

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)
MLK Day	Please do not place trash out for collection the night before this holiday (Sunday)
Memorial Day	Please do not place trash out for collection the night before this holiday (Sunday)
Juneteenth	Please do not place trash out for collection the night of this holiday
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

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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