

# Waste dictionary








## Guide to a correct separation of urban waste





















This dictionary is a practical guide to the separate collection of waste to help you dispose of it correctly. It contains a list of objects and materials which must be disposed of daily as part of **domestic waste** that can be recycled if placed in **the right destination**. This **gives objects a second life, reduces wastefulness and the impact** on the environment. It is precisely the quantity of unseparated waste produced that determines the waste collection service fee you pay. Door-to-door collection, EcoBus and EcoStop, Ecocentres and dedicated roadside bins allow you to put your waste in the right place at any time! Each of the services inside the municipalities in the basin served by Alea Ambiente has its own operating times and characteristics: to find out more consult the website **www.alea-ambiente.it**, the **online helpdesk**, download the Alea Ambiente App, or refer to the EcoCalendar of your area.
























## PUT YOUR WASTE IN THE RIGHT PLACE
























### GUIDE TO READING THE DICTIONARY
























## Each waste corresponds to a specific icon

























WET	
PLASTIC CANS	
PAPER	
DRY NOT RECYCLABLE	
<p><b>DOOR-TO-DOOR GLASS COLLECTION</b></p> <p>Door-to-door glass collection is in operation for all utilities of the Municipalities of Forlimpopoli and Bertinoro and for the sole non-domestic utilities that request it and located in all the Municipalities in which collection is carried out using roadside bins.</p>	
VEGETAL	
<p><b>ROADSIDE BIN FOR GLASS COLLECTION</b></p> <p>Glass collection with roadside bin is in operation in the Municipalities of Castrocaro Terme and Terra del Sole, Civitella di Romagna, Dovadola, Forlì, Galeata, Meldola, Modigliana, Portico and San Benedetto, Predappio, Rocca San Casciano and Tredozio.</p>	























<b>ECOCENTRE</b> Remember to take large size waste which does not fit into the door-to-door collection bins to the Ecocentre for free.	
<b>BIN FOR BATTERIES AND ACCUMULATORS</b>	
<b>BIN FOR EXPIRED MEDICINES</b>	
<b>ECOBUS</b>	
<b>ECOSTOP</b>	
Additional services for the historical centre and particularly complex urban areas of Forlì.	
For more information: <a href="http://www.alea-ambiente.it">www.alea-ambiente.it</a>	
Second-hand clothes (torn, no longer re-usable)	
Lighter	
Stickers (adhesive paper)	
Stickers (paper back of stickers, figurines, adhesive labels, of domestic origin)	
Paper diary	
Natural Christmas tree <i>Home collection on request for domestic utilities (Consult website).</i>	
Synthetic Christmas tree	
Spoiled food and leftover food	
Aluminium (trays, films, etc.)	
Asbestos <i>Home collection on request for domestic utilities (Consult website).</i>	
Pesticides (only products from domestic utilities)	
Floor or wall-mounted coat rack, in metal or plastic	
Dismantled wardrobe <i>Home collection on request for domestic utilities (Consult website).</i>	
Articles for construction from small domestic maintenance work (e.g., pipes)	
Ironing board <i>Home collection on request for domestic utilities (Consult website).</i>	
Sanitary pads	
























Broken pencil case	
Basin and buckets in rigid plastic	
Broken wooden pallets	
Clean glue jar (e.g., Vinavil)	
Dirty glue jar (e.g., Vinavil)	
Paint and solvent jar (only products from domestic utilities)	
Plastic food jar and container	
Empty and clean steel, tin, or tinfoil jar	
Glass jar	
Empty plastic jar of various products	
Run down car and motorbike battery	
Mobile phone battery	
Cotton wool balls	
Household linen (curtains, sheets, towels, dishcloths, etc.) worn and no longer usable	
Clean paper or cardboard cup	
Dirty paper or cardboard cup	
Compostable material (cellulose, corn starch...) cup and tub	
Disposable plastic cup	
Glass cup (no crystal)	
Broken bicycle <i>Home collection on request for domestic utilities (Consult website).</i>	
Plastic blister or shaped container (e.g., of toys, stationary...)	
Blister packs for medicines	
Aluminium can without hazard symbols (cream, deodorant, etc.)	

Spray can labelled with hazard symbols (insecticide, lacquer, etc. only products from domestic utilities)	
Used, non-reusable leather or canvas bag	
Compostable plastic shopping bag (e.g., supermarket bags)	
Glass bottle	
Plastic bottle for water, drinks, oil, etc.	
Button	
Brick for fruit juice, tea, cream, milk (without straw if made of plastic)	
Fruit and vegetable peel	
Clean nylon envelope, bag, package	
Paper envelope	
Tea bag (without filter)	
Rubble from small domestic demolition work	
Paper or cardboard calendar	
Nylon tights	
Second-hand footwear	
Second-hand socks	
Stationary (glue stick, highlighters, pens, adhesive tape, scales and rulers, set squares, rubbers, papier mâché)	
Candle	
Watering hose	
Disposable plastic straw	
Hair and hairs	
Coffee powder capsule for coffee machine	
Capsule without coffee powder for coffee machine (in plastic or aluminium)	





















Battery chargers for mobile phones or similar	
Wet or greasy kitchen paper	
Carbon paper	
Waxed paper	
Chemical paper	
Used oven paper	
Wrapping paper	
Photographic paper	
Bread paper	
Plastic-coated paper	
Clean butcher paper	
Tin foil paper and aluminium trays	
Sandpaper	
Transparent plastic folder	
Clean pizza cardboard box	
Greasy pizza cardboard box and/or with food residues	
Plasterboard <i>Service not handled, contact specialist firms.</i>	
Clean beverage and food cartons without plastic parts (e.g., TetraPak)	
Folded cartons (large quantities)	
Folded cartons (small quantities)	
Used printer cartridges	
Wooden box	
Plastic box	
Cables and electrical wires from small domestic work	























CDs, DVDs, VHS videocassettes and their plastic holders	
Cellophane and film	
Mobile phones and tablets	
Extinguished ashes of fireplaces	
Pottery	
Rims	
Plaster	
Wicker basket	
Tinplate closure of food containers (yogurt, desserts...)	
Used belt	
Computers, printers, fax <i>Home collection on request for domestic utilities (Consult website)</i>	
Air-conditioners <i>Home collection on request for domestic utilities (Consult website).</i>	
Cardboard packaging (e.g., of pasta, toothpaste, cereals, etc.)	
Rigid plastic kitchen container	
Container labelled with hazard symbols (only products from domestic utilities)	
Plastic container for tealights	
Glass container	
Plastic or polystyrene food container (e.g., trays, jars, etc.)	
Aluminium candle holder	
Plastic candle holder	
Empty glue and adhesive, disinfectant container (only product from domestic utilities)	
Empty shampoo, detergent container	
Metal lid	
Used blanket	























Notebook covers with rings	
Tyres (without rims and only products from domestic utilities)	
Clean paper ice cream cups	
Dirty paper ice cream cups	
Clean plastic ice cream cups	
Dirty plastic ice cream cups	
Cosmetics, creams, cotton wool	
Compostable cotton buds	
Cotton buds with plastic parts	
Demijohn (only glass)	
Christmas decorations (balls, various decorations)	
Toothpaste (empty tube)	
Car deodorant	
Personal deodorant with container In plastic or aluminium	
Personal deodorant with container In glass	
Weedkillers and herbicides (only products from domestic utilities)	
Sofa <i>Home collection on request for domestic utilities (Consult website).</i>	
Elastic	
Small or large household appliances <i>Home collection on request for domestic utilities (Consult website).</i>	
Grass and vegetal clippings <i>Home collection on request for domestic utilities (Consult website).</i>	
Small pet excrements	
Highlighter	


























Expired medicine	
Tissue, used paper napkin	
Iron and metals	
Phial	
Wax matches	
Wooden matches	
Electric wires	
Dental floss	
Food filter (coffee, tea)	
Window (no glass)	
Fake flowers in plastic or other material	
Cut flowers and foliage in small quantities	
Plastic bottle and dispenser for packaging of various products	
Glass bottles and dispensers for packaging various products (part in plastic goes into the plastic-cans)	
Floppy disk	
Paper sheets	
Advertising sheets, fliers	
Leaves* *Small quantities	
Coffee dregs and compostable coffee pods	
Scissors with plastic parts	
Metal scissors	
Oven <i>Home collection on request for domestic utilities (Consult website).</i>	
Photograph	


















































Fridge <i>Home collection on request for domestic utilities (Consult website).</i>	
Blender	
Plastic bag tie clip with metal core	
Large toy	
Small wooden toy	
Small plastic toy	
Newspapers and magazines	
Foam rubber	
Chewing gum	
Wooden clothes hanger	
Metal or plastic clothes hanger	
Rubber, nitrile, or latex gloves	
Egg, mussel, clam, crustacean shells	
Transparent wrapping for sweets, chocolates	
Inert materials from small domestic maintenance work (pottery, terracotta, tiles, bricks, etc.)	
Windows and doors (no glass)	
Razor blade	
Filament bulb	
Energy saving bulbs	
Glass wool <i>Service not handled, contact specialist firms.</i>	
Glass slabs (no double glazing or armoured glazing or with inner wire mesh)	























Tinned milk	
Aluminium beverage can	
Dishwasher <i>Home collection on request for domestic utilities (Consult website).</i>	
Washing machine <i>Home collection on request for domestic utilities (Consult website).</i>	
Wood	
Contact lenses	
Synthetic litter for small pets	
Book	
Fish bone	
Aluminium tealight	
Plastic tealight	
Debris and masonry (from small domestic work)	
Mattresses <i>Home collection on request for domestic utilities (Consult website).</i>	
Bricks (from small domestic maintenance work)	
Wooden ladles and cutlery	
Furniture (in wood, wicker, laminate, plastic...) <i>Home collection on request for domestic utilities (Consult website).</i>	
Wooden pegs	
Plastic pegs	
Monitors and televisions <i>Home collection on request for domestic utilities (Consult website).</i>	
Well-extinguished cigarette butts	
Music cassette tapes and their plastic covers	
Ribbons for flowers	






Adhesive tape	
Photographic negatives	
Neon and discharge lamps	
Packaging nylon	
Broken spectacles	
Undamaged ceramic / terracotta objects or in pieces (only products from domestic utilities)	
Rubber objects	
Cooking oil	
Engine oil (only products from domestic utilities)	
Broken umbrellas or beach umbrellas	
Bone (e.g., pork chop, chicken, etc.)	
Wadding	
Cigarette packets without plastic parts	
Ice cream or coffee scoops	
Nappies <i>Dedicated service on request for domestic utilities.</i>	
Car sunshade	
Plush toy	
Pens and markers	
Brushes, tubes of colour	
Metal pots	
Fish and molluscs	
Pesticides (only products from domestic utilities)	

Tiles (from small domestic maintenance work)	
Disposable plates, glasses, and cutlery in compostable material (cellulose, corn starch...)	
Broken ceramic plates and crockery	
Disposable plates and crockery in plastic (without food residues)	
Run down batteries	 
Baking dishes	
Car and motorbike tyres (without rims, only products from domestic utilities)	
Polystyrene (packaging)	
Plastic briefcases and folders	
Metal cutlery	
Disposable plastic cutlery	
Copybooks	
Copybooks with metal rings	
Paintings (frames)	
Cardboard file folders without any metal parts	
X-rays	
Twigs, tree, and hedge prunings <i>Home collection on request</i>	 
Disposable plastic razors	
Package strapping	
Vegetal residues from the garden and ornamental plants	 
Remains of fruit, vegetables, and foods	
Bed bases in wire <i>Home collection on request for domestic utilities (Consult website).</i>	

Plastic nets for fruit and vegetables	
Magazines	
Paper rolls and cores (e.g., toilet paper, kitchen paper, etc.)	
Dialysis and ostomy pouch* <i>* Possibility to request a dedicated bin with the eco-sustainable family programme.</i>	
Paper bag	
Bag or other packaging in multiple materials that cannot be separated	
Pouch, bag, or wrapping in clean plastic	
Pouch, bag, or wrapping in dirty plastic	
Plastic bag or box to package clothes	
Hoover bag	
Wipe	
Sanitaryware without taps (from small domestic maintenance work)	
Broken shoes, not reusable	
Broken ski boots	
Metal boxes (for biscuits, chocolates, accessories, etc.)	
Skis	
Receipts in chemical paper	
Plastic bucket	
Chair, deckchair, child seat <i>Home collection on request for domestic utilities (Consult website).</i>	
Sawdust (small quantities)	
Grass clippings	 
Syringe (closed with cap)	
Plastic ornaments and household items	

Brush, comb or sweeping brush	
Toothbrush	
Mirror in fragments	
Whole mirror	
Sponge	
Synthetic flower foam	
Wooden ice-cream stick	
Candle wick	
Disposable crockery in plastic (excluding disposable plastic cutlery)	
Rags	
Iron structures	
Toothpicks	
Wooden chopping boards	
Plastic chopping boards	
Inking pads	
Empty canister for domestic use, tin, or plastic, clean	
Cork stopper	
Metal cap	
Broken pottery cup or coffee cup	
Phone (landline or mobile) <i>Home collection on request for domestic utilities (Consult website).</i>	
Television or screen <i>Home collection on request for domestic utilities (Consult website).</i>	
Broken windscreen wipers	
Convectors and radiators	

Mercury thermometer (only product from domestic utilities)	
Digital thermometer	
Soil and potting soil (in small quantities)	
Terracotta	
Card or plastic-coated card	
Tetrapak	
Toner <i>Dedicated service for companies on request</i>	
Clean paper napkin	
Dirty paper napkin	
Chipboard (small quantities)	
Pencil or crayon sharpening chips	
Empty metal tubes (e.g., for mayonnaise, shoe polish, etc)	
Rubber hoses (e.g., for watering the garden, excluding farm plastic)	
Tulle	
Various kitchen tools in plastic (bowls, chopping boards, recipients)	
Suitcase, rucksack, travel bag	
Aluminium, plastic, or polystyrene food tray	
Paper egg holder tray	
Plastic yogurt container	
Clean plastic vase and saucer for home-grown flowers	
Plastic plant pot	
Cardboard tray and packaging	

Glass	
Fibreglass <i>Service not handled, contact specialised firms.</i>	
Videocassettes and their plastic covers	
Electronic videogames	
Mosquito nets, small pieces of net	
Door mat	

## COMPLIMENTARY SERVICES

### DOMESTIC COMPOSTING

If your utility includes a vegetable garden or a garden, you can do domestic composting, transforming the wet waste (food refuse and small clippings) into excellent compost for fertilising the soil. It is possible to proceed using a composter (dedicated bin, granted on a free loan basis by Alea Ambiente) or other systems, such as a composting box or a composting facility. Domestic composting helps to reduce the waste collected with benefits for the environment and for the entire community and by formally renouncing the door-to-door collection service by returning the dedicated bin, you can **benefit from a reduction** in the cost of the waste collection service in the bill (according to the Tariff regulation in force, in the amount of 30% of the variable part of the tariff).

### EXPIRED MEDICINES & SOLIDARITY MEDICINE PROJECT

Expired medicines should be put inside dedicated bins located close to local municipal and private pharmacies. Typically, if it is not "bulk" medicine, it is placed without the outside box, as the box or jar must be separated into the dedicated door-to-door bins. All types of medicines are accepted, **with the exclusion of cytotoxic medicines.**

The **Solidarity Medicine** Project is also in operation in some municipalities of Forlì in association with the Committee for the Fight against world hunger (non-profit organisation), Federfarma Forlì, Forlifarma, Order of pharmacists and surgeons and dentists of Forlì-Cesena, AUSL Romagna and Caritas: medicines in undamaged packages and valid can be deposited by citizens in the dedicated bins made available by Alea Ambiente inside the pharmacies participating in the project. Precisely because of their perfect state of preservation, they will be **allocated to the more vulnerable categories**, in need of pharmacological treatments.

Medicines such as antibiotics, vitamins, mucolytics, dermatological (creams) and others, except for those requiring special storage precautions, such as the cold chain, narcotics and those for exclusive hospital use, fall within this type of medicinal initiative.



## USED OILS

**Cooking oils** (for preserving, cooking, frying or seasoning foods) should be placed inside the dedicated roadside bins (for the exact location consult the website or request assistance from the customer network) or in those present in the EcoCentres of Forlì, Bertinoro (Santa Maria Nuova), Galeata, Predappio, Castrocaro Terme and Terra del Sole, Rocca San Casciano and Modigliana. For **mineral oil and grease** (from cars, motorbikes, etc.), batteries (cars, motorbikes...) or hydraulic circuits, it is necessary to contact the EcoCentres of Forlì, Bertinoro (Santa Maria Nuova), Galeata and Modigliana. In both cases the disposal is free of charge.

## RUN DOWN BATTERIES

Batteries for domestic use (batteries and accumulators, PA category) contain heavy metals such as mercury, cadmium, lead and chrome and, once run down, must be placed into the dedicated roadside bins situated close to supermarkets, tobacconists, and large-scale electronic outlets. If abandoned or disposed of in unseparated waste, they can pollute water with toxic effects on human and animal health.

Alternatively, you can take them to an EcoCentre and deposit them in the dedicated bin, at no charge.

## TEXTILES

For details on the collection of second-hand clothes, consult the website [www.alea-ambiente](http://www.alea-ambiente) or the App Alea Ambiente to stay informed on the novelties of the service.

## SANITARY WASTE

Sanitary waste commonly produced in a domestic environment should be placed in the dry waste bin. However, in special conditions of need, it is possible to participate in the **Family Ecosustainable** project, geared to households with babies, elderly, disabled, dialysed or stomatised, incontinent individuals having registered residence at the utility in which the service is requested.

A dedicated **bin for baby nappies and adult nappies** is made available to them and emptied regularly according to the door-to-door collection (dry waste) calendar, for a "solidarity-based" tariff (namely reduced) which in some Municipalities is free for the user, as it is paid entirely by the Administration. Participation in the service should be formally communicated to Alea Ambiente by collecting the dedicated bin and, in the case of children, it is provided until the 30<sup>th</sup> month of the child. It is recalled that inside the fixed EcoCentres in the area there are bins dedicated to the free collection of this kind of waste.

## BULKY WASTE

Waste which cannot be placed inside bins for the door-to-door collection service due to its size and or weight can be independently brought to an EcoCentre free of charge or conveniently collected from the house address by Alea Ambiente operators.

Home collection is a charged service (for the costs check out the website or contact the Alea Ambiente customer service network) which can include up to a maximum of 6 pieces per collection, of the following types:

- Bicycles,
- Bulky household appliances (WEEE): tumble driers, hoovers, boilers, air conditioners, freezers, hobs, electrical or microwave ovens, dishwashers, washing machines, PC monitors, small heaters, TVs, or electrical radiators,
- Fixtures (not from demolition) such as gates, windows without glass, shutters, doors, fences, or blinds/roller shutters,
- Furniture (including garden furniture): wardrobes, sofas, beds, mattresses, shelves, kitchen wardrobes, armchairs, nets, shelves, chairs, carpets, or tables.

The items must be exhibited on public ground or inside the private property, close to the fence (in a point that can be reached without obstacles (such as for e.g., parked cars, trees, poles, etc.) from the means using a crane), the evening before the day of collection. Remember that for **sanitary and heating equipment there is no home collection** as these are inert materials and should be delivered to the EcoCentres.

## GLASS WASTE

In the Municipalities where glass is not collected using the door-to-door service, there are dedicated marked roadside bins, in which only glass objects are placed (no crystal or Pyrex, or mirrors or porcelain crockery). Glass bottles and jars can be thrown away with the cap or lid and must always be well drained from the liquid, without necessarily being washed.

## CLIPPINGS AND PRUNINGS

Grass, leaves, branches and small logs can be delivered free of charge to the EcoCentres or be collected from the home address by Alea Ambiente using the dedicated paid service. To know the costs, check out the website in the dedicated section or contact the customer network.

## ECOCENTRES

The collection centres are places intended to receive separated waste brought by citizens for free disposal. The area has fixed EcoCentres, staffed and enclosed sites that carry out the service on set days and times and mobile EcoCentres (consult EcoCalendar).

Each fixed EcoCentre has its **own calendar and hours of operation**, according to which domestic and non-domestic utility holders are received to meet their specific needs. It is possible to go to any of the fixed or mobile EcoCentres present in your local area, indifferently of one's municipality of residence, taking an Alea Ambiente utility bill. Consult the list of materials that may be brought to each EcoCentre, by visiting the dedicated page of the website [www.alea-ambiente.it](http://www.alea-ambiente.it), or downloading the App Alea Ambiente.

## THE RULES FOR USING THE ECOCENTRES ARE FEW AND SIMPLE:

- Keep to the maximum quantities allowed and to the type of materials accepted (*info on the website Alea Ambiente or from the customer service network*)
- Take the waste already separated by type and reduced in volume
- Follow the indications of the signs and staff of the facility
- Do not take waste already present inside the centre
- Do not leave material outside the EcoCentre
- 

Furthermore, in the fixed EcoCentres of Bertinoro, Castrocaro Terme, Forlì, Forlimpopoli, Galeata, Modigliana, Predappio, Rocca San Casciano and Tredozio it is also possible to deliver **sanitary waste** such as adult nappies and baby nappies.

To make use of the services of the Mobile EcoCentre, an itinerant vehicle that can only collect certain types of waste, it is possible to go to any point in which the vehicle is stationed, according to what is indicated by the EcoCalendar of your area. The Mobile EcoCentre is present in the Municipalities where there is no fixed EcoCentre, or where this is not suitable for accepting all kinds of waste.

## THESE ARE THE TYPES OF WASTE COLLECTED:

- Batteries
- Spray cans
- Cardboard
- Plastic containers
- Cosmetics
- Household appliances (small and big)
- Medicines
- Iron
- Oil filters
- Fridges
- Inert materials
- Bulky materials
- Lamps
- Wood
- Mineral oil
- Vegetable oil
- Batteries and accumulators
- Plastic
- Tyres
- Flammable products
- Televisions
- Vegetal
- Paints

## HOW TO DISPLAY THE DOOR-TO-DOOR BINS

### Where?

On public land, near your utility, where waste collection vehicles pass through.

### How?

Possibly full, with the lid closed and no bags on the outside. If the bin is not full, wait for the next collection!

### When?

The evening before the day of collection indicated on the EcoCalendar, from 9.30 pm until 4.30 am on the day of collection, except in the Historical Centre of Forlì, where the bin should be displayed the same evening of the day indicated in the EcoCalendar.

**CAUTION!** In case of snow, the bin will be emptied as soon as the conditions allow it to be done safely, respecting the calendar.

### After the bin is emptied

- the bin is left with the lid open to show that the collection has taken place.
- the bin should be collected and brought to private ground as quickly as possible, to reduce traffic obstruction and improve urban decorum.

Report any problems or specific needs: Alea Ambiente is on hand to identify specific solutions to improve the service offered.

## WARNING LABEL

To report any errors and to improve the quality of the materials so that they can be sent for recovery, the employees apply **specific labels** to the bins to advise you when you have made an error in distributing the waste (e.g., if you use unsuitable bags or put waste into the wrong bin).

This system has been introduced to help the citizen deliver the waste correctly and is purely informative and not sanctioning.

## NON-DOMESTIC UTILITIES

Non-domestic utilities refer to the spaces intended for production and / or sale of goods or services and to all those premises not used for residential use. For them, the separated waste collection is in force with the door-to-door collection for plastic, paper, wet and dry non-recyclable waste and, in the Municipalities in which it is provided, (currently Bertinoro and Forlimpopoli) also glass.

The non-domestic utilities can collect the bins most suited to their own needs, starting with the standard equipment.

## STANDARD SERVICES

These services provide bins of 30 or 120 litres and the emptying frequency of the single waste products follows the methods and times indicated in the EcoCalendar, exactly as for domestic utilities.

## **EXTRA-STANDARD SERVICES (or BY WEIGHT)**

The bins available are 240 litres, 360 litres, 1700 litres or of 12 to 25 m<sup>3</sup>. For wet, glass and vegetal waste, it is only possible to choose among the volumes of 120 or 240 litres. For containers of 1700 litres up, the emptying must be arranged by phone, email or directly at the online helpdesk and is guaranteed within the next 48 hours (excluding Saturday and Sunday).

The company should book the emptying of bins of 1700 litres or of 12 or 25 m<sup>3</sup> by filling in the dedicated form on the website and sending it to: **imprese@alea-ambiente.it** or accessing the online helpdesk from the website **www.alea-ambiente.it**.

To guarantee a timely emptying service within the subsequent 48 hours (excluding Sunday and public holidays), it is necessary to send the communication from Monday to Thursday: by 1 pm, on Friday: by 11:30 am.

Requests received outside the indicated times may suffer delays in implementation.

## **OTHER SERVICES**

### **ONLINE HELPDESK**

#### **SIMPLE**

single screen with all your data

#### **PRACTICAL**

instructions and useful advice to manage waste

#### **FAST**

your information always updated

**Register with the online helpdesk through the website of Alea Ambiente and at any time you can**

- contact Alea Ambiente quickly and ask for information
- get to know the utility details (serial number and type of door-to-door bins)
- monitor the active services, including those that are charged
- see number and date of emptying unseparated waste bin
- retrieve and download all your invoices in e-format
- pay your bills online, through the PagoPA portal
- consult the door-to-door collection calendar of your area
- check the waste dictionary to see where the items should be put
- send reports on maintenance of roadside bins, dumping of waste

### **APP**

**With the free App of Alea Ambiente through the smartphone and tablet you can**

- consult the EcoCalendar with the daily door-to-door collection programme for your area
- receive notifications on the changes in times and urgent communications related to the urban hygiene service and waste management of your Municipality
- report missed door-to-door collection, waste dumped on the road and full roadside bins directly to the operational department
- check how to deliver your waste correctly
- consult the times and rules of the EcoCentres and the Alea Points

## **ENVIRONMENTAL EDUCATION**

Alea Ambiente is present in the local schools of all levels with an Environmental Education project that proposes a journey of awareness on the current environmental themes, sustainable development, conscious consumption, waste as resource, separated collection as effective means, circular economy as future vision. The project also intends to encourage and give voice to the students (according to the age group) on the meaning of the ecological imprint and on the shared responsibility towards the environment they inhabit.

Through recreational teaching or distance learning tools

young students can share, discover new ways of learning and build up an idea of the topics covered. Finally, the experience concludes with the realisation of a creative paper describing the concepts learned or that invents a slogan to explain the meaning of the concepts of “shared responsibility” and “common good.”

ALEA Ambiente

Via Golfarelli, 123 - Forlì

[www.alea-ambiente.it](http://www.alea-ambiente.it)

Call centre: from Monday to Friday 8:30 -18:00 and Saturday 8:30 -13:00 (excluding public holidays)

Tel. 0543.784700 (from mobile phone)

Free phone 800.68.98.98 (from landline)

[aleambienterifiuti](https://www.instagram.com/aleambienterifiuti)

Alea Ambiente App

Online helpdesk