

County of San Bernardino

Residential Trash, Recycling & Organics Service Guide



Dear Residents of San Bernardino County:

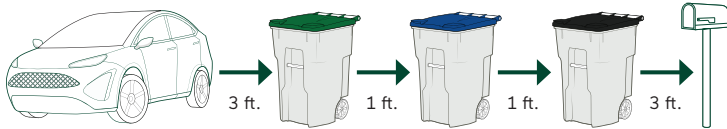
WM is proud to be your service provider. We look forward to providing you with courteous and dependable curbside collection and helping to keep San Bernardino County safe, clean and green.

Residential Cart Service

WM's standard residential service includes a 96-gallon cart for recycling, organic waste (formerly green waste), and trash. To avoid contamination, be sure to check the lid or label for proper use instructions.

Service Guidelines

Remember to place your carts at least one foot apart and three feet away from any obstacles (trees, cars, mailboxes, etc.) to allow the automatic arm to lift and empty the carts. Place the wheels of each cart toward your house.



- Place all trash, recyclables, and organics material in the appropriate containers and make sure that the cart lid is closed.
- Any trash, recyclables, and organic waste outside the cart will not be collected.
- Have your carts at the curb the night before or no later than 6 a.m. on your collection day.

Additional Carts & Cart Replacement

Additional trash, recycling, and organic waste carts are available for a nominal fee. If your cart is cracked or broken, you are eligible for a free replacement. Visit home.wm.com/san-bernardino-county to order an additional cart or to request a cart replacement.

Find Your Service Day

Did you know you can search by your address to find your specific service day at home.wm.com/san-bernardino-county.

Holiday Schedule

Waste collection does not occur on the following holidays:

**New Year's Day | Memorial Day | Independence Day
Labor Day | Thanksgiving Day | Christmas Day**

When a holiday falls on a weekday, collection will be delayed one day for the remainder of the week. If a holiday falls on a Saturday or Sunday, there will be no delay in service.



Bulk Item Collection

WM offers convenient collection of up to five (5) bulk items two (2) times a calendar year on your regular collection day. This is an easy and convenient way to dispose of items too big to fit in your curbside container. Collection must be scheduled at least 48 hours before your regular collection day. Additional bulk item pickups are available at a nominal cost.

- Acceptable items include household appliances, furniture, carpet, and televisions.
- Non-acceptable items include loose trash, tires, dirt, sand rock, hazardous waste, or construction and demolition waste.

For a complete list of acceptable bulk items, and to schedule your pickup, visit home.wm.com/san-bernardino-county.



home.wm.com/san-bernardino-county
WM Customer Service (800) 423-9986

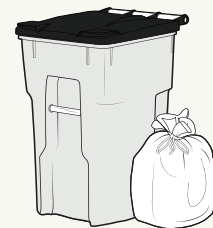


Extra Service Pickup

Residents may request an extra service pickup of materials that do not fit in the cart two (2) times per calendar year. The extra pickup must consist of no more than three (3) large bags or boxes (30 to 40 gallons each) of material.

Collection must be scheduled 48 hours before your regular collection day.

Visit home.wm.com/san-bernardino-county to schedule.



Household Hazardous Waste Drop Off

San Bernardino County residents can drop off their household hazardous waste items (household, garden and pool chemicals, paint products, antifreeze, motor oil, oil filters, and more) on the 2nd and 4th Saturdays of each month from 8 a.m. to 1 p.m. at the City of Chino Public Works Service Center, 5050 Schaefer Avenue, Chino, CA 91710. Visit www.cityofchino.org/238/Household-Hazardous-Waste for a complete list acceptable items and more information.



Temporary Bins/Roll Offs

Temporary bins and roll-off dumpsters are available for rent for home remodeling, landscaping, roofing or other big household projects.

Visit www.wm.com/us/en/dumpster-rental to find the right size bin for your project.

Live Holiday Tree Recycling Program

WM will collect and recycle live holiday trees for three (3) weeks following December 25 at no additional charge. After this period, trees will be collected as bulky items.

Collection Requirements

- Trees must be removed from stands.
- Trees longer than six (6) feet must be cut in half.
- Trees must be free of ornaments, lights, garlands, tinsel, flocking, or other decorations.



Note: Flocked trees cannot be recycled and will be collected as trash.

Valet Service

WM provides qualified disabled customers with valet service at no additional charge. Drivers will assist by taking carts out to the curbside for service and will return the carts to a mutually agreed designated location. If a person who is not disabled resides with the disabled customer, the customer will not qualify for free valet service. To request help with valet services, please visit home.wm.com/san-bernardino-county to see if you qualify and for more information.



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SB 1383: Statewide Mandatory Organic Waste Collection

California State Senate Bill (SB) 1383 requires all residences and businesses to sort and separately collect food scraps, yard debris and food-soiled paper from trash and recycling and subscribe to an organics waste collection service. Organic waste includes food scraps, food-soiled paper, and yard waste. For more details, please visit CalRecycle at www.calrecycle.ca.gov/organics.

SB 1383 Cart Monitoring and Enforcement

SB 1383 requires waste haulers to actively monitor recycling and organics for contamination. We will monitor contamination using WM's Smart Truck® Technology. This technology helps meet SB 1383 requirements by taking photos and recording the waste in the cart as it's collected. If WM's Smart Truck® Technology detects contamination, the following actions will occur within any rolling twelve-month contamination period.

What is Contamination?

Contamination occurs when non-acceptable items are placed in your recycling or organics container. To avoid potential contamination charges or non-collection, and to ensure your organics and recycling can be processed safely and efficiently, it is important that only the right items make their way into your container. Learn more about how you can reduce contamination at wm.com/recyclerright.

Occurrences in a Calendar Year

If your cart contains contaminated material:

- Your contaminated container will be serviced at least twice as a courtesy.
- A notification, including a photo of the contamination and prevention tips, will be sent to your service address or email if preferred.
- If contamination continues, your container may not be collected until the contamination is removed or you choose to pay for an extra pickup as trash. Photographic evidence of the contamination will be included in the notice.

Recycle



Organic Waste (formerly green waste)



Trash



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Organics | Recycling | Trash

Right Materials - Right Container - Know Which Container to Use

What Goes in the Organics Container:



Food Waste



Yard Waste



Produce



Food Soiled Paper,
Coffee Filters & Tea Bags



Meat, Fish & Poultry



Dairy



Bread, Pasta, Rice,
Grains, Coffee Grounds
& Food Soiled Paper

Place organics materials directly into your organics cart -

To reduce odor, put food waste in a paper bag.



Do Not Include:

Plastic Bags or Film
Serveware/Utensils
Plastic Containers
Foam Containers
Hazardous Waste
Fats, Oils, or Greases
No Animal Waste

What Goes in the Recycling Container:



Plastic Bottles & Containers



Food & Beverage Cans



Glass Bottles & Containers



Paper



Flattened Cardboard
& Paperboard

Place recyclables directly into your recycling cart -

Don't bag your recycling materials.



Do Not Include:

Food Or Liquids
Plastic Bags or Film
Foam Containers
Clothing, Furniture or Carpet
Batteries
Electronics
Hazardous Waste
Yard Waste

What Goes in the Trash Container:



Foam Cups &
Containers



Garden Hose



Broken Ceramic Dishes
& Pots



Candy, Snack &
Food Wrappers



Plastic Bags & Film



Diapers



Pet Waste



Clothing & Textiles



Do Not Include:

Organics/Recyclables
Hazardous Waste
Electronics & CFL Bulbs
Batteries, Tires or Paint
Flammable Material



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