

# Customer Service Guide



**REPUBLIC**  
SERVICES



**Solano Garbage Company**  
A Division of Republic Services

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

For more information call SGC Customer Service at (707) 437-8900.

## Residential Curbside Recyclables

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

### Paper Materials – Paper Should Be Clean

- Cardboard (corrugated)
- Chipboard (cereal boxes, shoe boxes and other like containers)
- Computer paper
- Envelopes
- 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 (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)



**Blue Lid**  
**Recyclables**

### 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

- Aluminum cans (soda or beer containers)
- Aluminum foil and disposable pans (disposable pie plates, lasagna pans, etc)
- Bi-metal containers (dog/cat food, vegetable 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
-  Plastic bags
-  Wood, coated or painted
-  Wood from construction projects



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.



**Green Lid**  
**Green/Food Waste**

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

## Special and Extra Services

### Free Bulky Waste Collection

Each household is entitled to two (2) **FREE** bulky waste pickups per year. Each pickup can include:

1. Up to 3 cubic yards of waste material, and
2. Two bulky waste items (sofa, mattress, large appliance)

The pickup must be requested by phone. Service is provided within seven days of the request. There is a charge for Freon removal and for computer monitors (CRTs – Cathode Ray Tubes).

### Free Extra Garbage Pickup

Each household is entitled to one extra garbage pickup per year. You must use the garbage cart size assigned to the household.

The extra service must be requested by phone.

### After Christmas Special

On the first regularly scheduled pickup day after Christmas day, each household is entitled to put two extra trash bags next to the trash cart. This is for that one day only. Please call customer service at (707) 437-8900 to request this service.

### Landfill Coupon: 1 Free Trip to Potrero Hills

Each household receives one (1) free Landfill Coupon annually. Each coupon is good for one (1) free trip to Potrero Hills Landfill for disposal of up to two (2) cubic yards of waste and one bulky waste item.

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

### CRV Buyback Center

SGC's Buyback Center accepts all California Redemption Value (CRV) beverage containers including #1 through #7 plastic beverage containers, glass, aluminum containers, tin, cardboard, mixed paper, newspaper and phone books. No packing paper accepted. The facility is located at 2901 Industrial Court, Fairfield, open 8 a.m. - 4 p.m. (closed 12-1 p.m.) Mon.-Fri.

### Recycling Resource

For more recycling tips, visit the Solano Garbage Company website at: [www.solanorecycles.com](http://www.solanorecycles.com).



Printed on Recycled Paper

## Carts

The carts you received are based on the order you placed.

If the carts you received do not match your order, please call Customer Service at (707) 437-8900.

Each household can change its cart sizes for garbage, recycling and green/food waste once a year without charge.



## Cart Guidelines

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

## Monitors

Each truck has a video camera that shows what each cart contains. Do not contaminate the recycling and green waste carts. If they are contaminated, you will receive a notification on your cart and may be charged for an extra garbage pickup.

## Wheel Out Service

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

## Cost Structure

Monthly garbage and recycling rates are based on the size of your garbage cart (gray lid cart).

## Lifeline Rate

For qualifying LOW-INCOME households there is a 15% reduction of standard service rates.

## Billing

You will receive your garbage bill from SGC and will be billed at the beginning of every other month.

The two months you are billed for will include the previous month's services plus one month in advance for services rendered (i.e., March bill will include February and March services).

## Payment Options

Customers have four ways to pay their garbage bills:

1. Pay online at [www.solanorecycles.com](http://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. In person at the Solano Garbage Company Office at 2901 Industrial Court, Fairfield, 8 a.m. to 5 p.m. Monday through Friday.

Cart Size	Monthly Fee
35 gal.	\$17.09
65 gal.	\$19.71
95 gal.	\$22.66

*This monthly cost includes your recycling and green/food waste carts at no additional cost.*

# 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 Fairfield residents. 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, products
- Batteries
- Garden products
- Household cleaners and sprays
- Light bulbs
- Mercury gauges
- Needles
- Paint products
- Other chemicals



## Used Motor Oil, Filter Collection

Used motor oil and oil filters are picked up curbside FREE in special jugs and bags. Place jugs and bagged filters next to your recycling cart. Do not place in cart. To request jugs and bags, call Customer Service at (707) 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, 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 of latex paint, 5 gallons of motor oil, 3 pounds of 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 Fairfield residents' e-waste 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 (707) 437-8900.

All batteries must be removed from electronic devices.

For more e-waste recycling places visit [earth911.com](http://earth911.com) or [www.solanorecycles.com](http://www.solanorecycles.com).

## 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](http://www.solanorecycles.com) to find additional facilities.



- 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.



**(707) 437-8900**

Solano Garbage Company is franchised by the City of Fairfield to collect and dispose of refuse. Regular refuse disposal is mandatory for all residents and businesses. For more information regarding mandatory refuse service call (707) 428-7489.

*Este folleto contiene información muy importante acerca de los servicios que presta la Compañía de Basuras de Solano. Si usted desea una copia de este folleto en Español, llame (707) 437-8947.*

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