

# The answers to most frequently questions

## What services are available for citizens to carry out separate waste collection?

On the territory **separate waste collection services** will be activated according to the urban context:

- **door-to-door collections** in the **Artisan-Industrial Areas** and in the **Forese**, with dedicated days for the withdrawal of the different types of waste;
- collections with **bins** organized mainly in "islands ecological conditions" in **residential areas**. The bins are also available to citizens who have the door-to-door service for the management of any production peaks. In the "**ecological waste sites**" it is always possible to find the containers dedicated to the separate collection - glass, paper and cardboard, plastic, mowing and pruning, organic - and a dumpster for the waste collection.

## What changes for undifferentiated waste bins?

The bins of the undifferentiated waste collection - that will open only with the **Emerald Card** - will be equipped with a **cap** whose dimensions limit the amount of waste that can be delivered, thus encouraging the separate collection. The cap is able to record the number of uses of each user and of transmit data for measurement.

## How does the opening with the *Emerald Card* works for the undifferentiated bin?

Until the end of July it will be possible to have access to the bins without a card. You only need to push the button and wait for the opening of the cap and then, once the bag is in position, it will be closed by the handle. Starting from the first days of August instead you can confer only with appropriate card. **Instructions** are shown on all the containers. The card will be approached to the reading area. The cap itself will open automatically. You will then need to insert the bag tightly closed, to avoid blocking the cap. Then you will need to close the lid by operating the lever.

## What changes for the other bins?

For plastic/cans, paper and cardboard and pruning/ mowing, the bins will be equipped with a **system for closing and detecting of the user** through the use of the **Emerald Card**. This serves to prevent the insertion of waste not suitable for the type of collection and to avoid misuse of undifferentiated waste that would compromise the quality of the collection. The roadwork bins will have a lid with a hole, which will allow only the introduction of the appropriate 10-liter bags distributed for the collection of this section.

## How does the opening with the *Emerald Card* work for the other bins?

Until the end of July it will be possible to use the bins without a card. Starting from the first days of August it will be possible to confer only with a special card. **Instructions** are given on all containers. For plastic/ cans, paper and cardboard and pruning/mowing, the card will be brought closer to the reader. It will then be necessary to press on the pedal board, insert the materials in the box and finally release the pedals to close the box lid. For organic, however, it is not necessary to use the card.

## How does the door-to-door collection work?

Only the waste collected through the appropriate, strictly personal containers will be collected, provided when the service is activated and equipped with an identification plate and identification code that will allow univocal allocation to a user. An electronic identification device (transponder) is applied to all undifferentiated containers. This allows the measurement, through a special instrumentation supplied to the operators, of the number of emptying of each container. **Even users with door-to-door service will be able to withdraw the *Emerald Cards* to continue to handle any huge waste quantities, using the bins present in the population centres.**

## Where can I withdraw the environmental services card (*Emerald card*) and the Door to Door kit? In which days and times?

Starting from July 9th, it is possible to pick up the collection kit at the ecological station located in Viale Gramsci (located in Fornacione): Monday from 9 to 12, Wednesday from 15:30 to 19 and Saturday 9-12, 15: 30-19 .

## What do I need to collect the *Emerald Card* and the door-to-door collection kit?

The **nominative letter received at home** must be delivered and **any proxy** accompanied by a **copy of the identity document of the delegating and delegate**. If you have not received the letter, but you have an active TARI position, you can still go to the ecological station showing the TARI bill and the identity document (with a proxy form if you do not is the holder of the contract). **In the event that you do not have an active TARI position**, you must go to the tax office of the Municipality of Marano and open a contributory position.

## Who can withdraw the collection kit?

The kit can be **withdrawn by the TARI holder** or by a family member / partner by completing the **proxy** on the letter that was received at home.

In order for the proxy to be valid, you also need:

- a document from the delegate
- a document or copy of the delegating document

### **If the details relating to the Tari users, indicated in the nominal letter, are not correct, what should I do?**

To settle the contribution position it is necessary to go to the **Tributes office** in Piazza Matteotti 17, during the following hours: Monday and Saturday from 8.00 to 13.00, Thursday from 8.00 to 13.00 and from 15.00 to 17.00, 00. For any clarification or information you can contact the Municipality at 059/705743.

### **If I activate a new TARI position: do I have to collect the kit? can I use the other containers?**

If a new contribution position is activated, it is mandatory to collect the door-to-door collection kit.

### **What to do if your TARI position is closed?**

Users are required to return the equipment at the ecological station after formalizing the closure of the TARI position by going to the Municipal Tax Office.

### **If I have not received the letter of invitation, what should I do?**

If you have an active TARI user you can still go to the ecological station at any time even without a letter. If you do not have an active TARI user you need to go to the municipal tax office and regularize your position.

### **What should I do if I have an activity and need to have bigger containers?**

It is possible to contact Hera Group Customer Service at the free number also from mobile phone 800 862 328, active from Monday to Friday from 8 to 22 and Saturday from 8 to 18, to request an inspection by Hera environmental informants or you can request it at the eco counter indicating your needs.

### **What to do if you lose or damage a container or a card?**

It is necessary to highlight the fact, as soon as possible, at the collection centre / ecological station. A new container or card will be returned to the user.

### **When does the Door to Door collection service begin in the Forese and Artisan-Industrial areas?**

The Door to Door collection service for users located in the Forese area and Artisan-Industrial zones will be active from **16/07/2018**.

### **In the undifferentiated cap you can insert only bags of a certain size?**

Yes, a bag with a **maximum capacity of 30 litres**, about the size of a shopping bag, can be placed in the shell. With the cap the amount of undifferentiated waste is limited by incentivising separate waste collection and discouraging the insertion of very large objects, which would quickly fill the entire container, preventing the normal conferment of waste.

### **What can I do if the bag or the object I want to give is large and does not fit into the cap hole?**

In the case of a large bag this should be divided into smaller bags, with a maximum capacity of 30 litres. Objects that are too big that do not fit in the cap will go be taken to the nearest ecological station, or you can request the free pick-up service of the bulky by calling the Customer service at 800.999.500.

### **How should those with a high production of diapers for children or for the elderly behave?**

The utilities that live in the area served to bins must use the undifferentiated box with cap. The utilities served door-to-door can request the diaper service at the eco-door and give the waste in the grey 40-liter non-differentiated container or use the road bins with cap. In both cases, it is necessary **to report the need to the ecological station or the toll-free number**. Starting from the start of the punctual rate scheme, facilities will be provided for those who will make a specific request.

### **Does the Emerald Card only serve to access the road bins?**

In addition to unlocking the opening of the bins allowing identification of users and registration of the transfer, the *Emerald Card* can also be used for the ecological stations.

### **What should I do if a dumpster or a cap is out of service?**

The waste containers are subject to many stresses which can happen, as with any other mechanical device, which can break. In these cases, through the app, the Refitologist (waste specialist) can send a report that directly arrives to Hera's environmental services.

The free number of the Hera Customer Service 800 999 500 can also be contacted on the containers to report the fault. In the meantime, he can give his waste to the nearest Basic Ecological Station. In any case, do not ever abandon the bags outside the containers: these behaviours make our city dirty and increase the costs of the service to keep it clean.

### **Being in front of waste containers that can only be opened with a personal card, a tourist or a person passing through as he does?**

In the city, waste bins are always available at any time for small quantities, located along the streets and in public gardens.

### **What is the exact Corresponding Tax and from when will it start?**

Paragraph 668 of Article 1 of Law 147/2013 (Stability Law) provides that the Municipalities that have implemented systems for the **timely measurement of the amount of waste delivered** to the public service to the public service may provide for the application of an exact Corresponding Tax to the place of the TARI.

The exact Tax consists in commensurate the payment to the amount of undifferentiated waste conferred by each user. 2018 will therefore be a transition year which will have the aim of offering a more direct and "understandable" link between the service rendered and the economic consideration paid by the users, with the aim of encouraging virtuous behaviour. In the Municipality of Marano sul Panaro there is an experimental project has been activated which plans to apply the punctual tariff from **1 January 2019**.

### **What changes compared to TARI?**

The exact Tax is no longer based exclusively on presumptive parameters, such as the square meters or the number of members of the family unit, but also on the actual production of undifferentiated waste, through **timely measurement**.

### In the calculation of the punctual rate is considered only the undifferentiated waste? With which mode?

It is planned to commensurate the exact Tax to the amount of undifferentiated waste conferred. The method used to determine the amount of waste is the **volumetric measurement**: the waste delivered is measured by multiplying the volume of the container/cap by the number of emptyings carried out. The calculation is therefore independent of the actual filling level of the container.

Similarly to the other entities that apply the punctual fee, the Hera model also provides that each user is assigned, regardless of a minimum number of contributions, to account for a physiological quantity of waste inevitably produced.

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### What should I give in the undifferentiated grey bin?

It is necessary to confer only the waste that can not be used for separate collection. If it differs in the correct way, the undifferentiated waste are very few: cigarette butts, receipts, baking paper, food paper for sausages, ceramic shards, filters and vacuum bags.

### What should I give in the brown bin for the collection of the organic?

Mainly food and vegetable cooking waste, in the organic must also be given coffee grounds and tea filters, plates and glasses in bio-plastic, if compostable, and paper scottex dirty food.

### How can I make the organic collection correctly?

All the necessary tools will be made available, including an aired skimmer and a set of paper bags. The ventilated bin and the bag promote the circulation of air inside preventing the formation of smells. In this collection we also recommend the cellulosic materials that are dirty with food residues (handkerchiefs, paper towels, napkins): this will help to absorb the aqueous fraction of food leftovers favouring the dehydration of the material and its reduction in weight and volume.

### What should I give in the glass collection?

All glass containers can be given as: bottles, jars, jars. Lamps and neon, however, are waste that must be given to the

ecological station. It is not necessary to wash the containers, it is necessary to remove only the residues of coarse food.

### What should I give in the paper collection?

It is necessary to provide newspapers, magazines, books, cardboards, tetrapak containers, glasses and trays made of paper, clean or slightly dirty pizza boxes. Baking paper, chemical paper (such as receipts) and wallpaper must be conferred in the undifferentiated.

### What should I give in the collection of plastic and cans?

In the Municipality of Marano, plastic and cans are collected together. Packaging plastics (bottles, flasks, trays, plastic films), cans, aluminium trays and aluminium foil must be supplied. If the tray that has contained the meat is a bit 'stained, you must close it in another container to be thrown so it will not form bad smells. It is not necessary to wash all the food containers, just remove the residues and quickly pass them under the water to avoid unpleasant smells.

### Is it certain that separate waste collection is an advantage for the environment?

Limiting undifferentiated collection is important **to prolong the life cycle of materials as much as possible, minimizing the waste and conserving the resources**. For example, perhaps not everyone knows that glass and cans are infinitely recyclable, that 20 plastic bottles can become a pile blanket, from 10 kg of organic you get 1 kg of compost. And the emissions of greenhouse gases also decrease.

### Are differentiated waste materials really recycled?

**In 2016 it was recovered 94.6%** of the amount of green, paper, organic, glass, plastic, wood, iron and metals that citizens have differentiated.

All data and information are available on the website [www.gruppohera.it/sulletraccedeirifiuti](http://www.gruppohera.it/sulletraccedeirifiuti).

### Still doubts about the differentiated waste?

On the [ilrifutologo.it](http://ilrifutologo.it) website or by downloading the free App *IIRifiutologo* you can find detailed information on the new collection, on how to properly separate each type of waste, find the nearest ecological station and much more.

#### For information

Customer Service 800 999 500 | Business Customers 800 999 700  
active from Monday to Friday from 8 to 22, Saturday from 8 to 18



**ilRifiutologo.it**

download the app or go to