

Organic and residual waste is disposed of in underground waste containers using a **special access card** received by every household and business.

No card is required to dispose of paper, glass and waste packaging, as these can be discarded freely through openings in the deposit columns.

The actual number of monthly disposals of residual and organic waste is billed, but no fewer than six disposals for residual waste and eight for organic waste.

The monthly cost is calculated in accordance with the applicable pricelist (www.vokasnaga.si/odpadki/ceniki).

How do you use your card to deposit organic and residual waste?

1. Place the card on the reader next to the cover of the bin.
2. The cover opens when the card is read and verified.
3. Drop the waste bag into the opening and close the cover.
4. Repeat the process if you have more bags. The largest bag size is 40 litres.

Please report any difficulties or complaints immediately or as soon as possible by calling our toll-free number **080 98 82**. Please check the messages displayed on the reader.

The card contains a chip, so it should not be folded or punched. Cards are unique to each individual user (household or commercial user).

Overview of disposals

You can check the number of your disposals via a special app available at www.vokasnaga.si under Odpadki/Zbiranje in odvoz odpadkov/Podzemne zbiralnice.

Contact us

Support and Assistance Centre

T: 01 477 96 00 E: vokasnaga@vokasnaga.si

Lost/damaged cards and complaints

T: 080 98 82 E: vokasnaga@vokasnaga.si

Please report lost or damaged cards by calling our toll-free number **080 98 82** or sending an email to vokasnaga@vokasnaga.si.

If you would like to contact us in person, our customer office is open **every Tuesday from 12.00 to 16.00** at **Vodovodna cesta 90, 1000 Ljubljana**.



VODOVOD
KANALIZACIJA
SNAGA

skupina Javni holding Ljubljana

www.vokasnaga.si
www.mojiodpadki.si

Instructions for using underground waste collection units



VODOVOD
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SNAGA

skupina Javni holding Ljubljana

Special access card

Card number:
888888

www.vokasnaga.si

How to use your card?

Place the card on the reader next to the cover of the bin. Dispose of organic waste in the collection container with brown borders, and place residual waste in the collection container with grey borders. **Close the lid after use.**

Report lost or damaged cards

Toll-free number:

080 98 82

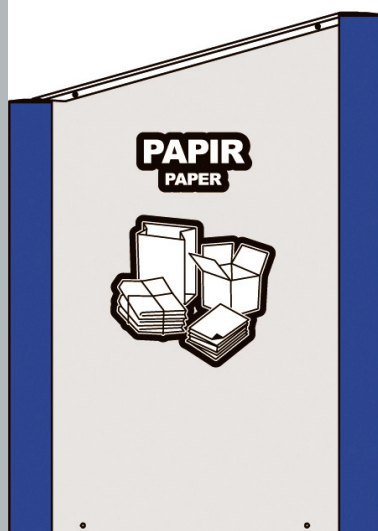
It is forbidden and against local law to dispose of waste next to the underground collection containers. Compliance with legislation is monitored by the City of Ljubljana inspectors.

What goes in underground waste collection containers for glass? Empty food and drink bottles and jars, drug and cosmetics glass containers and other glassware.

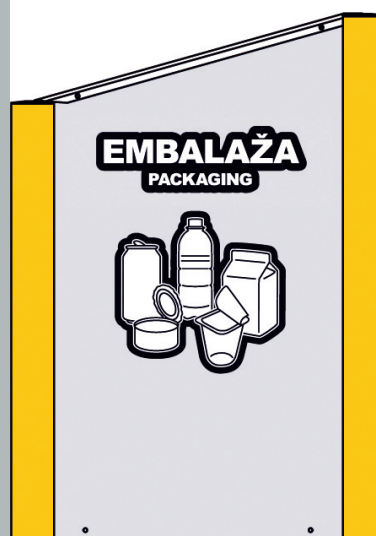


Any recyclable and useful items can be taken to the Reuse Centre at Povšetova 4 in Ljubljana.

What goes in underground waste collection containers for paper? Newspapers, magazines, notebooks, books, leaflets, catalogues, envelopes, office paper, wrapping paper, paper shopping bags, cardboard packaging and paperboard.

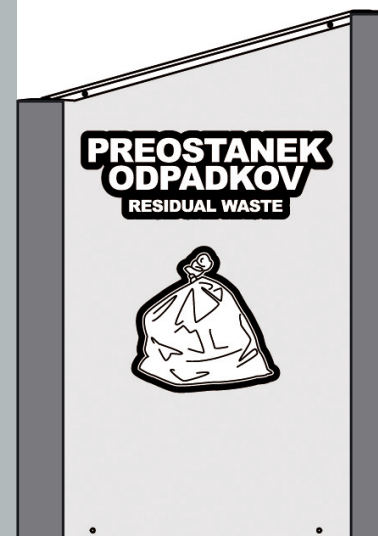


What goes in underground waste collection containers for packaging? Plastic food and drink bottles and cans, plastic detergent and cleaning agent bottles, plastic bags, plastic shampoo, toothpaste and liquid soap packaging, plastic cups, plastic and aluminium food foil, and juice, yoghurt or milk cartons.



Bigger items of packaging, cardboard, Styrofoam, bulky items, waste electrical and electronic equipment and the like should be delivered to Barje or Povšetova collection centres.

What goes in underground waste collection containers for residual waste? Nappies, cat litter, cooled ashes, vacuum cleaner bags, textiles and sewing waste, photographs, cork, rubber, ceramics and porcelain.



What goes in underground waste collection containers for organic waste? All types of kitchen and green garden waste, i. e. vegetable and fruit waste, eggshells, coffee dregs and filter bags, spoiled food, leftover food and rotten fruit, paper tissues, paper towels and paper bags, cut greenery, flowers and weeds, bedding of small plant-eating animals and wood ashes.

