

Diapers and incontinence pads: what to do with them?

- **Diapers:** resident households with children under the age of **30 months** will have no limits on the number of collections; therefore only the minimum charges will apply. The reduction will be granted automatically based on municipal registry data, with no need to submit a specific request.
- **Incontinence pads/medical devices:** resident households that need to use incontinence pads or medical devices will have no limit on the number of collections; therefore, only the minimum charges will apply, subject to completion of the dedicated form available from 2026 on our channels in editable format (servizi.irenambiente.it). The form must be returned by email to sportello.tari@gruppoiren.it or submitted to one of the local service points.

Collection Centres

▪ Via Pastore (corner of via Farnesiana)

From 1 April to 30 October: Monday to Friday 8 am/12:30 pm – 3:30 pm/7 pm, Saturday 8 am/7 pm, and Sunday 3 pm/6 pm
From 1 November to 31 March: Monday to Friday 8 am/12:30 pm – 3:30 pm/6:30 pm, Saturday 8 am/6:30 pm and Sunday 3 pm/6 pm.

▪ Via XXIV Maggio 53

Monday to Friday 8 am/1 pm – 3:30 pm/7:30 pm, Saturday 8 am/8 pm and Sunday 9 am/12 pm – 3 pm/6 pm.

▪ Strada Valnure (CdR informatizzato)

Monday to Friday 8 am/1 pm – 3:30 pm/7:30 pm, Saturday 8 am/8 pm and Sunday 9 am/12:00 pm.

At the Collection Centre of Strada Valnure, by using the user's EcoCard or Health Card and delivering certain types of materials (e.g., paper and cardboard packaging, metal, metal packaging, cans, wood, plastic packaging, caps, glass, batteries), it is possible to accumulate points that result in a discount on the following year's bill. Access to the Collection Centres is free of charge.

Non-domestic users may access only if they have an EcoCard issued by Iren; if you do not have one, you can request it by calling the Environmental Customer Care Service on 800.212607 or via the website servizi.irenambiente.it.

Domestic users can activate a digital EcoCard directly through the Iren Ambiente App by following a guided process. The digital EcoCard is secure, shareable and always available, representing a convenient alternative to the physical card.



For more information on activation features, you can visit the dedicated web page on the website servizi.irenambiente.it, 'The new digital EcoCard', or scan this QR Code.

April 2026

For TCP information regarding bills, activation of new accounts, termination or transfer:

Toll-free number

Available Monday to Friday from 8 am to 5 pm
and Saturdays from 8 am to 1 pm
servizioclientitari@gruppoiren.it



Iren Service Desks

Piacenza – Via Pietro Cella 1/1A – Ecosportello open from
Monday to Friday from 8:30 am to 5:30 pm and on Saturdays
from 8:30 am to 12:30 pm

servizi.irenambiente.it
www.gruppoiren.it



Scan the QR code and download the **Iren Ambiente App** integrated with IrenYou*, free of charge.



* Use the same account as IrenYou.

- Find out how to separate waste
- Check the collection calendar
- Book the collection of bulky waste
- Find collection centres on the map
- Activate your digital EcoCard



PAY-AS-YOU-THROW WASTE TARIFF 2026 (TCP)



COMUNE DI PIACENZA





The unsorted waste container is smart

From 1 January 2026, the Pay-As-You-Throw Tariff will be introduced, which uses a calculation system based on the generation of unsorted waste. From 2026, each registered user will be assigned a container equipped with an identification microchip that will record and count each individual collection. **THE MORE YOU SEPARATE WASTE CORRECTLY, THE LESS UNSORTED YOU WILL PRODUCE. THE ENVIRONMENT WILL THANK YOU.**

What changes in the TCP calculation

Previous calculation model (until 31/12/2025)*

Fixed fee (semi-annual):

- based on the surface area of the property.

Variable fee (semi-annual):

- Based on the number of household members;
- For non-domestic users, based on the surface area of the property in relation to the relevant tariff category;
- **Provincial surcharge** equal to 5% of the Waste Tax (TEFA).

New calculation model (from 01/01/2026)*

Fixed fee (semi-annual):

- based on the surface area of the property.

Variable Fee (semi-annual) – household members:

- Based on the number of household members;
- For non-domestic users, based on the surface area of the property in relation to the relevant tariff category;
- The reduction of the variable fee due to the new pay-as-you-throw system is already included in the bill.
- **Minimum number of empties scheduled;**
- (if applicable) number of additional empties (charged later);
- **Provincial surcharge** equal to 5% of the Waste Tax (TEFA);
- VAT at 10% of the tariff (deductible by Non-Domestic Users).

OVERVIEW

The minimum number of empties of the unsorted waste container, determined by the Municipality, will be charged from 1 January 2026 (see table below).

Additional empties will be charged in the first instalment of the following year.

It is recommended to put out your unsorted waste container only when it is full.

NUMBER OF MINIMUM ANNUAL EMPTIES OF UNSORTED WASTE CHARGED PER HOUSEHOLD AND CONTAINER TYPE

Household members	1	2	3	4	5 and more than 5
40-litre container	12	18	24	30	36
120-litre container	4	6	8	10	12

NUMBER OF MINIMUM ANNUAL EMPTIES CHARGED FOR BUSINESSES

All unsorted waste container volumes 12 for each container allocated

Useful tips for your bin

- Only put it out when it is full and collect it after it has been emptied.
- Personalize it (e.g., with a sticker) to avoid mistaking it for your neighbours' bin.
- Keep it on private property and only set it out on public property when you want it to be emptied.
- From 2026, check that the code on the grey bin matches the code on your TCP bills.



If the codes do not match, report this via the Iren You app in the 'Support – TARI and Waste Requests' section, or call the Environmental Customer Care Service on 800.212607, providing your Environmental Hygiene Tariff contract code and the code of the bin in your possession. This will prevent you from being incorrectly charged for the emptying of other customers' bins.

- You can use the IrenYou App to check which emptying operations have been carried out.

*Equalisation components imposed by ARERA.