

Tukwila's New Waste and Recycling Hauler FAQs

Starting November 1, 2023, Recology will be your new recycling, food & yard waste, and garbage hauler. In 2022, the City of Tukwila conducted a competitive RFP process and received proposals from multiple companies. Staff conducted an extensive review of the proposals. Through this process, Recology was selected and the contract was approved by the City Council in September 2022.

If you are a current WM customer, you should contact Recology at 206.944.3900 or tukwila@recology.com to verify your address, service levels, and service day.

1. What happens if I don't call Recology before November 1?

Recology will still provide service to your residence or business. Even though service will be provided, please call Recology at 206.944.3900 to verify your service levels, service and billing addresses, and day of pickup (25% of customers have a new pickup day.)

2. I haven't received any notifications or mailers from Recology about the change of service. What should I do next?

Recology has been notified that some Tukwila residents have not received mailers notifying them of the upcoming solid waste service change. To ensure that you are mutually prepared for the next steps, please contact Recology's customer service team at 206.944.3900 or Tukwila@Recology.com. Please call to verify your contact information and confirm that they have accurate details related to your services in their records. The customer service team has copies of each of the mailers that can be sent to you upon request.

3. Will rates be increasing?

Yes, garbage rates will be increasing under the new contract with Recology. This rate increase would have happened whether the City renewed a contract with WM or changed haulers. Tukwila has benefitted from artificially low rates for several years due to the City's 10+ year contract.

These rates have been reviewed by an independent consultant hired by the City and are in line with other new contracts in the King County region. Rates are increasing due to rising costs of trucks, fuel, labor, parts, disposal, and other factors. For residential customers, Tukwila's garbage rates are still among the lowest in the region.

Rates were mailed to all customers in September 2023 and can also be found on Recology's website: <https://www.recology.com/recology-king-county/tukwila/>.

4. How do Tukwila's rates compare to other surrounding cities?

As of November 1, 2023, Recology's monthly rates for a residential 32/35-gallon garbage cart picked up weekly:

Issaquah - \$36.13

Mercer Island - \$35.05

Shoreline - \$31.62

Carnation - \$31.09

Burien - \$29.81

Des Moines - \$27.85

SeaTac - \$22.84

Tukwila - \$21.59

Bothell - \$21.02

Maple Valley - \$18.23

5. Is there a discount for senior and/or disabled low-income residents?

Yes, the City of Tukwila has a [solid waste collection discount application](#) available. To qualify for a 50% discount on your solid waste collection bill, you must meet **all** the following criteria:

1. At least one of the owners/renters in the house must be 62 years old or older and/or disabled.
2. Your total annual household income, from all sources, must be less than \$47,950 if in a one-person household or \$54,800 if in a two-person household (50% of the Area Median Income.)
3. You must be an owner or renter and reside in the City of Tukwila.

Once the application is approved, the discount will be applied to the next billing period.

Retroactive discounting is not available.

6. Will my waste/recycling day change?

It is possible that your service day will change; 25% of all residents will have a change in their service day. If this happens, Recology will inform you prior to the transition day on November 1, 2023. You can call them at 206.944.3900 at any time to verify your service day.

7. Will I get a new garbage, recycling, or food & yard waste cart/container?

New collection carts for residential customers and new collection containers for businesses or apartments are not part of the new contract between the City of Tukwila and Recology.

However, if your cart or container is damaged or in need of cleaning, please contact Recology at 206.944.3900 or email them at Tukwila@recology.com. Recology will add new stickers/decals

to the containers with updated sorting guidelines and contact information between October 2023-January 2024.

8. Can I change the size of my cart and/or service level?

Absolutely. Call Recology at 206.944.3900 or email them at Tukwila@Recology.com to adjust your cart size or service level.

9. Can I recycle and/or compost the same items as before with the new hauler?

Yes, anything you could recycle or compost with WM can also be recycled or composted with Recology. In addition, Recology also accepts clean aluminum foil (balled up) and clean aluminum containers such as pie plates. Also, caps and lids can be left on plastic containers when being recycled. For more information on what is recyclable, visit <https://www.recology.com/recology-king-county/tukwila/sorting-guides/> or email Recology's Waste Zero Team at RKCwastezero@recology.com

10. What new solid waste services will I be receiving?

- Residents have the option of accessing the Recology Store, located at 18858 1st Ave S, Suite A100 in Burien. Besides being able to access in-person customer service support, residents can bring hard-to-recycle items for free. Special items include CFL light bulbs, household batteries, textiles, used cooking oil, small propane cylinders, hard-cover books, small electronics and appliances, block Styrofoam™, and bicycles. The Recology Store also offers a wide variety of products that support a zero-waste lifestyle.
- There will be no-cost curbside collection of Christmas trees for all customers, even those who do not subscribe to food & yard waste service.
- Recology's call center will be open seven days per week. Monday-Friday hours are 7 a.m. – 7 p.m. Saturday and Sunday hours are 8 a.m. – 7 p.m.
- Once each year, residential customers can order no-cost collection of up to four non-appliance bulky items, plus extra trash and small items (up to two cubic yards). Pickup will be during their normal collection days, but Recology must be notified in advance at: 206-944-3900 or through an online form at [Recology.com/Tukwila](https://www.recology.com/Tukwila).
- Residents that sign up for food & yard waste service will be provided a food scrap composting starter kit from Recology upon request, including a kitchen countertop container, one roll of compostable bag liners, and instructional materials.
- Businesses, apartments, and condominiums can receive one year of free food scrap composting service.
- Recology will have a full-time Waste Zero Specialist dedicated to working with Tukwila residents and businesses, as well as a full-time Tukwila-focused Customer Service Specialist. Also, Recology's customer service center is located less than 5 miles from Tukwila City Hall. Customer Service Specialists are familiar with the area and our communities.

- The City has hired Colleen Minion, a Solid Waste Analyst, to manage the Recology contract and State and County grants focused on waste reduction, recycling, household hazardous waste disposal, and litter pickup. She also manages the annual recycling collection events and annual citywide yard sale. She can be reached at Recycle@TukwilaWA.gov or 206-431-2445.