

Emterra

Frequently Asked Questions

How do I get rid of...

Tires? Emterra can NOT accept tires. Please check with a local tire retailer. A small fee may apply.

Large Items? Emterra allows one large item to be picked up per week as part of your curbside service. It is considerate to call and make them aware of your item so they can let the drivers know what to expect.

Batteries? Batteries can NOT be put in recycling and can offer risk of fire hazard if put in garbage truck. Genesee County offers a Household Hazardous Waste Day drop off twice a year (generally in the spring and in the fall). To find out the date, you can call 810-767-9696 or you can go to www.kgcb.net (Keep Genesee County Beautiful) and click Events. Dates for HHW Days are listed there as well as locations that accept year round hazardous waste. In addition, Battery Plus may be an alternative drop point to recycle batteries responsibly.

Old Paint? Old paint must be put in with your garbage collection. Paint must be solidified (you can use sand or kitty litter to solidify any remaining paint in the can) and lids of paint cans must be OFF

Can I purchase a waste/recycling cart? Emterra offers (3) different size carts for your waste or recycling needs. You can purchase these online at www.EmterraRewards.com. Click Purchase Recycle/Trash Bin. All carts are made in Michigan out of mostly recyclable parts. They have wheels, tip bar and a lid will be delivered to your home within two weeks to your home at no additional charge.

How do I rent a dumpster? Call Emterra at 1-877-609-6753 to request a quote for dumpster rental. Emterra has different sizes for different needs and can whether you need it for a day, a week or a month, they can help you choose what will work best for your job.

Will there be garbage pick-up on New Year's Day? No. **Martin Luther King Day?** Yes. **Presidents Day?** Yes. **Memorial Day?** No. **Independence Day?** No. **Labor Day?** No. **Thanksgiving Day?** No. **Christmas Day?** No. If your pick-up day falls **on or after** any of the six holidays that are recognized as No Pick Up Days, your pick up will be delayed one day. If they fall on a weekend, there will be no change in your pick up.

What happens when there is bad weather? In general, this will not affect your pick-up. If it is determined that only emergency vehicles should be on the road during inclement weather, you can call Emterra at 1-877-609-6753 and a message called the "weather bug" will let you know that there will be no pick-up.

What time do I have to put my garbage out? You MUST have your garbage out by 7 a.m. on the day of your pick-up. Most communities also have ordinances that will not allow for your garbage/recycling to be left out after pick-up more than a 24 hour period. Call Thetford Township at 810-686-5200 to inquire about ordinances.

My Trash/Recycling/Compost was missed. If you had your garbage/recycling out before 7 a.m. and it was not picked up, please call Emterra at 1-877-609-6753 to report a missed stop. We ask that if you are late getting it out and the truck has already been by, please hold until next week.

What do I do if I can't find my can/bin? Was it windy outside? Could it have blown away? Do you live on a busy street? If so, it could have been hit by a truck/plow. Did you see them take it? If so, did you get a truck number or do you have a description of the worker? If this is the case, please call Emterra at 1-877-609-6753.

Can I pay my bill online? That option is not available at this time.

What if I am physically unable to get my garbage/recycling to the curb? Emterra offers door side/garage side service for any individual who is unable to get their carts and bins to the curb. This service must be approved by the Township/City for individuals with special needs.

What is considered Yard Waste? Yard waste includes leaves, grass clippings, flowers, small branches not over 2" in diameter. Branches should be bundled not more than 48" long and weigh less than 50 lbs. Yard waste should be in a container marked yard waste or in yard waste bags that you can purchase at most home improvement stores. Yard waste is picked up in most communities the first full week of April through the last full week of November. Please check with your township/city to see if they offer yard waste pick up.

Can I bag extra recycling if it doesn't fit in my bin? No. Bagged recycling will NOT be picked up. It needs to be placed in a bin or cart, loose. If you have extra, you can put out additional bins or a box but they should be clearly marked RECYCLING and cannot weigh more than 30 pounds when full.

Can I recycle Styrofoam? No. Styrofoam is not accepted in your curbside recycling. Avoid using if at all possible.

Can I recycle plastic grocery bags? No. Grocery bags are detrimental to the recycling equipment. It is recommended you take them back to the grocer. Most stores now have a place for you to return them where they will be recycled responsibly.

Why isn't the driver scanning my recycling? Emterra has adopted a "self-reporting" system for their rewards program. The scanners were difficult and costly to maintain and accuracy in scanning was becoming an issue. There are random audits but you will never see anyone physically scan your bin. Rather, you can log on to your rewards account at www.EmterraRewards.com and click the I Recycled Today button. There is a calendar there so if you missed any dates, you can always go back in and record them without any problems.

How do I know how many reward points I have? The EmterraRewards program does NOT issue points. You are allowed to use any and all of the many rewards available to you as long as you remain a loyal recycler. A local recycler must report their recycling a minimum of one time per month. There is no saving up points to get a \$1 off...you recycle, we reward.

Emterra - 1-877-609-6753
www.emterrausa.com