

／ The rules are different from household garbage! ／

Commercial Waste Disposal Rulebook

Commercial waste

Any waste generated from business or other organizational activities

Commercial waste includes waste from stores, companies, agriculture, religious organizations, NPOs, and home-based businesses

General commercial waste

Commercial waste other than industrial waste
(Ex.) Kitchen waste, lunch box containers, documents

Industrial waste

20 types of waste designated by the Waste Management and Public Cleansing Act that are from construction sites, factories, etc.

Buy designated garbage bags and sort waste into 4 categories

p.1 p.2



The city does not collect industrial waste

The city does not dispose of industrial waste

p.3

Consult with a licensed industrial waste disposal company or the Hyogo Prefectural Industrial Resource Circulation Association (兵庫県産業資源循環協会, ☎078-381-7464)!

Consign a licensed company to transport your waste

p.4

Consult with licensed general waste disposal companies or the Kobe Kyoeikai, a waste collection business cooperative (神戸市環境共栄事業協同組合, ☎078-331-3470)

Bring the waste to a municipal waste disposal center

p.5

You can bring your waste directly to the nearest Clean Center (garbage incineration plant) or the Fusehata Landfill Center
*You cannot bring gas cartridges or spray cans

OR

It is your responsibility to properly dispose of waste from your business or organization



- Putting out commercial waste at a residential Clean Station (designated garbage collection spot) is considered to be illegal dumping
- Illegal dumping and open-air incineration are subject to imprisonment of up to 5 years and/or a fine of up to JPY 10,000,000, as well as a fine to your business of up to JPY 300,000,000

Rules for Sorting and Disposing of Commercial Waste

Use the 4 types of designated bags for general commercial waste disposal

Please abide by these sorting categories when disposing of waste. Improperly sorted waste will not be collected.

Burnable Waste



Size	Price (One packet contains 10 bags)
30L Bag	570 yen (incl. tax)
45L Bag	840 yen (incl. tax)
70L Bag	1,310 yen (incl. tax)
90L Bag	1,690 yen (incl. tax)

Burnable items that are no longer than 50 cm on any side

Kitchen waste



Drain garbage well before placing it in the bag.
Wrap bamboo skewers and other pointed items in paper.
Remove feces from diapers before disposal.

Paper waste



Wood items



Large pieces of wood that are at least 5 cm in diameter and 50 cm in length should be sorted as Oversized Waste (Non-burnable).



Please try to recycle the above items as much as possible

神戸市 事業系ごみのリサイクル

Search

Plastics



Plastic waste that is generated continuously or in large quantities, as well as plastic and rubber waste from medical-related institutions such as X-ray films, IV bottles/bags, and tubes, must be disposed of as industrial waste.

Fabrics, clothing, and leather



If you are transporting the waste yourself, please contact the nearest Clean Center
(Higashi, Minatojima, Karumojima, Ochiai, or Nishi)

p.5

Recyclable Waste



Size	Price (One packet contains 10 bags)
30L Bag	190 yen (incl. tax)
45L Bag	270 yen (incl. tax)
70L Bag	420 yen (incl. tax)

Empty cans, empty glass bottles, pet bottles
(Containers for drinks, food, etc.)

Pet bottles

Remove all caps and labels.
Put plastic caps and labels in Burnable Waste.
Rinse the inside of all bottles lightly with water, then flatten them.



Empty cans

Please dispose of 18L drums as Oversized Waste (Non-burnable).
Gas cartridges and spray cans should be put in their designated bag and should not be punctured.



Empty glass bottles

Put metal caps in Oversized Waste (Non-burnable).
Use up or drain the entire contents, then lightly rinse the inside of the bottles with water.



Waste that is generated continuously or in large quantities may not be accepted.
(Please dispose of it as industrial waste.)

If you are transporting the waste yourself, please contact the Recycling Center

p.5



There are limits to the amount of waste you can dispose of for the following types of waste.

Waste plastics, rubber, metals, glass, and ceramics that are not generated continuously

*Waste that is generated continuously or in large quantities, and exceeds the following amounts, must be disposed of as industrial waste

Waste that fits into designated bags: Up to three 70L bags per waste generation location per day

Waste that does not fit into designated bags: Up to five items per waste generation location per day

Designated bags can be purchased at grocery stores, convenience stores, and home improvement stores.(One packet contains 10 bags)

*All designated bags for commercial waste include disposal fees (e.g. 72 yen per 45L Burnable Waste bag).

*Do not fill the bag above the dotted line, and be sure to tie the bag closed.

*If you bring in a large amount of industrial waste such as waste plastics, acceptance of your commercial waste at a municipal waste disposal center may be suspended under the city's Waste Management Law.

Search for the website on the right for the full list of stores that stock designated bags.



神戸市事業系ごみ指定袋取扱店

Search

Oversized Waste (Non-burnable) which can fit in designated bags



Size	Price (One packet contains 10 bags)
30L Bag	930 yen (incl. tax)
45L Bag	1,380 yen (incl. tax)
70L Bag	2,150 yen (incl. tax)

Non-burnable items that can fit in designated bags,
items made from a combination of non-burnable and
burnable materials,
burnable items that are longer than 50 cm on one side but
do not stick out of the bag

Glass, ceramics

Cups, china

Tie the bag tightly closed. Please dispose of fluorescent tubes
and other products containing mercury as industrial waste.



Metals

Kettles, frying pans, etc.

Gas cartridges and spray cans should be put in their designated
bag and should not be punctured.



Electrical appliances

Items not covered by the Home
Appliance Recycling Act

The city cannot accept personal computers and items covered
under the Home Appliance Recycling Act.



神戸市 事業系ごみ 搬入禁止物

Search



Waste that is generated continuously or in large
quantities may not be accepted. (Please dispose of
it as industrial waste.) Wrap all sharp items in
paper before putting in the bag. (Please put a sign
on the bag with the word キケン (danger).)

If you are transporting the waste yourself, please
contact the Fusehata Landfill Center

p.5

Gas Cartridges & Spray Cans



Size	Price (One packet contains 10 bags)
30L Bag	930 yen (incl. tax)
45L Bag	1,380 yen (incl. tax)

Gas cartridges for stoves,
spray cans and aerosol cans (hairsprays, insecticides,
paint, etc.)



- Empty the can completely.
- Do not puncture the can.
- Do not put other types of oversized
waste (non-burnable) in this bag.



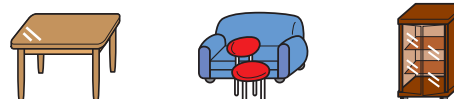
You cannot transport this waste yourself.
Please consign a licensed company to collect your waste.

Oversized Waste (Non-burnable) which cannot fit in designated bags

Burnable and non-burnable waste which cannot fit in
designated bags

Large home or office furniture

Desks, chairs, bookshelves, etc.



Large plastic items

Storage containers for clothing, etc.



Waste that is generated continuously or in large
quantities may not be accepted.
(Please dispose of it as industrial waste.)

If you are transporting the waste yourself, please
contact the Fusehata Landfill Center

p.5



If you cannot find your waste item here...
You can look up its sorting category on your PC or smartphone

神戸市 事業系ごみ分別検索

Search

The city does not accept the following! (Prohibited waste)

Municipal waste disposal facilities do not accept the following types of waste. Please inquire with the city's Business Waste Management Division (環境局事業系廃棄物対策課) or a licensed general waste disposal company for more information.

Industrial waste

These 20 types of waste produced through business activities are designated by the Waste Management and Public Cleansing Act

(Asterisks * indicate items from specific industries or facilities)

●Cinders ●Sludge ●Waste oil ●Waste acid ●Waste alkali ●Waste plastics ●Waste paper * ●Wood waste/shavings * ●Waste textiles * ●Animal or plant residues * ●Unwanted solid animal matter * ●Waste rubber ●Waste metals ●Waste glass or ceramics ●Slag (mining by-products) ●Debris/rubble ●Animal waste * ●Animal carcasses * ●Dust and soot * ●Waste that has been solidified in concrete

Please consult with a licensed industrial waste disposal company to dispose of industrial waste. You must inquire with each company for details about specific costs.

Find a licensed company through

Hyogo Prefectural Industrial Resource Circulation Association (兵庫県産業資源循環協会)

☎078-381-7464 Mon. - Fri. 9:00~17:00 (excl. national holidays)

General waste subject to special control

Infectious waste, such as gauze or bandages that came into contact with blood

Please consult with the Hyogo Prefectural Industrial Resource Circulation Association (兵庫県産業資源循環協会, ☎078-381-7464) or a licensed industrial waste disposal company that specializes in specially controlled industrial waste.

*Non-infectious waste plastics, glass, etc. produced by medical-related institutions should be disposed of as industrial waste.

Fluorescent tubes and other products containing mercury

Fluorescent tubes, mercury thermometers, mercury sphygmomanometers, and all other products containing mercury should be disposed of as industrial waste.

Please inquire with a licensed industrial waste disposal company or the Hyogo Prefectural Industrial Resource Circulation Association (兵庫県産業資源循環協会, ☎078-381-7464, available Mon. - Fri. 9:00 am to 5:00 pm) to dispose of products containing mercury.

Home appliances covered by the Home Appliance Recycling Act

Home air conditioners, TVs, refrigerators, freezers, washing machines, clothes dryers

Please consult with a home appliance store, or bring the appliances to the following designated drop-off facility.

Designated drop-off facility:

Seino Transportation Co. Ltd., Kobe Branch Office (西濃運輸(株)神戸支店) 東灘区向洋町東3-11

☎078-857-6963 (switchboard)

Mon. - Sat. 9:00~12:00, 13:00~17:00

(excl. national holidays, new year holidays, Aug. 14-15)

Please visit the Association for Electric Home Appliances' "Home Appliance Recycling Ticket Center" website for more information. (☎0120-319640, toll free)

Electrical appliances for industrial use are not covered by the Home Appliance Recycling Act. Please dispose of it as industrial waste. The same applies to appliances in which the manufacturer is unknown. Industrial-use air conditioners, refrigerators, and other appliances containing refrigerants must have the refrigerant (fluorocarbon) removed. Please visit Hyogo Prefecture's website to find a fluorocarbon removal company.

Personal computers

Desktop computers (including the monitor), laptop computers

Please submit a collection request with the computer manufacturer's recycling service center.

If you do not know the manufacturer, please refer to the PC 3R Promotion Association's website (パソコン3R推進協会).

If the computer is custom-built, or if the manufacturer is unknown, please dispose of it as industrial waste.

事業系ごみの搬入禁止物

Search



Other types of waste Hazardous or toxic materials, automobile-related parts, etc.

Type of waste	Disposal consultation center	Contact:
Gas cartridges or spray cans (which have not been emptied)	The seller indicated on the cylinder, or the Japan Industrial Association of Gas and Kerosene Appliances (日本ガス石油機器工業会, JGKA) customer service center for gas cartridges and cylinders	☎0120-14-9996
Propane gas cylinders	Hyogo LP Gas Association (兵庫県LPガス協会)	☎078-361-8064
Fire extinguishers	The manufacturer, place of purchase, or the Fire Equipment Maintenance Association in Hyogo (兵庫県消防設備保守協会)	☎078-333-8012
	Fire Extinguisher Recycling Promotion Center (消火器リサイクル推進センター)	☎03-5829-6773
Automobiles	Car dealerships and other collection companies registered under the Act on Recycling of End-of-Life Vehicles	
Motorcycles/motorized bicycles	Motorcycle/motorized bicycle dealerships, or two-wheeled vehicle recycling centers	☎050-3000-0727
Tires	Tire shops	
Chemicals used for agriculture, etc.	The place of purchase, or the Hyogo Prefectural Industrial Resource Circulation Association (兵庫県産業資源循環協会)	☎078-381-7464
Pianos	The place of purchase, or the Kobe Kyoeikai waste collection business cooperative (神戸市環境共栄事業協同組合)	☎078-331-3470
Small rechargeable batteries (nickel-cadmium, nickel-metal hydride, lithium-ion)	JBRC (Japan Portable Rechargeable Battery Recycling Center)	☎03-6403-5673

*You may need to pay drop-off fees, transport your waste to a designated location, or receive a referral for a drop-off company.

Items with other restrictions (quantity, etc.)

For futons, rugs, and other items that are difficult to dispose of, there may be restrictions on the amount of waste that is accepted at one time. This also applies to large quantities of waste that need to be disposed of all at once. Please inquire with the city's Business Waste Management Division (環境局事業系廃棄物対策課, ☎078-595-6185) or a licensed general waste disposal company [p.4](#) for more information.

You can consign a licensed company to collect and transport your waste!

Commercial waste can only be collected and transported by the following licensed companies.

- Once you have confirmed the collection frequency, disposal pick-up location, and transport fees, sign a written contract based on the number of designated garbage bags to be disposed.
- You may be fined if you consign a non-licensed general waste disposal company to transport your general waste.
- For consultations or complaints regarding finding, consigning or using a licensed company, contact the Kobe Kyoeikai waste collection business cooperative (神戸市環境共栄事業協同組合).
☎078-331-3470 Mon. - Fri. 9:00~16:00 (excl. national holidays)
The Kobe Kyoeikai has an official grievance committee which takes complaints regarding licensed companies, offers consultations, and mediates with other companies.

Licensed general waste disposal companies Services are available to all areas in Kobe

Company Name (Romanized for ease of reading)	Address	Contact:
Shintosh (㈱神東)	東灘区魚崎浜町17番地の6	☎078-414-0123
Kawata Shokai (㈱河田商会)	東灘区向洋町東2丁目4番地	☎078-858-2488
Yoshioka Seisou (㈱吉岡清掃)	東灘区御影塚町1丁目4番3号	☎078-811-0055
Hokushin (㈱北神)	灘区浜田町1丁目1番22号	☎078-822-8778
Kobe Seisousha (㈱神戸清掃舎)	灘区味泥町7番32号	☎078-801-1318
Kawasaki Kankyo Kaihatsu Kogyo (㈱川崎環境開発興業)	中央区脇浜町3丁目2番21号	☎078-251-9103
Ishihara Amenitech (石原アメニテック㈱)	中央区雲井通7丁目1番1号 ミント神戸ビル13階	☎078-251-8511
Naigai Cleaner (㈱内外クリーナー)	兵庫区中道通6丁目1番6号	☎078-577-8988
Fujisada Unyu (藤定運輸㈱)	兵庫区遠矢浜町5番8号	☎078-681-2525
Matsumoto Kogyosha (㈱松本興業社)	長田区五番町5丁目1番地 27-104号	☎078-577-1117

Company Name (Romanized for ease of reading)	Address	Contact:
Masuoka (㈱マスオカ)	長田区六番町2丁目1番地の27	☎078-576-7383
Shiraishigumi (㈱白石組)	長田区片山町1丁目15番20号	☎078-643-1800
Inoue (㈱イノウエ)	長田区東尻池町9丁目1番20号	☎078-652-0538
Kiznax Ecology KOBE (㈱キズナックスエコロジー神戸)	長田区苅藻通6丁目3番2号	☎078-682-9131
Daisei (㈱大正)	長田区苅藻島町1丁目1番43号	☎078-652-0550
Shinko Eisei (神港衛生㈱)	長田区苅藻島町2丁目2番11号	☎078-681-8228
Nagata Shokai (㈱ナガタ商会)	須磨区多井畑字池ノ奥口7番地の8	☎078-741-0007
Bika Suishin Nishiyama Shoten (㈱美化推進西山商店)	垂水区つつじが丘1丁目6番地の10	☎078-706-0782
Maiko Unso (㈱舞子運送)	西区伊川谷町潤和1015番地の1	☎078-974-8825
Sanyo (㈱山陽)	西区平野町堅田338番地	☎078-961-0139

Consigning a licensed company involves additional fees

1. Waste that fits into designated bags

Sorting Category	Collection Fees (*1)
All waste categories	30L 96 yen/bag (incl. tax)
	45L 144 yen/bag (incl. tax)
	70L 224 yen/bag (incl. tax)
	90L (*2) 288 yen/bag (incl. tax)

You do not need to pay a disposal fee to the company for waste put in designated garbage bags, as it is already included in the bag price.

(Ex.) Disposal fee included in cost of 45L Burnable Waste bags
45L x 0.2 (specified relative density) = 9kg
9kg x 80 yen (disposal fee rate per 10kg) = 72 yen

2. Waste that does not fit into designated bags

The collection fee is calculated by weight.

Sorting Category	Collection Fees (*1)
All waste categories	160 yen/10kg (incl. tax)

You will need to pay a separate disposal fee. **p.5**

If fees cannot be determined by weight:

If the weight of the waste cannot be measured, the collection and disposal fees will be calculated by converting the volume of waste into weight based on the following coefficients (relative density).

Waste Sorting Category	Relative Density	Converted Weight
Burnable (*3) Oversized (Non-Burnable)	0.2	200kg per 1m³
Heavy items (*4)	0.3	300kg per 1m³

3. Extra charges

By city ordinance, disposal companies have the right to charge an increased fee if they need to provide special services as part of their collection or transport of waste.

10% Increase	If designated bags from different sorting categories are mixed, and additional work must be performed to sort waste at the time of collection
30% Increase	If the waste is to be collected between 5 and 10 pm If the waste has been put out unsorted, and it needs to be stored or packed away at the time of collection If additional work must be performed to remove the waste from a dust chute or other building attachment If small trips need to be made to transport the waste more than 20m from where the collection vehicle is able to park If small trips need to be made to transport the waste through multiple stories from where the collection vehicle is able to park
50% Increase	If the waste is to be collected between 10 pm and 5 am the next day If there are multiple cases of additional work in the 30% category If there are irregularly scheduled collections for small quantities of waste

Note: The charges for cleaning after the collection of waste, sorting waste, or putting waste into the correct designated bags are not included in the collection and delivery fee.

*1: The maximum collection fee charged by licensed waste collection companies can be found by dividing the charges by 1.05 then multiplying by 1.1.

*2: 90L bags are only available for Burnable Waste

*3: (For styrofoam waste that does not go into designated bags) Because styrofoam is considerably lightweight, licensed companies charge a separate flat fee. Please inquire with the licensed company for more details.

*4: Root vegetables such as daikon radish and potatoes, pumpkins, fruits, confidential documents, office furniture that is mostly comprised of metals, waste from events, etc.

You can transport the waste yourself!

You can bring your commercial waste to a municipal waste disposal center.

*You cannot bring gas cartridges or spray cans. Please consign a licensed company to transport your waste.

1. Waste that goes into designated bags

If you are transporting commercial waste in designated bags to a municipal waste disposal center, you do not need to pay a disposal fee, as it is already included in the bag price.

2. Waste that does not go into designated bags

1. Waste that does not require designated bags (Only items that meet the following requirements)

If an application is filed in advance, the following waste can be brought to a city waste disposal center without being put into designated bags. Please apply at least 3 business days (excl. weekends, national holidays, and Dec. 29 - Jan. 3) before the date you plan to transport your waste. Visit the website on the right for the application form and instructions for how to apply.



神戸市収納方法の例外

Search

Requirements:

- ① A single, large quantity of waste (equivalent to the amount that can be transported by 1 disposal vehicle) that is in the same sorting category. (Ex.) Pruned leaves and branches
- ② Waste that is difficult to collect in designated bags because of using machinery. (Ex.) Waste collected from using road cleaning equipment
- ③ Confidential documents and other similar items that are not appropriate to put in designated bags.

◎ We cannot guarantee security in the handling of this waste.

For paper waste that can be recycled, please sort it by type (newspapers, cardboard, scrap paper) and consult with your currently contracted licensed general waste disposal company, the Kobe Kyoeikai waste collection business cooperative (神戸市環境共栄事業協同組合, ☎078-331-3470), or the Kobe Paper Recycling Association (神戸古紙リサイクルの会, ☎078-265-6860). (Recycling non-confidential paper waste will help reduce the quantity and cost of disposing waste.)

2. Waste that does not fit into designated bags

For waste that is too large to fit into designated bags, please transport it to the Fusehata Landfill Center (☎078-974-2411) (Ex.) Large home and office furniture (desks, chairs, bookshelves), large plastic items (storage containers for clothing), etc.

*Please inquire with the Minatojima Clean Center (☎078-304-0530) before disposing of oversized waste made of wood.

The disposal fee for waste that does not go into designated bags is calculated by weight.

Type of Waste	Disposal Fee
Burnable Waste	80 yen/10kg (incl. tax)
Recyclable Waste	40 yen/10kg (incl. tax)
Oversized Waste (Non-burnable)	140 yen/10kg (incl. tax)

3. Disposal Centers

All disposal centers have set schedules for when they can accept individually transported waste, required documents to be filed, and restrictions on the waste they can accept. Therefore, be sure to contact the disposal center in advance before transporting your waste.

Waste Category	Disposal Centers:	Address	Contact:	Business Hours (Closed Dec. 29 - Jan. 3)
Burnable Waste	Higashi Clean Center	東灘区魚崎浜町 1-7	☎078-452-4100	Mon. - Fri. (excl. national holidays) 10:00~12:00 13:00~15:30
	Karumojima Clean Center	長田区苅藻島町 3-12-28	☎078-652-3398	
	Ochiai Clean Center	須磨区中落合 3-1-1	☎078-792-3824	
	Nishi Clean Center	西区伊川谷町井吹 74-1	☎078-974-2005	
Burnable Waste	Minatojima Clean Center	中央区港島 9-12-1	☎078-304-0530	* The Karumojima and Ochiai Clean Centers close at 3:00 pm
Oversized Wood Waste				Mon. - Fri. (excl. national holidays) 9:00~12:00 13:00~15:00
Oversized Waste (Non-burnable)	Fusehata Landfill Center (Waste Transport Management Office)	西区伊川谷町 布施畑 1172-2	☎078-974-2411	Mon. - Fri. (excl. national holidays) 8:30~12:00 13:00~16:00 National holidays (excl. Saturdays and Sundays) 8:30~15:00
Recyclable Waste	Recycling Center	西区見津が丘 1-9	☎078-995-3323	Mon. - Fri. (excl. national holidays) 8:30~12:00 13:00~16:00

If you are bringing in oversized waste (non-burnable) directly to the Fusehata Landfill Center:

There are limits to the amount of waste you can dispose of.

Waste that fits into designated bags: Up to three 70L bags per waste generation location per day

Waste that does not fit into designated bags: Up to five items per waste generation location per day

For more details, please inquire with the Fusehata Landfill Center's Waste Transport Management Office (☎078-974-2411).

FAQ

Q1 | My workplace creates only a small amount of waste. Can I put commercial waste in a designated bag for commercial waste and put it out at a residential Clean Station?

Only household garbage can be put out at a Clean Station. Please consign a licensed company to collect your waste, or transport it yourself to a municipal waste disposal center. If you put out commercial waste at a Clean Station, you may be subject to punishment for illegal dumping.

Q2 | When I put umbrellas and other long objects into the Designated Bag for Oversized Waste (Non-burnable), the end sticks out of the bag. Is it okay for it to stick out? Can I use two designated bags?

For waste that is too large to fit into designated bags tied completely closed, please consult a licensed general waste disposal company or the city's Business Waste Management Division (環境局事業系廃棄物対策課, ☎078-595-6184).

Q3 | Can I put waste that I don't want other people to see in a small bag, then put that bag in a designated bag?

For all waste except for Recyclable Waste, you can put it in a small bag and then inside a designated bag. However, do not put waste into black bags, as the type of waste cannot be identified.

Q4 | I bought the designated bags for commercial waste, but they were of poor quality. Can I get them exchanged?

We apologize for the trouble. We will exchange bags of poor quality, so please report it to the store where you purchased them.

Q5 | The designated bags for commercial waste tear easily. Are they thinner compared to commercial bags?

They are designed to be thicker than regular commercial plastic bags with the same capacity, and are strong enough to hold a normal amount of waste. However, they will tear easily if you put sharp objects in them, so please wrap broken glass and other sharp objects in paper before putting them in the bags.

Q6 | How should I dispose of old newspapers, magazines, and cardboard?

Please recycle used paper as much as possible. You should first consult with the licensed company with which you have a contract. If your contracted company cannot dispose of your waste, please inquire with the Kobe Kyoeikai waste collection business cooperative (神戸市環境共栄事業協同組合, ☎078-331-3470).

Q7 | I only need to dispose of a small amount of gas cartridges and spray cans. Can I put them out as Oversized Waste (Non-burnable)?

You cannot put them out as Oversized Waste (Non-burnable). Even if you only need to dispose of a small amount, you must use the Designated Bag for Gas Cartridges & Spray Cans.

Q8 | I want to throw away fluorescent lights and other products containing mercury. If it's only a small amount, can I put them out as Oversized Waste (Non-burnable)?

You cannot put them out as Oversized Waste (Non-burnable). Be sure to dispose of them as industrial waste. When disposing of industrial waste products containing mercury, consult with the licensed general waste disposal company with which you have a contract, or the Hyogo Prefectural Industrial Resource Circulation Association (兵庫県産業資源循環協会, ☎078-381-7464).

Q9 | For waste that contains both plastics and metals, is it Burnable Waste or Oversized Waste (Non-burnable)?

For plastic waste in which the metals cannot be easily removed, the waste will be crushed and metals collected from them, so please put them out as Oversized Waste (Non-burnable). However, please put out videotapes, cassette tapes, ball pens, mechanical pencils, and disposable plastic lighters in Burnable Waste.

Q10 | I purchased designated bags for Non-burnable Waste and Oversized Waste prior to the change in waste sorting categories in April 2013. Can I still use these bags? Or alternatively, can I return them for a refund?

You can use both bags for Oversized Waste (Non-burnable).

Q11 | It's cost-effective to fill up the designated bags as much as possible, so can I close them up with tape before putting them out?

There is a risk that the bags will accidentally open during collection, and the waste will spill out. Do not fill the designated bags over the dotted line printed on the outside, and securely tie them closed before putting them out.

Q12 | Aren't the designated bags for commercial waste much more expensive compared to the designated bags for household garbage?

The price of designated bags for commercial waste is higher than those for household garbage due to the fact that it includes the disposal fee in addition to the actual cost of the bag. However, if you compare the actual cost of the bags, there is no significant difference.

Q13 | I have misgivings about the details of my contract with a licensed company. Where should I go for help?

The Kobe Kyoeikai waste collection business cooperative (神戸市環境共栄事業協同組合, ☎078-331-3470) has an official grievance committee which takes complaints regarding licensed companies, offers consultations, and helps you find another licensed company. If you have difficulty with directly contacting them, please consult with the city's Business Waste Management Division (環境局事業系廃棄物対策課).

Q14 | When throwing away gas cartridges and spray cans, I don't have to puncture them?

You do not need to puncture them. Be sure to use up the contents, then place them unpunctured in a Designated Bag for Gas Cartridges and Spray Cans before disposal.

Q15 | How should I use up the contents of the spray can?

For spray cans that are not empty, press down on the aerosol release cap in a well-ventilated space outdoors to expel the contents. For more information, visit the Aerosol Industry Association of Japan's website. The Aerosol Industry Association of Japan (URL <https://www.aiaj.or.jp/>)

Q16 | Are incandescent light bulbs and LED products also considered industrial waste, the same as fluorescent tubes?

Lighting fixtures that use incandescent light bulbs, LED products, and other light sources that do not contain mercury, can be put out as Oversized Waste (Non-burnable) as long as it is not generated continuously or in large quantities.

