placed out before 7 am on your scheduled collection day.

## WHAT TYPES OF RECYCLABLES ARE COLLECTED IN THE CART?

- Plastic containers, bottles, and jugs (#1, 2, & 5)
- Aluminum cans
- Steel/tin cans
- Cardboard (flatten)
- Mixed paper, newspaper, office, junk mail, etc.
- Glass containers

Please make sure all items are clean and dry. Please do not bag your recyclables.

## ARE THERE ANY SPECIAL INSTRUCTIONS FOR PLACING CARTS OUT FOR COLLECTION?

Carts should be placed at least two (2) feet apart from each other and within three (3) feet of other objects. Do not place cart behind or too close to trees, mailboxes, lamp posts, snow berms, or parked cars. Do not place cart on top of another object, including snow piles. You are responsible for clearing a path to your containers during snow conditions, including bear boxes.

## CAN I RECYCLE HOSES, CORDS, WIRES, OR CLOTHES IN MY CART?

No. These items are considered "tanglers" as they wrap around equipment at the recycling processing facility. This creates a safety hazard for workers and causes the facility to shut down.

## CAN I RECYCLE PLASTIC BAGS OR WRAP IN MY CART?

No. Plastic bags and wrap causes equipment jams at the recycling processing facilities. These items can be taken to your local retail or grocery stores for recycling drop off.

## WHERE DO I STORE MY CARTS?

Each property is unique. You may store your cart(s) behind or beside your home, on or under a back porch, or inside your carport or garage. Do not store them on the sidewalk in front of your home or at the curb.

## DO I HAVE TO PUT MY RECYCLABLES IN MY CART?

In CA, yes. State law requires residents to use the cart delivered for recycling and yard waste moving forward. In NV, participation in recycling and yard waste is optional.

## WHAT DO I DO WITH MY GARBAGE?

Garbage should be bagged and placed in your garbage cart and placed at the curb for collection on your regularly scheduled day or continued to be placed in your bear box using your own container.

## WHAT DO I DO WITH MY OLD TRASH CANS?

Residents are welcome to keep them for other uses like collecting and transporting recycling or extra yard waste to the STR Recycling Center. If you would like it removed, you can tag it with a sticker that will be provided with your new carts and STR will pick it up the following week.

## WHAT IF MY CART/LID LOOKS WARPED OR DAMAGED?

Due to the shipment process for the carts, some carts and lids may appear warped or misshapen when they first arrive at your curb. Place the cart in your garage or out of the elements and allow at least one week for the cart/lid to relax. If it still appears warped or misshapen after that time, contact STR at **530-541-5105**.

## WHAT IF MY CART IS LOST OR STOLEN?

Each cart will be assigned to an address using a serial number and RFID tag. If a cart is found, it can be tracked and returned to the address it was assigned to. If your cart has been damaged, stolen, or lost, please contact STR to discuss replacement options at **530-541-5105**.

## IF I DON'T WANT THE CARTS, WILL YOU TAKE THEM BACK?

In CA, no. The new carts are mandatory under SB1383 and City Code 4.150.110 and County Code 8.45.010. In NV, recycling and yard waste carts are optional.

## WHAT IF I WANT A DIFFERENT SIZED CART OR AN ADDITIONAL CART?

If you need a different cart size or an additional cart after using the ones provided for a month, please visit **[www.SouthTahoeRefuse.com](http://www.SouthTahoeRefuse.com)** to fill out a cart request form.