

CITY OF SUISUN CITY Customer Service Guide

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Proudly serving our community with the highest quality of service since 1949.



For more information call SGC-Republic Services Customer Service at 437-8900.

Solano Garbage Company – Republic Services is proud to provide you with state-of-the-art garbage and recycling services. Our clean-air, liquid natural gas trucks will pick up your garbage, recycling, and green/food waste all on the same day. Not only will these trucks help keep our air cleaner but they are also automated, making pickup more efficient.

Residential Curbside Recyclables

These materials are to be placed in cart with **BLUE LID**.

Paper Materials – Should Be Clean (No Food Contamination)

- Cardboard (corrugated)
- Chipboard (cereal boxes, shoe boxes and other like containers)
- Computer paper
- Envelopes (windows OK)
- Forms (non-carbon)
- Junk mail
- Magazines
- Newspapers
- Office paper (white, colored)
- Paper bags (grocery, lunch)
- Phone books

Glass Materials – Clear, Brown or Green

- Beverage containers (beer, juice, soda, wine)
- Food containers – rinsed clean (mayonnaise, pickle, sauces, etc.)

Plastic Materials – Plastic Containers ♻️ to ♻️

- Clear containers (soda, water, and juice bottles)
- Color or non-clear containers (milk containers, detergent or bleach containers, orange juice containers, shampoo bottles)



Some Examples of Unacceptable Materials

- Carbon paper
- Ceramic goods
- Diapers
- Glass flower vases
- Packing paper
- Pizza boxes
- Plastic grocery bags
- Pots or pans
- Window glass

Please do **NOT** place recyclables in plastic bags.

Metal/Aluminum Materials – Rinsed Clean

- Aluminum cans (soda or beer containers)
- Aluminum foil and disposable pans (disposable pie plates, lasagna pans, etc.)
- Bi-metal containers (food cans, also pet food cans,)



Collect your plastic bags and recycle them at your grocery store and other retailers that accept plastic bags for recycling.

Green/Food Waste Material

These materials are to be placed in cart with **GREEN LID**.

Acceptable Materials

- Flowers
- Grass cuttings
- Leaves
- Small tree and brush trimmings
- Weeds
- Yard trimmings
- Bones
- Coffee grounds
- Egg shells
- Fish
- Grain products and baked goods
- Meat
- Other decomposable matter

Not Acceptable

- ❌ Bamboo
- ❌ Dead animals
- ❌ Dirt, rock and sand
- ❌ Lawn sod
- ❌ Manure and pet waste
- ❌ Palm fronds
- ❌ Plastic bags
- ❌ Wood, coated or painted
- ❌ Wood from construction projects



Please be careful not to contaminate the green waste cart with unacceptable material.



Plastic bags cannot be composted. Collect your plastic bags and recycle them at your grocery store and other retailers that accept plastic bags for recycling.



- Carts should be placed at the curb with the lid openings facing the street.
- Make sure lids are closed. Overloaded carts may not be served.
- Place carts two (2) feet apart side by side.
- Place carts out by 6 a.m. on collection day.
- Remove empty carts from curb by 10 p.m. day of collection. Store in location not visible from any public right-of-way, excluding alley.



437-8900

Solano Garbage Company – Republic Services is franchised by the City of Suisun City to collect and dispose of refuse. Regular refuse disposal is mandatory for all residents and businesses.

For Solano County unincorporated residents this publication may not be applicable. Please call SGC – Republic Services at (707) 437-8900 for services in your area.

Service Guidelines and Billing Information

Cart Guidelines

Although your garbage is picked up weekly, do not feel obligated to put out your recycling and green/food waste carts until they are full.

Please be sure your carts are not overflowing and the lids are closed, when you place them out, to insure a clean and proper pickup. Drivers will not pick up anything outside the cart.



Monitoring for Contamination

Please do not contaminate the recycling and green/food waste containers.

Each of our trucks is equipped with a video camera that allows the driver to view what is being dumped from each cart.

If there is contamination of your recyclables or green/food waste, you will receive a notification tag on your cart and may be charged for an extra garbage pickup.

Moving Policy – Cancellation of Service

If you move, please cancel your service and leave your carts at the old address.

Even if you are moving within City limits, you must still cancel your service, leave your existing carts at the old address and start new service at your new address.

Wheel Out Service

SGC – Republic Services will provide free Wheel Out Service to eligible residents who are physically unable to move the carts as verified by a medical certificate and who sign a sworn statement annually that they live in a residence with no one else capable of moving carts.

Billing

You will receive your garbage bill from Solano Garbage Company – Republic Services.

You will be billed quarterly in advance of service being provided. For example, your January 31st bill will include February, March and April services.

Payment Options

Customers have four ways to pay their garbage bills:

1. Pay online at www.solanorecycles.com. You may also call us at 437-8900 to set up your auto bill-pay account.
2. Pay by phone toll-free at (877) 692-9729.
3. By mail, using the envelope provided with your bill.
4. Pay in person at the Solano Garbage Company – Republic Services office:
2901 Industrial Court
Fairfield, CA 94533
Monday-Friday, 8 a.m. -5 p.m.

Household Hazardous Waste Collection

The Household Hazardous Waste (HHW) collection facility is open the 2nd and 4th Saturday of each month.

Drop-off is **by appointment only**. Proof of residency is required.

The HHW drop-off is **FREE** to all residents of Suisun City. For more information and registration assistance, call the **Household Hazardous Waste Hotline at 437-8971**.

Restrictions

No single container larger than five gallons will be accepted. Maximum allowable quantity of 15 gallons or 125 pounds per trip.

Examples of Materials Accepted

- Auto fluids, batteries, oil filters
- Batteries (AA, AAA, C, D, button)
- Garden products (pesticides, herbicides, fertilizers)
- Household cleaners and sprays
- Light bulbs (fluorescent tubes, CFLs)
- Mercury gauges (thermometers, barometers)
- Needles (see box below)
- Paint products (oil, latex paints, thinners, varnishes, adhesives)
- Other chemicals (photographic, pool, roofing, flammable liquids)



Needles and Sharps

Needles and other medical sharps **CANNOT** be placed in garbage carts. They must be sealed in a clear, rigid container and taken to the household hazardous waste facility. Visit www.solanorecycles.com to find additional facilities.



Used Motor Oil, Filters – Curbside Collection

Used motor oil and oil filters are picked up curbside **FREE**. Used oil is picked up in special gallon jugs provided by Solano Garbage Company – Republic Services. Store filters in a sealable plastic bag, i.e., Ziploc. Place jugs and bagged filters next to cart. Do not place in cart. To request jugs call **SGC at 437-8900**. No other containers will be accepted. We replace the full jug with a clean one.

BOPA Facility

The **BOPA – Batteries, Oil (motor & cooking), Paint (latex), Anti-Freeze** – collection facility, 2901 Industrial Court, Fairfield, is open 8 a.m. to 4 p.m. (closed 12-1 p.m.) Monday through Friday and 9 a.m. to noon Saturday.

Restrictions

The maximum allowable quantity is 5 gallons latex paint, 5 gallons motor oil, 3 pounds household batteries and 3 car batteries per person per month. Oil and anti-freeze must be in a sealed clear container. Proof of residency is required.

Electronic Waste Collection

State law bans electronics in garbage. Electronic waste must be taken to a licensed facility.

Solano Recycles accepts e-waste from residents of Suisun City at its facility at 2901 Industrial Court, Fairfield.

The facility is open 8 a.m. to 4 p.m. (closed 12-1 p.m.) Monday through Friday, and 9 a.m. to 12 p.m. Saturday. For information call 437-8900.

All batteries must be removed from electronic devices.

For more e-waste recycling locations and information visit www.earth911.com or www.solanorecycles.com.

Special and Extra Services

Landfill Coupon: 2 Free Trips to Potrero Hills

Each household in Suisun City receives two (2) free Landfill Coupons annually.

Each coupon is good for one (1) free trip to Potrero Hills Landfill for disposal of up to four (4) cubic yards of waste or four (4) tires or two (2) household appliances or combination thereof not exceeding four (4) cubic yards. **Please review the coupon for restrictions and the list of items that you can take to the landfill for free.**

Landfill Coupons are mailed to households in January and are valid through December 31.

Recycling Resource

For more recycling tips, visit the Solano Garbage Company – Republic Services website at: www.solanorecycles.com.

CRV Buyback Center

Solano Garbage Company – Republic Services' Buyback Center accepts all California Redemption Value (CRV) beverage containers including #1 through #7 plastic beverage containers, glass and aluminum and tin containers.

You may also drop off non-CRV materials such as cardboard, mixed paper, newspaper and phone books at no charge.

No packing paper accepted.

The Buyback Center is located at 2901 Industrial Court, Fairfield, and is open 8 a.m. -4 p.m. (closed 12-1 p.m.) Monday-Friday.

