

## **NEW CUSTOMER FREQUENTLY ASKED QUESTIONS**

### **Who do I contact with questions about my account or service?**

Call our Customer Service department 1-866-DIAL-IWS (1-866-342-5497). Our agents are very knowledgeable and are eager to help!

### **What are your customer service hours?**

Monday – Friday 8:00am – 6:00pm EST

Saturday 8:00am – 12:30pm EST

### **How can I pay my bill?**

Online: BillTrust Payment Portal

Mail: PO Box 554744 Detroit, MI 48228-4744

Phone: 1-866-DIAL-IWS (1-866-342-5497)

Please have your account number and invoice number.

### **How do I sign-up for online billing?**

All customers, IWS and Action, residential and commercial are eligible for online billing. Visit the BillTrust Payment Portal <https://secure.billtrust.com/actioncarting/ig/signin> and click the “Sign Up Now” button. You will need both your account number and enrollment token number to complete your sign-up, which can both be found on your invoice. Continue to follow the prompts online to set-up your account.

### **What forms of payment do you accept?**

We accept:

- ✓ All major credits cards (please note a 3% convenience fee applies)
- ✓ Debit cards
- ✓ Checks (via mail to: PO Box 554744 Detroit, MI 48228-4744)
- ✓ Checking account/ACH

Please note: Convenience fees will not be applied to personal debit cards – our payment systems can distinguish debit from credit and will not process the fee.

### **When do I put my trash and recycling out?**

Please be sure to have your materials out for pick up **THE NIGHT BEFORE** your service day.

For Action NYC customers, your pick-up runs overnight. The morning of your pick-up is considered to be your pick-up day. For example, if your containers/agreement reads “Tuesday” pick-up, you should put your waste & recycling out Monday evening. Your route will begin on Monday evening (7pm) and will run until Tuesday morning (7am). We consider this a Tuesday pick-up.

### **When do your collection routes run?**

Action routes in New York City run overnight between the hours of 7:00pm – 7:00am.

### **What items are included in single stream recycling bags?**

We accept plastic bottles & jugs, aluminum & steel cans, newspaper, cardboard, and paper.

We can NOT accept, plastic bags, hazardous or electronic waste, medical sharps, glass, or polystyrene foam.

### **How do I prepare my cardboard and single stream recycling for pickup?**

Cardboard must be tied and bundled. Please note, we do not accept cardboard in plastic bags.

All other single stream recycling must be in clear or transparent bags.

## Action / New York City Customer's Holiday Schedule

Action's standard collection routes do not operate on the following holidays.

|                  |   |
|------------------|---|
| New Year's Day   | January 1 - Please do not place trash out for collection the night before this holiday (New Year's Eve) |
| Memorial Day     | Please do not place trash out for collection the night before this holiday (Sunday)                     |
| Independence Day | Please do not place trash out for collection the night of this holiday                                  |
| Labor Day        | Please do not place trash out for collection the night before this holiday (Sunday)                     |
| Thanksgiving     | Please do not place trash out for collection the night of this holiday (Thursday)                       |
| Christmas Day    | December 25 - do not place trash out the night before this holiday (Christmas Eve)                      |

NOTE: If your collection falls on any of the holidays listed above, please contact our customer service team to reschedule your pick-up. 1-973-623-7600, or e-mail [customerservice@actioncarting.com](mailto:customerservice@actioncarting.com)

### Do I have to hire a carting service for waste & recycling?

According to NYC regulations (AC16-116 b), businesses can either contract with a private carter for waste and recycling collection or obtain a "Self-Hauler" registration from the Business Integrity Commission and transport the refuse in a vehicle with commercial license plates. To avoid a violation or fine, post your carter's decal and schedule in your window, and keep a copy of your contract or receipt at your business. Merchants that transport their refuse personally must post their Business Integrity Commission Self-Hauler registration.

### Does my business have to recycle?

Yes, per Rules of the City of New York 1-10, all businesses in NYC must recycle metal, glass, plastic, beverage cartons, paper, and cardboard. Some businesses are also required to recycle organics and construction waste.

Action Environmental Services is a division of Interstate Waste Services, Inc.  
A legacy committed to service and sustainability in our communities.

**1-866-DIAL-IWS** (1-866-342-5497)  
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