

Commercial Waste Zones

Phase 5 Rollout

nyc.gov/commercialwaste

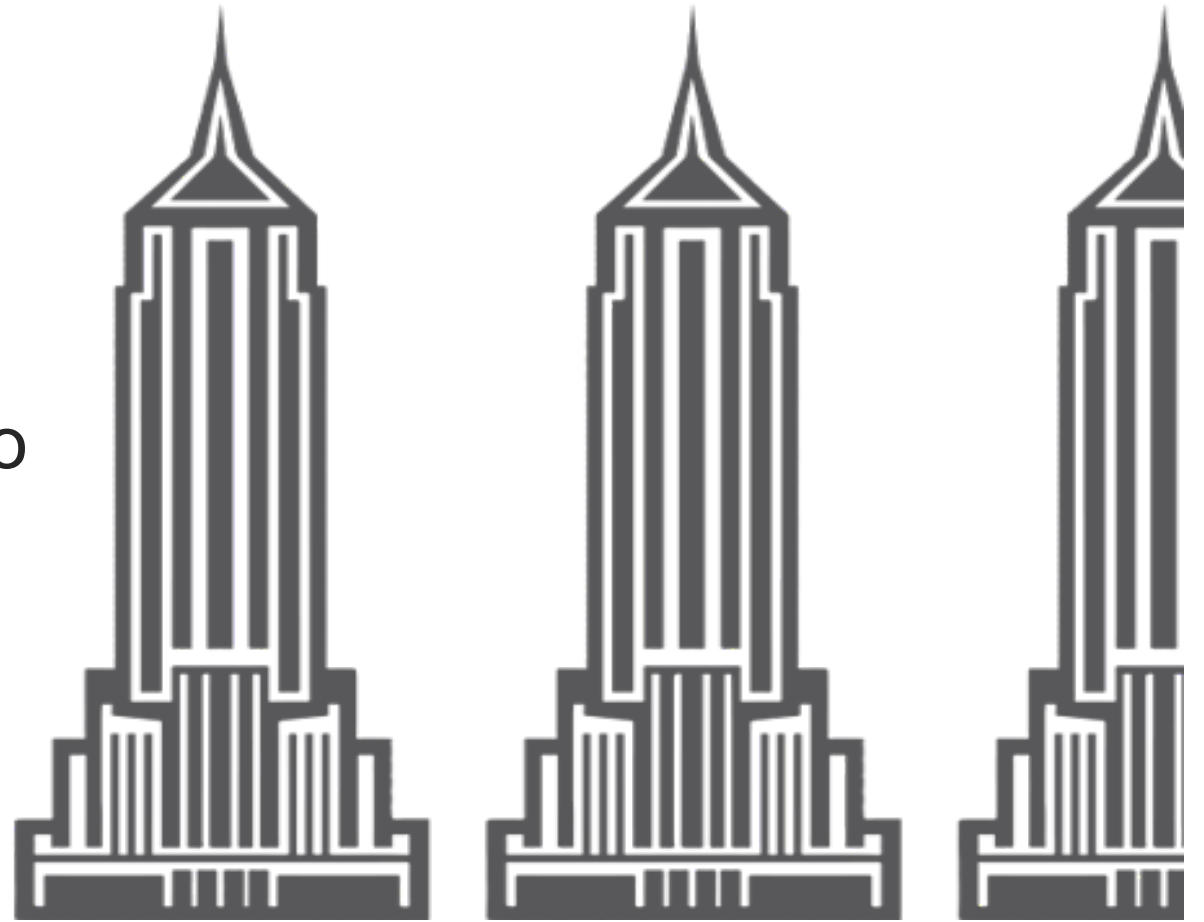


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The Scale of NYC's Commercial Waste System

Every day, over 250,000 businesses generate over **9,000 tons of waste**.

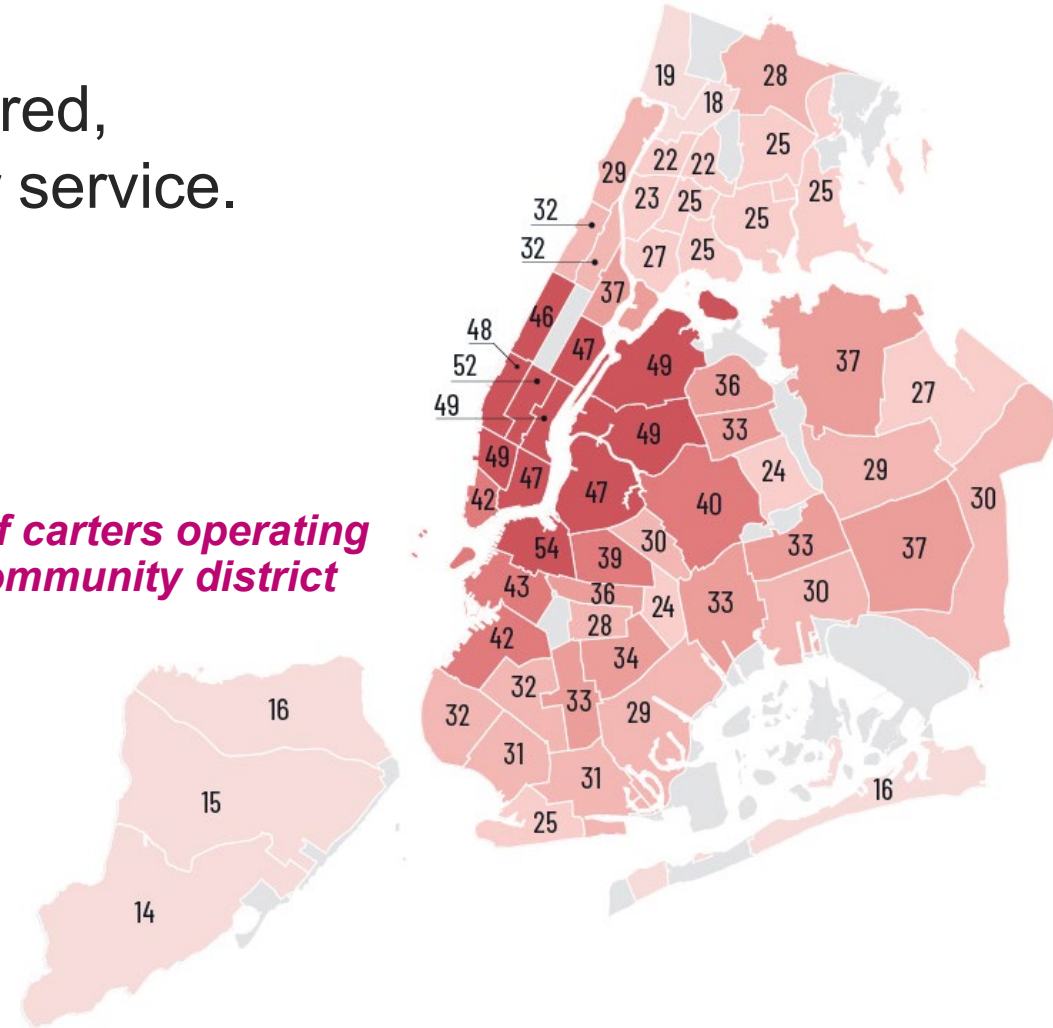
Equivalent ~2.5x concrete used to construct Empire State Building.



The Scale of NYC's Commercial Waste System

- Previously, the system was unstructured, without a standardized framework for service.

Number of carters operating in each community district

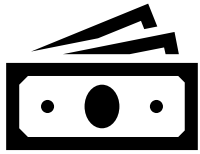


Transition to the Commercial Waste Zone System

- Local Law 199, signed into law November 2019
 - Divides the city into 20 zones.
 - Private carters bid to provide service in specific zones.
 - Each zone will have up to 3 carters, who must provide high-quality, competitively priced curbside service.
 - Up to 5 citywide carters available to provide service at loading docks for 10+ Cubic Yard dumpsters/compactors.

Note: *This does not apply to materials that require special handling and disposal and cannot be set out with regular garbage and recycling (e.g., C&D, fill material, medical waste, electronic waste, grease)*

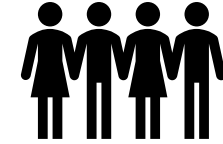
Commercial Waste Zones Benefits



- Competitive bidding to prevent overpricing
- Transparent pricing
- Discounted rates for recycling & organics



- Stricter customer service standards
- Increased training and safety standards
- Greater operational efficiency



- Less commercial traffic
- Safer streets, quieter nights
- Improved air quality
- Higher diversion rates for recycling & organics

Map of NYC's 20 Commercial Waste Zones



Citywide Rollout

- 10-phase rollout to be completed by 2027
- See DSNY website for Rollout Timeline by Zone at: nyc.gov/cwz

Implementation Timeline and Cohorts

Phase	Zone	Status
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
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 period 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	

Important Dates – Staten Island and Midtown South

Implementation Period: July 1, 2026 – August 31, 2026

All **contracts** between carter & business must be signed by **August 31, 2026**.

If a business does not sign a CWZ contract **effective September 1, 2026**— they will be assigned a carter at the **Maximum Allowable Rate** and **Minimum Allowable Pickup Frequency**

How to Comply

If you use a private carter, there are **5 easy steps** to select a CWZ-approved carter and sign a new contract before the end of your zone's rollout period.

How to Comply - 5 Easy Steps

Step 1: Evaluate

Assess your waste (including collection type, pickup frequency, volume) to determine your service needs.

If you choose the Flat (Average Weight/Volume) billing method, your carter will conduct a required Waste Survey to confirm what you actually produce— so make sure you understand your waste needs and speak accurately to avoid surprises in your costs.

You can conduct a waste audit or request one from your carter or a BIC-licensed broker.

How to Comply - 5 Easy Steps

Step 2: Identify

[Find Your Zone](#) by address and confirm which carters are authorized to operate in your area.

- **Staten Island:** Century, Cogent, Green Environmental
- **Midtown South:** Action, Cogent, Waste Connections
- **Citywide (10+ CY only):** Action, Boro-Wide, Century, Recycle Track Systems (RTS), Waste Connections

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Commercial Waste Zones

Find Your Zone

Under the Commercial Waste Zones system, anyone who currently has their waste collected by a private carter must enter a new written service agreement, or contract, with one of the carters authorized to collect from their zone. The new contract must have a start date that is on or after your zone's implementation start date. To find your zone, you may click through the interactive map below or use the search tool to enter a valid commercial address. From there you will be able to identify the carters authorized to work in your zone, view your zone's rollout schedule, and compare the maximum monthly rates the carters are allowed to charge.

Enter Business Address to Determine Zone 



Keyboard shortcuts · Map data ©2025 Google · Terms

How to Comply - 5 Easy Steps

Step 3: Compare

Calculate Maximum Prices based on your service needs.

- Using the **Calculator**, on the CWZ webpage, compare the maximum monthly rates carters may charge for collection costs and additional fees.
- Carters must provide recycling and organics collection at a **discounted rate** compared to trash collection.
- Compare the **Maximum Additional Fee Schedule Per Carter** in the Maximum Rate Calculator.

How to Comply - 5 Easy Steps

Step 4: Negotiate !!!!

Obtain multiple quotes from carters in your zone to secure the best service and rates. You have the right to negotiate all terms before signing—including contract length, renewal clauses, pricing structure, and any additional fees.

Businesses should negotiate BELOW the maximum rates calculated.

Discounts on Organics and Recycling: All Authorized Carters are required to offer a discount on organics and recycling collection

How to Comply - 5 Easy Steps

Step 5: Review & Sign

Review and ensure your terms reflect your negotiation and sign a new written service agreement with a zone-authorized carter for **trash AND recycling**.

If you have not signed a new agreement before the end of your zone's rollout period, DSNY will choose one for you at the ***Maximum Allowable Rates*** and ***Minimum Allowable Service***.*

*Customers will have 30 days to change their chosen carter before penalties may apply.

How to Comply: Review

Get started at:
nyc.gov/cwz

Step 1: Evaluate

Step 2: Identify

Step 3: Compare

Step 4: Negotiate

Step 5: Sign

Note: You have the right to request a review of your invoice with your carter at any time.

How to Comply: Carter Decal

You are officially enrolled in your Commercial Waste Zone once your carter gives you the **green carter decal**.

You **MUST** display the decal in your establishment's window where it is visible from the sidewalk.

CITY OF NEW YORK Department of Sanitation nyc.gov/cwz		CONTROL NUMBER
CARTER INFO Company: BIC ID: Phone: Authorized for Single Stream Recycling: ☐ YES ☐ NO		CUSTOMER INFO Customer: Customer ID: Contract Expiration Date:
COLLECTION INFO		
GARBAGE: ☐ Curbside ☐ Dumpster ☐ Compactor On-Call: ☐ Collection Days: Sun. Mon. Tue. Wed. Thu. Fri. Sat. Collection Times: AM / PM		
METAL, GLASS, PLASTIC & CARTONS ☐ Curbside ☐ Dumpster ☐ Compactor On-Call: ☐ Collection Days: Sun. Mon. Tue. Wed. Thu. Fri. Sat. Collection Times: AM / PM		
PAPER & CARDBOARD: ☐ Curbside ☐ Dumpster ☐ Compactor On-Call: ☐ Collection Days: Sun. Mon. Tue. Wed. Thu. Fri. Sat. Collection Times: AM / PM		
ORGANICS: ☐ Curbside ☐ Dumpster ☐ Compactor On-Call: ☐ Collection Days: Sun. Mon. Tue. Wed. Thu. Fri. Sat. Collection Times: AM / PM		
SINGLE STREAM: ☐ Curbside ☐ Dumpster ☐ Compactor On-Call: ☐ Collection Days: Sun. Mon. Tue. Wed. Thu. Fri. Sat. Collection Times: AM / PM		
COMPLAINTS: nyc.gov/311 or call 311		

If Your Building Manages Waste Services

Some property owners contract with an authorized carter on behalf of all businesses in the building. Decal must be affixed to a window near the principal entrance to the building, or if that is not possible, prominently displayed in a centrally located and accessible location.

If this applies to you:

- Confirm with your property owner or building manager that you are included on the building's waste contract
- You do not need to sign a separate contract if you are covered under the building's agreement

Important: It's on the business to confirm coverage. If your business is not included on a building contract by the end of your zone's rollout period—DSNY will assign a carter.

Limited Exceptions

A small number of qualifying properties may be exempt from hiring a private carter.

Qualifying properties **must submit a request and wait up to 2 weeks for DSNY approval, for DSNY residential route pick-up.**

If denied, you'll need to contract with a private carter.

You can apply at anytime! Check if you qualify for exception:

Nonprofits: on.nyc.gov/request-collection-service

Professional Offices: on.nyc.gov/DSNY-profee

Questions?

nyc.gov/cwzcontact

Qualifying properties include:

- **City-Managed Properties and Non-Profits:**
City Agencies (e.g., DOE Schools, NYPD Precincts) and Nonprofit Organizations in Tax-Exempt Buildings ***may be eligible for free DSNY service**
- **Professional Offices in Residential Buildings:**
***may be eligible for fee-based DSNY service (“Pro-fee”)**

Containerization & Setout Time

Learn more at: nyc.gov/usebins

Organics (discounted) & Trash

- Containers with secure lids are required
- Set out after 8 pm or up to 1 hour before closing
- No black bags on curb

Recycling (discounted)

- Can set out up to 1 hour before closing if using a bin w/ a secure lid
- Can set out only after 8 pm if using clear bags
- Set out cardboard boxes and newspapers bundled or baled

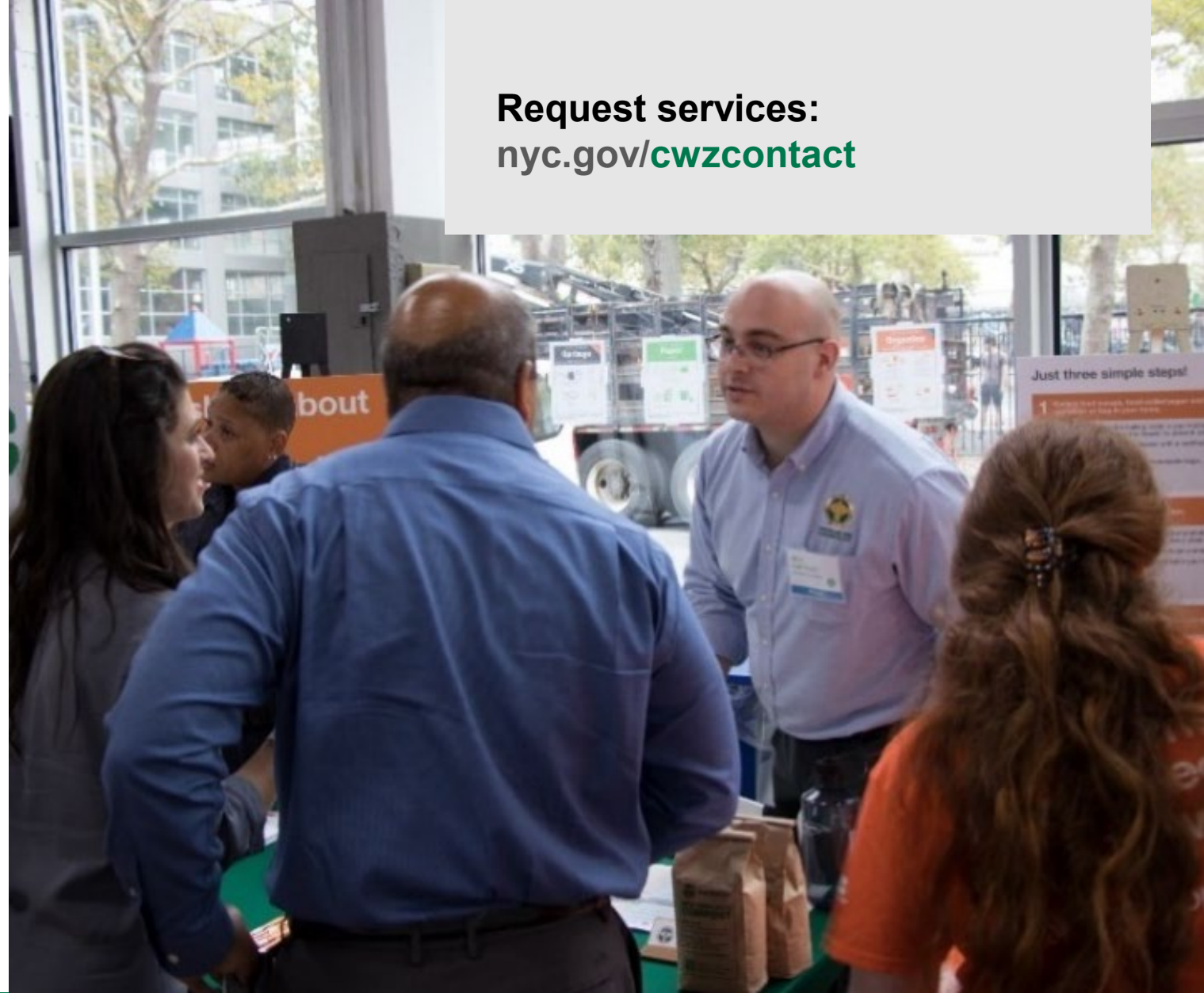
Note: This does not apply if waste is collected from a loading dock. Containers must be removed from the curb by the time business reopens. **Businesses must separate their waste.**



Free Resources for Businesses

- Educational site visits
- Group trainings
- Tabling events
- Video webinars
- Speaking engagements
- Phone consultations

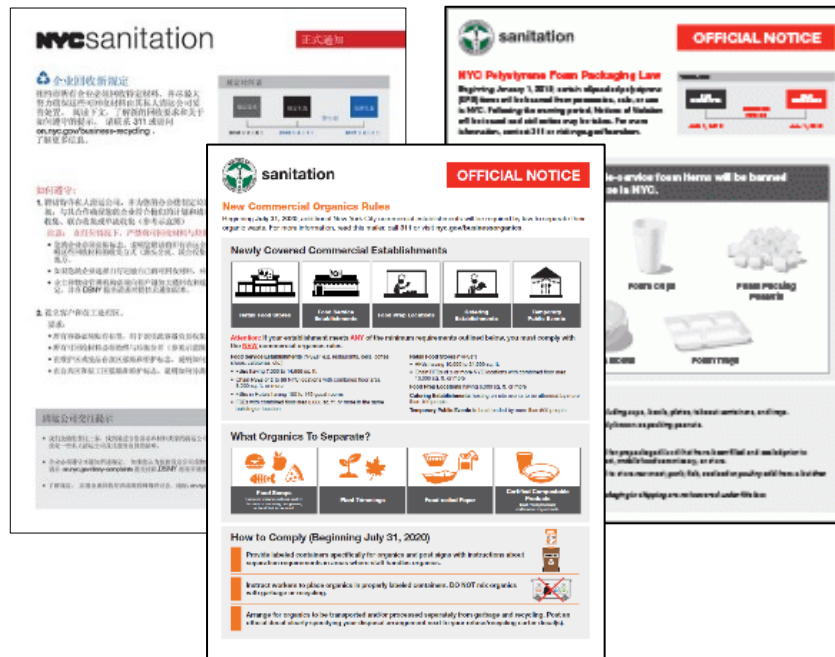
Request services:
nyc.gov/cwzcontact



Materials for Businesses

Print/Download Materials in Multiple Languages at:
nyc.gov/dsnycommercialresources

Official Notices



Sample Signs/Labels: MGP, Paper, Garbage, Single-Stream & Organics



Questions?

nyc.gov/commercialwaste

nyc.gov/cwzcontact



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