



NEW YORK CITY COMMERCIAL WASTE ZONING

CWZ CUSTOMER FAQ

I've never signed a contract for waste & recycling collection in the past, do I really have to start now?

By law, all commercial establishments must enter into a written service agreement with a zone awardee. If you fail to enter a written service agreement, DSNY will enter you into an agreement with an awarded hauler at the maximum rates permissible. Once assigned, you will be responsible for all charges for services rendered.

Do all businesses have to comply with these rules, even if we produce very little waste?

NYC requires commercial establishments to arrange for the removal of solid waste by a licensed private hauler.

I've never contracted recycling service in the past, do I have to start now?

All NYC businesses are required by law to recycle metal, glass, plastic, mixed paper and cardboard. In addition, certain businesses are required to separate organics. Under the CWZ program, businesses must arrange to have their trash, recycling, and organics (if applicable) collected by a licensed, private hauler.

What is a zone transition (launch) period?

DSNY will announce zone-specific timelines in which CWZ requirements will go into effect. The launch of CWZ will begin with an "Implementation Start Date," and end with the "Final Implementation Date," and "Zone Go-Live Date." Between the "Implementation Start Date" & "Final Implementation Date" (transition period), all businesses will be required to enter a service agreement with an authorized hauler.

Implementation Start Date:

The first date that customers may sign a CWZ agreement with an authorized hauler.

Final Implementation Date:

The final date by which customers must have entered a CWZ agreement with an authorized hauler.

Zone Go-Live Date:

The official first night in which only authorized CWZ haulers may provide service to customers (the day following the Final Implementation Date).

What is the timeline for future zone roll-outs?

DSNY announced rollout dates for 2 Commercial Waste Zones: Bronx East and Bronx West and has provided the following implementation timeline.

Phase	Zones
1	Queens Central Fully implemented 1/3/25
2	Bronx East, Bronx West Fully implemented 12/1/25
3	Brooklyn South, Queens Northeast Fully implemented 3/1/26
4	Lower Manhattan Fully implemented 6/1/26
5	Midtown South, Staten Island Customer sign-up began 7/1/26, Sign-up ends 8/31/26, Fully implemented 9/1/26

Phase	Zones
6	Brooklyn North, Upper Manhattan Customer sign-up begins 10/1/26, Sign-up ends 11/30/26, Fully implemented 12/1/26
7	Brooklyn East, Manhattan Northeast Customer sign-up begins 1/1/27, Sign-up ends 2/28/27, Fully implemented 3/1/27
8	Manhattan West, Queens West Customer sign-up period begins 4/1/27, Sign-up ends 5/31/27, Fully implemented 6/1/27
9	Manhattan Southeast, Manhattan Southwest, Queens Southeast
10	Brooklyn Southwest, Brooklyn West, Midtown North

Why should I switch to Action now if my zone isn't transitioning until next year?

Action provides elite service across the 5 boroughs and is committed to leading a smooth CWZ transition for customers by providing the latest CWZ news & requirements. If you sign-up now, you can rely on premier service by a partner who has over 25 years of experience supporting NYC businesses.

Will the cost-of-service increase because of this program?

The CWZ program does not increase the cost of service. In all cases, rates will remain competitive and will not exceed DSNY approved Maximum Rates. Your cost of service is still based on frequency of service and weight/volume generated. Your rate will not increase as a result of the CWZ program.

Will I have to pay an early termination fee if service from my current hauler ends due to the CWZ program?

Existing service agreements become legally void with unenforceable early termination fees on the date your respective zone "goes-live." As long as you execute a CWZ service agreement with service starting on the "Go-Live" date, your pre-CWZ hauler will not be able to enforce an early termination fee. If you terminate service prior to a zone go-live, please refer to the terms of your existing agreement. Pre-CWZ haulers can NOT charge you an early termination fee if you let the contract expire on the "Go-Live" date.

How do I start service?

Start service today by calling **1-866-270-9900** or visit **actioncarting.com**, or call your account manager. Scan here to sign-up or get a price.



Why is the city rolling out this new program?

Some of NYC's key goals for the CWZ program:

- Reducing truck traffic and vehicle emissions through collection route consolidation
- Standardizing operational safety requirements for all NYC carting companies
- Providing top-tier customer service to all commercial businesses

What if I own multiple businesses? What if those businesses operate in different zones?

Businesses may sign one service agreement containing multiple locations, or separate agreements for individual locations. If the locations spread across multiple zones, please note that only locations within zones that have started transitioning may enter CWZ agreements. Business locations in zones that have not yet reached their implementation period will not be able to sign the new service agreement until DSNY officially activates the implementation period. Once all zones have completed "go-live," service agreements for different locations may be consolidated into one service agreement for all locations in zones that the Awardee is authorized to operate.

Can small businesses share a contract for waste & recycling collection because they use the same container?

Yes, certain businesses may share a set-out location and service agreement. A shared service agreement covering multiple customers at one set-out location must name each customer in the agreement and specify the respective set-out location. To determine if your business qualifies, contact us.

Are there exceptions to CWZ requirements based on the type of material businesses dispose?

The following types of material are excluded from the CWZ program & still follow the rules governed by the NYC Business Integrity Commission:

Construction and demolition debris; fill material; medical waste; electronic waste; textiles; yard waste collected by landscapers; waste collected by a one-time, on-call bulk waste removal service; grease; paper that is collected for the purpose of shredding or destruction; or waste that is collected by a micro-hauler.

What if I have more questions?

Our representatives are ready to answer your questions! We also encourage all NYC businesses to visit DSNY's website for program information and the latest updates to the rollout.

Visit: www.nyc.gov/cwz.

1.866.DIAL.IWS (1-866-342-5497)

300 Frank W. Burr Blvd, Suite 39, Teaneck, NJ 07666

actioncarting.com

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A legacy committed to service and sustainability in our communities.

