

Curbside Recycling FAQ

How many households in Charleston recycle?

Based on recent data compiled by our recycling route drivers over a three week period, roughly 3,100 households currently participate in curbside recycling.

What is a Toter Recycling Bin?

A toter recycling bin is a covered, 48 gallon container on wheels that allows for dry storage of recycling and allows the bin to be rolled to the curb on your regularly scheduled collection day.

One of the recommendations in the 2021 Recycling Feasibility Study (4.1.1 Distributing Standardized Recycling Containers, page 29) was to distribute standardized recycling containers—providing recyclables storage capacity for participants as well as aiding in the collection of recycling through clearer identification of recycling set outs.

I was told I can use any container I want. Why am I receiving a Toter Recycling Bin?

The city is providing Toter Recycling Bins to make our recycling program more efficient and appealing—with a goal of growing our recycling program. We want to make it easier for folks to recycle. And, we also want to make collection safer for our recycling team. The City's recycling trucks will be equipped with a tipper designed to attach to this specific style of bin.

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In addition, the 2021 Recycling Feasibility Study (4.1.3 Moving Beyond Manual Collections, page 30/31) recommended the use of semi- or fully-automated trucks which feature higher productivity rates and lower injury rates as compared to manual collection systems. Our tipper trucks are classified as a semi-automated truck as a team member must retrieve/roll the cart to the truck for emptying.

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Am I required to use the Toter Recycling Bin—is use mandatory?

At this time, no. However, we are moving toward the use of the toter recycling bins by all curbside recycling participants. The recycling trucks will be equipped with a tipper designed to attach to this specific style of bin. Residents will be provided flexibility during the transition period.

How did you determine who received a Toter Recycling Bin?

The recycling route drivers compiled a list of all their stops over a three week period to determine the number of regular recycling participants. These residences will be provided a bin first. The remainder of the bins will be provided on a first come, first served basis. If you or someone you know is interested, please call 304.348.6831.

How many blue Toter Recycling Bins were ordered?

We ordered 5,000 bins.

Why did you order more Bins than the number of residences that recycle?

We ordered more bins with the expectation that this will bring attention to recycling and grow our recycling program.

Can I continue using the bin/can/bags I have?

At this time, yes. However, we are moving toward the use of the toter recycling bins by all curbside recycling participants. The City's recycling trucks will be equipped with a tipper designed to attach to this specific style of bin. Residents will be provided flexibility during the transition period.

Why did my neighbor get a bin and I didn't?

Your neighbor received a bin because they were identified as a regular recycling participant during the three week period our recycling route drivers documented all recycling stops. If you or someone you know is interested in receiving a bin, please call 304.348.6831.

I don't want my bin, can I give it to my neighbor?

Please notify us at 304.348.6831 to opt out of the program and we will pick up the bin. The serial number on the bin is attached to your address.

I want a bin, who do I contact?

If you or someone you know is interested in a bin, please call 304.348.6831.

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When will I receive my bin?

Bins will be distributed based on recycling routes. Delivery will take place on Saturdays and Mondays.

The recycling team will try to make contact with residents at time of delivery. If they are unable to make contact, an informational card will be left. In addition, each bin is tagged with a QR Code. Scan this code and it will take you directly to the recycling page on the city's website.

Do I have to be home to receive my bin?

No, you do not have to be home when your bin is delivered. If you are not home, an informational card will be left for you. In addition, each bin is tagged with a QR Code. Scan this code and it will take you directly to the recycling page on the city's website.

When will my recyclables be picked up?

Your recyclable materials will continue to be picked up on your regularly scheduled trash pickup day.

Do I have to put my recyclables in bags in the Bin?

No, recyclables can be placed directly in the bin.

Do I have to sort my recyclables?

Recyclables can be co-mingled, but not mixed with regular garbage or food. Paper and cardboard must be kept dry and labels must be removed from steel cans.

Do I need to rinse food cans, milk jugs, detergent bottles?

Yes, these items need to be rinsed. In addition, labels should be removed from steel cans.

If I see the recycle symbol on a can/bottle/box/etc, does that mean the City will accept the recyclable material?

The recycling symbol shows that the material can be recycled—it does not mean it is included on the City's list of accepted materials.

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Accepted materials are included below or online at <https://www.charlestonwv.gov/charleston-life/recycling>.

Aluminum

beverage cans

Cardboard

corrugated and non-corrugated boxes

Mixed Paper

office paper, newspaper, cereal boxes, junk mail

#1 Plastics

water, soda, juice bottles (number is usually found on bottom of container)

#2 Plastics

milk jugs, detergent bottles (number is usually found on bottom of container)

Steel

food and soup cans without labels

Note: Glass and Numbers 3 through 7 Plastics (ex. Plastic bags, PVC piping, Yogurt Containers, Styrofoam, Tupperware, Food Containers) are not accepted.