

2015

# CUSTOMER Guide

Garbage, Recycling, Yard Waste Services



**BENICIA**



**REPUBLIC SERVICES**



Naturally Sustainable



Place cart out by  
5 a.m. Leave at least  
4 feet between carts  
and any other  
object.

# BROWN CART

## Weekly Recycling Service



### OK FOR RECYCLING

#### PAPER

Paper  
Books (paperback)  
Boxes, packages  
Carbonless paper  
Cardboard (cut to fit  
in cart)  
Catalogs  
Cereal boxes  
Colored and construction  
paper  
Computer paper  
Copy paper  
Coupons  
Detergent boxes  
Egg cartons (paper only;  
no Styrofoam)  
Envelopes with metal  
clasps  
Envelopes with plastic  
windows  
Frozen food packages  
(remove liners)



Gift wrap (nonmetallic)  
Junk mail  
Magazines  
Manila folders  
Newspapers and inserts  
Office paper  
Paper (adhesive/  
Post-its)  
Paper bags  
Paper packaging with  
remnant tape  
Paper towel and toilet  
paper tubes  
Pizza boxes (no food  
residue)  
Telephone books  
Tissue paper (gift type)

### NOT FOR BROWN CART

- ⊘ Appliances
- ⊘ Ceramics
- ⊘ Electronic waste
- ⊘ Food waste
- ⊘ Garbage
- ⊘ Hangers (metal or plastic)
- ⊘ Hazardous waste
- ⊘ Ink cartridges
- ⊘ Milk cartons
- ⊘ Mirrors, windows
- ⊘ Plastic-coated paper
- ⊘ Plastic bags
- ⊘ Plastic wrap, packaging
- ⊘ Restroom waste
- ⊘ Sharps (needles, syringes, lancets)
- ⊘ Styrofoam
- ⊘ To-go cups and food packaging
- ⊘ Waxed paper
- ⊘ Yard waste

Place household batteries and CFL's in plastic bag OUTSIDE recycle cart.

(See Household Hazardous Waste section for disposal options.)

#### METAL

Aerosol cans (empty)  
Aluminum cans  
Aluminum foil (clean)  
Aluminum pie plates  
Cookie sheets  
Beverage cans  
Food cans (clean)  
Paint cans (empty,  
dried, latex)  
Pet food cans  
Pots and pans  
Scrap metal  
Small metal items (not  
to exceed 40 pounds  
in weight or 2 feet  
in dimension for any  
single item)  
Steel cans  
Tin cans

#### GLASS

(Rinsed, empty; all  
colors; lids, caps OK)  
Bottles  
Beverage containers  
Jars  
Plastic  
(Containers only; rinsed,  
empty; with chasing  
arrows #1-#7)  
Baby wipe containers  
Bleach bottles  
Buckets without handles  
Beverage containers  
(soda, water, juice)  
Detergent bottles  
Food containers  
Fruit basket (plastic,  
#1-#7)  
Household cleaning  
containers  
Milk jugs  
Plant containers (plastic,  
#1-#7)

### REMINDERS

- Compact fluorescent bulbs can be recycled by placing them in a plastic bag outside your recycle cart.
- Collections are WEEKLY on the same day as your garbage service.
- For missed service, please call within 24 hours.
- If you have recycle material that will not fit inside the cart, flatten, bag or bundle the material and place beside the recycle cart.
- Before discarding, consider reusing or donating.
- Extra cardboard can be recycled four times a year at no additional charge with on-call recycling service. See On-Call Recycling in Yard Waste section.
- Additional recycle carts available at no charge



Prescription bottles  
(empty, #1-#7)  
Salad dressing bottles  
Shampoo, conditioner,  
toiletry bottles  
Tub containers (yogurt,  
cottage cheese,  
margarine, #1-#7)  
Water jugs

### HOUSEHOLD HAZARDOUS WASTE

Household Batteries  
Cell Phones  
Fluorescent Bulbs  
CFL — curly fluorescent  
light bulbs;  
Place batteries in a clear,  
quart-size plastic bag,

i.e., Ziploc. Single-use  
AA, AAA, C, D and  
9V batteries only. No  
rechargeables.  
Cell phones with batter-  
ies still inside can be  
flammable. Please  
take cell phones to the  
A.B.O.P. facility located  
at the City Corporation  
Yard, 2400 E. 2nd  
St., Benicia. Open  
Saturdays, 9 a.m.  
noon.

See hazardous waste  
section on back page for  
information on proper  
disposal of household  
hazardous waste.



# GREEN CART

## Biweekly Yard Waste Service

Place cart out by  
5 a.m. Leave at least  
4 feet between carts  
and any other  
object.

### OK FOR RECYCLING

Brush	Lawn clippings	Weeds
Cactus	Leaves	Wood chips
Flower cuttings	Prunings	Yard waste
Flowers	Shrubby	Uncooked and unprocessed fruits and vegetables
Garden trimmings	Straw	Lightly soiled paper
Grass	Tree twigs and branches (3 inches or less in diameter and 3 feet or less in length)	
Hay		
House plants		

### ON-CALL YW & RECYCLING CLEANUPS

Recycle extra yard waste (YW), extra corrugated cardboard or both with up to four (4) free on-call recycling cleanups per year.

To schedule a recycling cleanup, call Republic Services at (707) 747-0608 or visit us at [www.republicservices.com/site/pacheco-ca](http://www.republicservices.com/site/pacheco-ca) and request the service online.

Recycling cleanups are in addition to biweekly yard waste and weekly recycling service and are scheduled for collection on the same day as your regular recycling and yard waste service.

#### Extra Yard Waste

After filling yard waste cart, place extra leaves and yard clippings in cardboard boxes, paper bags or containers that are 32 gallons or less in volume. Maximum 50lbs. per container. (No plastic bags.)

Containers will not be taken away.

Tree branches and prunings must be 3" or less in diameter and three feet or less in length. Bundle with string or cord.

Place extra yard waste containers at the curb by 5 a.m. of your pickup day or the night before.

Keep extra material at least 4 feet away from carts.

#### Corrugated Cardboard

Flatten corrugated cardboard and trim to 4 feet or less on each side. Bundle with cord or string. No maximum on bundle's thickness if less than 50 lbs.

Place banded cardboard at the curb by 5 a.m. of pickup day or the night before.

Keep extra material at least 4 feet away from carts.

### REMINDERS

NOT acceptable for regular or on-call yard waste recycling:

1. Plastic bags
2. Rocks and concrete
3. Sod and dirt
4. Large tree trunks and stumps greater than 3" in diameter and three feet in length
5. Palm fronds
6. Pet waste
7. Hazardous waste
8. Garbage and inorganic materials including recyclables like plastics, glass, and metal.

Collection is BIWEEKLY on the same day as garbage service. For missed service, please call within 24 hours.

Be sure all materials fit inside the cart with lid closed.

Keep cart 4 feet away from other carts and any objects including cars and mailbox

Additional green waste carts available at no charge.



Place cart out by  
5 a.m. Leave at least  
4 feet between carts  
and any other  
object.

# BLUE CART

## Weekly Garbage Service

### WHAT SHOULD GO IN YOUR GARBAGE CART

- Please place as much green waste as possible in your green yard waste cart.
- Place all the containers and materials listed in the recycling section in your brown recycling cart.
- Everything else goes into your blue garbage cart.
- If you have any questions, call us at (707) 747-0608.



### FREE ON CALL CLEANUPS

Residents in Benicia may schedule three (3) free cleanups per year at any time. Use a cleanup to discard up to four (4) cubic yards (approx. eighteen 32-gallon bags) of extra trash and items too large for garbage carts. To schedule a cleanup, call (707) 747-0608 or visit us at [www.republicservices.com/site/pacheco-ca](http://www.republicservices.com/site/pacheco-ca) and request the service online.

### GUIDELINES FOR CLEANUPS

- ✓ Place items at the curb by 5 a.m. or, preferably, the night before your cleanup day.
- ✓ All items must be stacked in one place.
- ✓ Cut and tie branches, prunings or wood so bundles are 4 feet or less in length and less than 24 inches in diameter. Tree stumps cannot be collected.
- ✓ Bag or tie items with rope, cord or string strong enough to keep bundles intact or place in containers, including metal and plastic trash cans. All containers will be taken away unless indicated otherwise with a note on the container.
- ✓ Place cleanup items in a single pile at a distance of 5 feet or more from your garbage cart.
- ✓ No loose piles.

### REMINDERS

- Be sure all materials fit inside the cart with lid closed.
- For missed service, please call within 24 hours.
- Before discarding items, consider reusing or donating.
- Place only trash in your garbage cart.
- Leave the cart out the night before or by 5 a.m. of your collection day.
- Leave at least four (4) feet of space between your garbage cart and any other object, including yard waste and recycling carts and obstacles such as mailboxes, cars or portable basketball hoops.
- Don't place recyclables, yard waste or hazardous wastes in garbage carts.

### BULKY ITEMS

#### FREE PICK-UP 3 ITEMS

Benicia residents may call to have any three of the items below picked up annually at no charge.

- TVs
- Electronics
- Tires
- Appliances
- Televisions
- Mattresses

If you need more than three pickups within a year, items after the third FREE bulky item can be collected for a fee. Call customer service at (707) 747-0608 for information or to schedule a pick-up.

### Unacceptable Materials

- ✗ No single item may weigh more than 150 lbs. or be longer than 4 feet. Bags cannot weigh more than 50 pounds.
- ✗ No large car parts (tires, transmission blocks, engines, etc.), furniture or mattresses. For large items, call our Customer Service department.
- ✗ No rocks, dirt or concrete and no tree stumps or large tree trunks.
- ✗ No hazardous waste including paint, car batteries, antifreeze, solvents, pesticides and cleaners. Hazardous waste must be disposed of separately. Please see back cover for details.

Use one of your Bulky Item Pick Ups for TVs, electronics, mattresses, furniture or appliances.



# SERVICES

## Just Give Us a Call

Whoops! I'm too full. Lid should be closed.

### Senior Discount

A senior discount is available for Benicia residents 60 years of age or older.

Please visit the City of Benicia Finance Department to complete an application form or call (707) 746-4225.



### Going on Vacation?

Please schedule vacation holds in advance:

- Minimum 2 weeks per hold.
- Maximum 4 holds per year.

Call Customer Service at (707) 747-0608 for additional information.

### Holiday Tree Recycling

Republic Services will notify you in your December solid waste bill of the holiday tree recycling program. No flocked trees will be taken.



### How to Reach Us; Online Service

Questions about your service or bill can be answered by Customer Service. You can:

Call one of our representatives at

- (707) 747-0608;
- Write us at  
441 North Buchanan Circle,  
Pacheco, CA 94553,  
Attn: Customer Service Manager;
- Visit our website at: [www.republic-services.com/site/pacheco-ca](http://www.republic-services.com/site/pacheco-ca), where you can order a cart repair, schedule a cleanup, report a missed collection and request many other services online.

### Cart Sizes

- Carts available in following sizes:
- Garbage: 20, 32, 64, 96 gallons
- Recycling: 64 gallons
- Yard Waste: 96 gallons
- Cart dimensions:

Size	Height	Width	Depth
20 gal.	32.60"	19.80"	18.00"
32 gal.	38.50"	19.00"	22.00"
64 gal.	42.00"	25.50"	27.00"
96 gal.	46.50"	26.50"	33.50"

### Payment Options

Customers have four convenient ways to pay their garbage bills:

- Online. Make one-time payments or sign up for auto bill-pay with credit card or bank account at [www.awbillpay.inet-biller.com](http://www.awbillpay.inet-biller.com). You may also call Customer Service at (707) 747-0608 to set up your auto bill-pay account;
- By mail, using the envelope provided with your bill;
- In person at Republic Services' office at 441 N. Buchanan Circle, Pacheco, or by check or cash only at Westamerica Bank, 20 Solano Square. You must have your payment stub;
- By phone with American Express, Visa, MasterCard or Discover. We do not accept checks over the phone.

### Holidays Observed

Only two holidays, Christmas and New Year's Day, affect collections. If your pickup day falls on those holidays or on a day following them that week, service will be one day later, even if it falls on a Saturday.

### Missed Collection?

Please call within 24 hours to report that your garbage, recycling or yard waste cart has not been serviced.

Goodbye. I have to stay home.



### Moving?

If you are moving, please leave your recycling, yard waste and garbage carts in a secure location for the next resident. Please call us to discontinue service.

# The -PAGE

## Helping You Help the Earth!

### What Happens to Recyclables & Garbage

**Q.** What happens to my recyclables after I put them in my brown cart?

**A.** After your recyclables are emptied into our truck, they are taken to Pacific Rim Recycling in Benicia.

The recyclables travel down a conveyor belt, and employees separate them into different commodities. The different material types are then baled together and sold.

**Q.** What happens to my garbage after I put it in my blue cart?

**A.** Anything put in the garbage becomes trash forever. What you put in your blue garbage cart (even recyclables like cardboard, cans, bottles) is taken to our Martinez Transfer Station to be compacted, then to Keller Canyon Landfill in Pittsburg.

Employees do NOT sort through garbage and pick out recyclable items. Please put all recyclable items in the brown recycling cart!

### Plastic vs. Reusable Bags

Americans use billions of plastic bags per year, many of which end up in the landfill or in the ocean. Consider using canvas or reusable bags at the grocery store. Some stores have reusable bags for purchase and often offer discounts for using reusables instead of plastic or paper bags.

We do not accept plastic bags (or any type of plastic film material) for recycling, but state law requires grocery stores to accept them for recycling. Visit [www.plasticbagrecycling.org](http://www.plasticbagrecycling.org) for information.



### Old Pills Piling Up?

Do not dump medicines and over-the-counter drugs down the drain or toilet.

Flushed drugs enter waterways, harming people, animals and the environment. Wastewater facilities cannot remove these chemicals.

Remove label and recycle container. Dispose of medicines safely by crushing and mixing them in a Ziploc bag with wet shredded paper or wet coffee grounds and place in trash. Watch for advertised "take-back" programs.



### Freecycle, CalMAX, Craigslist

Recycling is the last of the 3 Rs – Reduce, Reuse, Recycle. Incorporate the first two (Reduce & Reuse) into your everyday life through the free services at [Craigslist.org](http://Craigslist.org), [CalMAX.org](http://CalMAX.org) and [Freecycle.org](http://Freecycle.org). They help you find new homes for unwanted goods, and they're great sources of free (or cheap) goods.

### Why You Cannot Recycle...

**Styrofoam:** There is no market for Styrofoam because it is low quality, cheaper to produce from virgin materials and usually contaminated with food. Since it is a useless commodity, it goes straight to the landfill. However, a large amount of Styrofoam products end up as litter and reach the ocean, where they break down into smaller bits and are ingested by birds and sea animals. Avoid Styrofoam whenever you can and tell your favorite restaurants to switch to greener packaging.



**Milk cartons:** A waxy coating on paper or cardboard diminishes the value of the commodity and makes recycling difficult.



**Chip Bags & Aseptic Packaging:** Both packaging materials are not recyclable because they are an amalgam of multiple material types. Aluminum foil is bound to plastic or, in the case of aseptic packaging, aluminum is bound to waxy cardboard. These materials cannot be separated for recycling so unfortunately they have to go in the garbage.



### Naturally Sustainable

*Republic Services is a green business and helps customers pursue "naturally sustainable" practices.*

# Household Hazardous Waste

## Motor Oil, Filters, and Cooking Oil

Recycle oil filters and used motor oil curbside.

### Motor Oil and Oil Filters

- Pour motor oil into a clear plastic container like a plastic milk jug
- Tape lid to close it securely
- Place beside your recycling cart.
- Maximum of three (3) gallons of oil per pickup
- Place oil filters in a sealable plastic bag, i.e., Ziploc bag, seal
- Place beside your recycling cart



### Cooking Oil

- Pour cooking oil into a clear container like a plastic milk jug
- Tape lid to close it securely



- Label Contents
- Schedule a curbside pickup

### Take Antifreeze, Batteries, car Oil

(+filters) & Paint to the A.B.O.P. facility at the Corporation Yard, 2400 East 2nd St. Open Saturdays 9AM-moon. No appointment needed. Oil base paint and other chemicals need a curbside pickup appointment call (707) 747-0608.

## Curbside Household Hazardous Waste Program

By appointment only. Dispose of oil-base paint, cleaning products, pool chemicals, car batteries, gasoline, and more by calling customer service. Special packaging will be mailed to you and an appointment set for pickup.

**The Devilin Road Transfer Station, 889A Devilin Road, American Canyon, will no longer accept drop offs from Benicia residents.**

Drop off fluorescent bulbs and household batteries at Pedretti Ace Hardware, 830 Southampton Road, Benicia. Ph: (707) 745-6887.

### Sharps

No syringes, needles and lancets in your garbage or recycling cart. Use a puncture proof container (like a detergent bottle) and tape lid to close securely. Drop off full container at the Firehouse, 150 Military West, Benicia free of charge.



## Electronic Waste

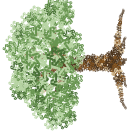


State law prohibits its purring CRTs (television and computer monitors), computers, keyboards, printers, fax machines, cellular phones, DVD players, VCRs, radios and other electronics in the garbage.

Republic Services offers free curbside pickup of electronics. Some electronic waste may qualify for a free bulky waste item pickup. For more information and to schedule a pickup of your electronic waste call (707) 747-0608.

## Old Medications

Don't flush your drugs. Dispose of old medicines safely. Remove label from container. Recycle container. Place crushed or liquid medication in an absorbent substance (like wet shredded paper or coffee grounds) in a Ziploc bag. Put in trash. Also watch for "take back" programs.



Naturally Sustainable

Republic Services is a green business and helps customers pursue "naturally sustainable" practices.



441 N. Buchanan Circle  
Pacheco, CA 94553  
(707) 747-0608  
[www.republicservices.com/site/pacheco-ca](http://www.republicservices.com/site/pacheco-ca)



Leave carts out by 5 a.m. and keep at least 4 feet apart



Printed on 100% Recycled Paper  
Content Is 50% Post-Consumer



Mixed Sources  
Product made with recycled fibers, containing recycled wood and recycled wood or fibre

Get it at: SGS-COC-091542  
[www.fsc.org](http://www.fsc.org)  
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PERMIT NO. 122



# 2015

## Recycling Collection Schedule

### 2015

#### January

sun	mon	tues	wed	thur	fri	sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

#### February

sun	mon	tues	wed	thur	fri	sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

#### March

sun	mon	tues	wed	thur	fri	sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

#### April

sun	mon	tues	wed	thur	fri	sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

#### May

sun	mon	tues	wed	thur	fri	sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

#### June

sun	mon	tues	wed	thur	fri	sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

#### July

sun	mon	tues	wed	thur	fri	sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

#### August

sun	mon	tues	wed	thur	fri	sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

#### September

sun	mon	tues	wed	thur	fri	sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

#### October

sun	mon	tues	wed	thur	fri	sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

#### November

sun	mon	tues	wed	thur	fri	sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

#### December

sun	mon	tues	wed	thur	fri	sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

### 2016

#### January

sun	mon	tues	wed	thur	fri	sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

#### February

sun	mon	tues	wed	thur	fri	sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

#### Legend

**Biweekly Yard Waste Collections**  
Green boxes indicate your yard waste collection week - same day as garbage service.

**Brown Cart Recycling is Weekly**  
Same day as garbage service.

**FREE Pickups of Reusable Items and Hazardous Waste are twice a month. Call (707) 747-0608 to schedule an appointment.**



#### Special Dates

Earth Day . . . . . April 22nd  
Coastal Cleanup . . . . . Sept. 19th  
America Recycles Day . . . . . Nov. 15th

Please tear off here and post calendar on refrigerator for easy reference