



It's unbelievable what we can do together.



Card for easy access to the Ecological Station

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

The Carta Smeraldo is distributed to all users and is valuable because it allows recognition and quick access to Ecological Stations and the use of any other computerised services.

How to activate the virtual card

1. Install or update the latest version of the Il Rifiutologo app by downloading it from 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").

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** of the Ecological Stations nearest to you, visit the Il Rifiutologo app or the www.ilrifiutologo.it website.

When possible, choose midweek afternoons to avoid queues!



Door-to-door collection



Put out containers/bags that are tightly closed **the evening before the day of collection**. However, check your calendar for collection time details.



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**.



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



"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 and pruning waste

Don't know how to dispose of old appliances, furniture, other bulky items or garden prunings? 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 for collection.



All you need to know



- ✓ Flatten the boxes and leave them as is.
- ✗ Do not leave dirty paper and boxes.
- ? This collection is for non-household users only.



- ✓ Crush boxes and cartons to reduce their size.
- ✗ Do not throw away diapers and baking paper: they look like paper, but they are not!
- ? Throw pizza cartons with no food residue into the waste paper bin, even if they are a little dirty.



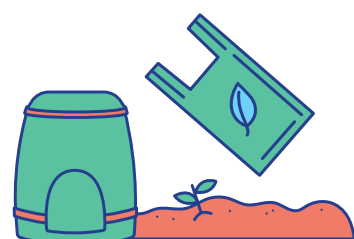
- ✓ Crush bottles and flasks to reduce their size and remove any food and/or liquid residue.
- ✗ Do not throw away hard plastic or rubber items: they look like plastic, but they are not and they damage waste collection!
- ? Use this bin only to dispose of packaging. If you have any doubts, you can find information on labels.



- ✓ You do not need to wash packaging before disposing of it.
- ✗ Ceramics, mirrors and light bulbs are not glass and damage waste collection!
- ? The recycling of glass dates back thousands of years: it was already done by the ancient Romans.



- ✓ 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!
- ? Use this bin also to dispose of kitchen paper and paper serviettes: they absorb moisture and reduce odours.



- ✓ Reduce shrubs and pruning waste to a small size.
- ✗ Do not use bags, throw them directly into the bin!
- ? You can request that large quantities of prunings and shrubs be collected from your home for free by calling Customer Service or via the Il Rifiutologo app, alternatively, you can bring the waste directly to the Ecological Station.



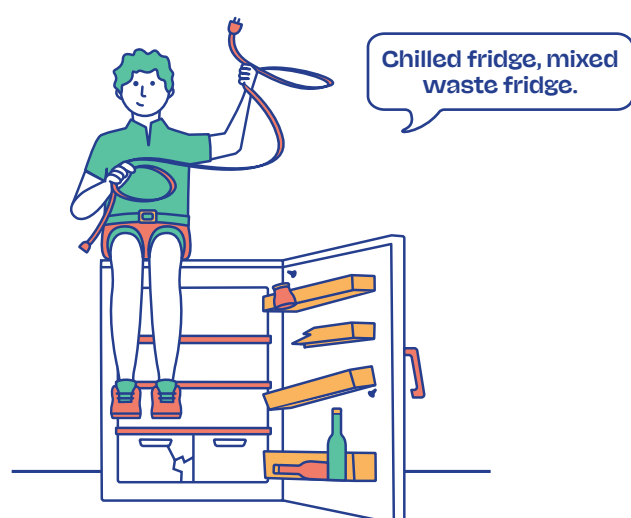
- ✓ If you separate waste correctly, there will be almost nothing left in the mixed waste bin.
- ✗ If you have any doubts, before disposing of waste check out the "Il Rifiutologo" app: it has all the information you need.
- ? First-aid materials/medical aids should also be disposed of in the mixed waste bins.



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 and prunings

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. This is why we have set up a **free home pickup** service: book your appointment by calling Customer Service at **800.999.500**, via the **Il Rifiutologo** app, or take them 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

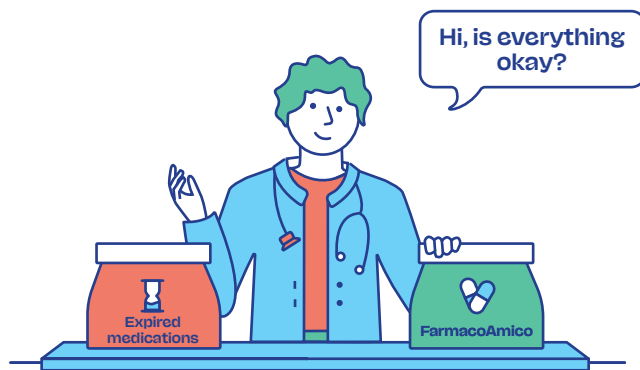
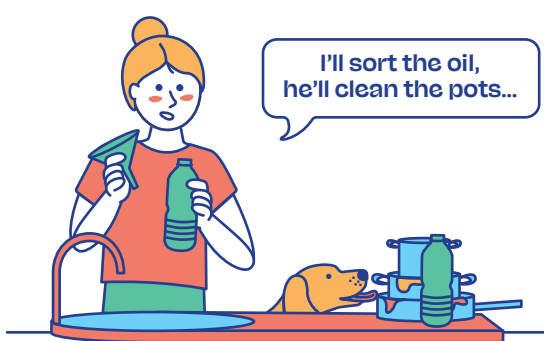
Medications

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

"Il Rifiutologo" app

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

Download the app
il Rifiutologo

