



Year-Round Yard and Food Waste FAQ

Effective **January 1st, 2025**, yard waste service will include a once-a-month pick-up during the “winter schedule” months of January, February, and December each year. Pick-up will occur the first full calendar week of the winter schedule months. Weekly pick up will continue to occur from March to November.

Q: What if I don't want services in the winter months (Jan, Feb, & Dec.)?

A: Based on customer feedback and in preparation for future regulations that will require expanded services, we're transitioning to a year-round service. You are charged the monthly rate for the yard waste service whether you put your cart out for collection or not.

Q: Will I be charged less during the winter months?

A: Instead of your monthly yard waste rate changing seasonally, you are being charged an average rate over twelve months that includes nine months of weekly collection (March – November) and three one-time per-month winter pick ups (December, January, and February). Previously, customers received 36 weeks of service billed over 9 months. In 2025, you will receive 39 weeks of service billed over 12 months. The updated 2025 service fee does include a 7% increase or 36-cents per trip.

	Rate per Service	Number of Services	Monthly Amount	Number of Months	Annual Amount
2024	\$5.18	36	\$20.72	9	\$186.48
2025	\$5.54	39	\$18.01	12	\$216.16



Q: What can be placed in my green cart during winter when I don't have yard debris?

A: Food scraps, such as meats, dairy products, fruits and vegetables, bread, eggshells and nutshells, coffee grounds, tea bags, and food-soiled paper, including pizza boxes, paper towels and napkins, non-shiny paper plates and cups, paper egg cartons, paper grocery bags with food scraps, and coffee filters, can all be placed in your green cart year-round.

Additionally, by placing these items into your green cart, you are likely to reduce the amount of garbage in your garbage (brown) cart. You may be able to reduce the size of your garbage cart in the coming months as you see what you can transition into your green cart.

Q: Can I leave the yard waste cart out longer than the first full week of the month for pick-up? If yes, what will the fee be?

A: Yes, but it will be dumped by the garbage truck and billed as an extra 90-gallon garbage cart.

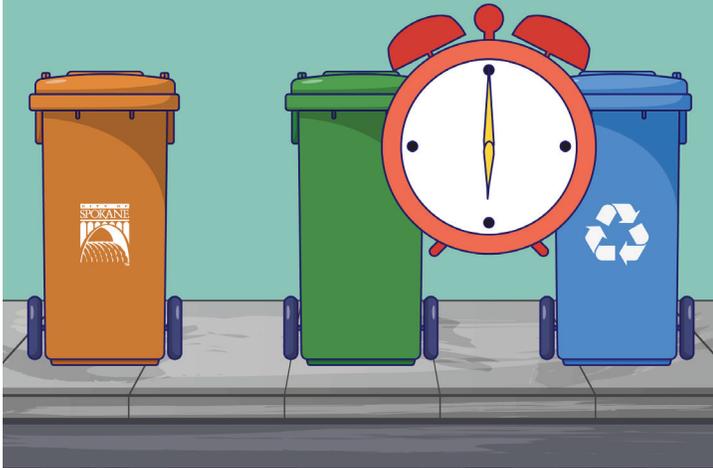
Q: Can the yard waste cart still be put on hold for vacations?

A: Yes, but all other rules still apply. Vacation holds are allowed for a minimum of fourteen days and can only be requested two times per year maximum.

Q: Can I put out extra with my green cart?

A: Yes, the same rules and fees for extras apply. Yard and food waste collection customers are eligible for a discounted fee for disposing up to three extra compostable paper bags placed next to the green cart. Please be aware that extra bags put out in the winter may be frozen to the ground and not able to be collected.

REMEMBER Carts to the Curb BEFORE 6 A.M.



Q: Can I request an extra pick-up of the green cart on a non-pick up day or week?

A: No. You can put your green cart out on your regular collection day on non-collection weeks during the winter months, and it will be picked up and billed as garbage.

Q: Will the new yard waste schedule impact Christmas tree pick up?

A: No, Christmas tree pickup will continue as usual. Details will be released in December.

Q: What if I missed the first week of pick-up? Is there a grace period or a return trip charge?

A: We will go back if the request is received within a week after the scheduled collection. Requests received after one week will need to wait until the following month for their next scheduled collection. Credit will not be given in this situation.

Q: Are returned trips allowed if carts are not out, or are we only returning for misses?

A: The request must be received within one week, and there will be a return trip charge. Requests after one week will need to wait until the next scheduled pick up. Credit will not be given in this situation.

Q: Will the yard waste truck be collecting on collection days, or are garbage trucks collecting?

A: Yes, the yard waste trucks will collect on the once-monthly collection dates during winter. If carts are left out during non-collection weeks, the garbage trucks collect items in green carts and are charged at the higher garbage rates.

Q: Since the program is changing, can I cancel the yard waste cart before the year commitment is up and not be charged a restocking fee?

A: No, this policy is consistent with the Spokane Municipal Code 13.02.0554 Clean Green Yard Waste Collection.

Q: Since the program is changing, can I restart my yard waste cart services for no fee if it has been less than a year because I want this new level of service?

A: Yes. We will waive the redelivery fee this December, January, and February only. Starting March 1, 2025, the standard policy applies, and a redelivery fee will be charged.

Q: What if items in the cart are frozen and not emptied or are partially emptied?

A: Solid Waste is not responsible for frozen carts. We will make every effort to empty your green cart if the contents fall freely from the container. Credit is not given for frozen carts.

Here are a few tips to prevent your green cart from freezing:

- Line the bottom of the cart with cardboard (pizza delivery boxes, etc.)
- Don't pack contents down
- Strain excess liquid from soups and sauces; only put in solid food scraps
- If possible, store in a dry, warmer area (garage, shed, etc.).

