

The City of **CITRUS HEIGHTS** 2025 Customer Service Guide

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MARCH 2025

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Customer Service 916.638.9000 | 7 a.m. to 5 p.m.



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to Juannaniyn F., **Carriage Drive** Elementary, 5th Grade!

This student is the 2025 **Grand Prize Poster Contest Winner!**

JANUARY

CUSTOMER SERVICE GUIDE

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December	Holiday Tree & Light Recycling
January 2026	Useful Contacts



This is your 2025 Customer Service Guide. Please see the Table of Contents for topics and services. For more information, please call Republic Services at 916.638.9000.



Allison A. | 4th Grade Skycrest Elementary





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FEBRUARY

Neighborhood Cleanups

Where to Place Pile

Place items at the curb, but not in the gutter. Piles should not block sidewalks and should be at least 5 or more feet from other objects. Please separate large items from the pile.

When to Set Out Pile: Early set out penalty \$166.30.

Place material out by 6 a.m. on your scheduled service day, but no more than 48 hours in advance. There may be a 1 or 2-day collection delay due to load factors. Piles that are set out earlier than 48 hours in advance will be subject to an Improper Large Item Collection penalty of \$166.30.

Pile Over 10 Yards: Minimum Fee of \$112.91

Pile size is limited to 10 cubic yards or about 10'x7'x4'. Piles that exceed the allotted size may be subject to an "excessive pile" charge. Excessive pile charges may increase based upon material quantity set out for collection.

Acceptable Materials:

- \checkmark Appliances (tape all doors shut)
- ✓ Barbecues
- Branches (maximum 4" in diameter & 6' in length)
- ✓ Carpet/rugs
- Electronic waste: TVs, computers, monitors, faxes, printers, cell phones, etc.
- ✓ Furniture (chairs, sofas, dining tables)

Loose, small materials must be bagged. To search for more materials, use the Sort Smart tool at **citrusheights.net/279**.





Leaves (must be bagged)

✓ Plastic pipes (6' length maximum)

✓ Untreated Wood (lumber and

disassembled fencing; MUST be

bundled and under 6' in length)

Mattresses

✓ Tires (limit 4)

✓ Toys

Microwave ovens



Dana H. | 4th Grade Skycrest Elementary



REPUBLIC SERVICES

Solid roots. New growth.

FEBRUARY • 2025



Your recycling is collected on a bi-weekly basis on either Week () or Week () schedule. Your trash and organics are collected every week.



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MARCH

HOUSEHOLD HAZARDOUS WASTE (HHW)

North Area Recovery Station (NARS) HHW Facility

Location

4450 Roseville Road North Highlands, CA 95660

Travel time from center of Citrus Heights is approximately 12 minutes.

Hours of Operation Tuesday, Thursday, Friday and Saturday 8:30 a.m. to 4:00 p.m.

Closed Thanksgiving, Christmas and New Year's Day



Call 916.875.5555 for more information or visit wmr.saccounty.gov/Pages/NARS.aspx Drop off HHW all year round at the North Area Recovery Station Facility free of charge.

Acceptable Household Hazardous Waste Items:

- Acids
- Brake/transmission fluid and antifreeze
- Non-controlled prescription and over-the-counter medications (ointments OK)
- Pool chemicals and poisons
- Gasoline
- · Car batteries
- Small aerosol cans
- Paint and paint thinners

- Solvents
- Household cleaners
- · Pesticides and herbicides
- Fluorescent tubes and bulbs
- Propane tanks (limit 2, max 7 gallons each)
- Cooking oil

MARCH • 2025

 Mercury thermometers and switches





Andres P. | 7th Grade Lichen K-8









SUNDAY MONDAY **TUESDAY** WEDNESDAY **THURSDAY** FRIDAY **SATURDAY** 1 **NCU Tip**: To prevent a \$166.30 Improper Best Practices for disposal at North Area Recovery Station HHW Facility OUICK Large Item Collection penalty, place • Secure products upright in a cardboard box TIPS • Transport products in a car trunk or in the back of a truck before your service day. All items must be • Keep flammables out of direct sunlight and away from ignitable items out by 6 a.m. on your collection day. 2 3 8 6 5 Δ B B B

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APRIL

BATTERIES / USED OIL RECYCLING

Free Pickup Service for Used Motor Oil and Oil Filters



Disposal of used motor oil:

- Place motor oil in containers provided by Republic Services or use a clear, plastic milk or water jug
- Tape lid to close it securely if you are using your own container
- Place jugs at the curb next to your recycling cart (maximum of three gallons of oil per pickup)



Kate N. | 4th Grade Cambridge Heights Elementary School



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Free Pickup Services for Household Batteries

Republic Services will leave replacement containers and filter bags. To obtain an oil recycling container or filter bag, please call **916.638.9000**.

> Place batteries in a clear and sealed plastic bag, and place the bag ON TOP of the blue recycling cart on your collection day.

Household batteries include:

- Dry cell
- Alkaline

• Rechargeable

- Lithium*

• 9V*

* Any batteries labeled lithium batteries or 9V MUST be taped at both ends to prevent a fire/explosion.



Disposal of used motor oil filters:

 Drain oil containers for 24 hours before bagging; only one filter per bag

• Wipe excess oil off bag and seal

• Hang the filter bag on the used oil

Services)

your recycling cart

• Place oil filters in a sealable plastic bag

(or oil filter bag provided by Republic

container and place at the curb next to

Please no automotive batteries





Your recycling is collected on a bi-weekly basis on either Week (A) or Week (B) schedule. Your trash and organics are collected every week.



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PROGRAM RESOURCES

Tools to Help with Trash and Recycling!

Go to **citrusheights.net/279** to use the **Calendar** tool to check which week is your recycling service, see the street sweeping schedule, and sign up for reminders. Use the **Sort Smart** tool to check how to dispose of a particular item.



Anastasiia K. | 5th Grade Skycrest Elementary

Recycle Week A/B Scheduling

Please visit the website, **citrusheights.net/279**, to check your schedule to find out if you are week (A) or (B), and sign up for text and email reminders.

Your Recycling is collected on a bi-weekly basis on either Week (A) or Week (B) schedule. Your trash and organics are collected every week.



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Large Keep TVs apart fro

Large Appliances & NCU

Keep TVs and large appliances slightly apart from the rest of the NCU pile. They are collected separately.





Your recycling is collected on a bi-weekly basis on either Week (A) or Week (B) schedule. Your trash and organics are collected every week.









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25	26 Memorial Day Citrus Heights city offices closed.	B	27	B	28	B	29	B	30	B	31

JUNE

ORGANIC WASTE RECYCLING



What Goes Inside My Green Organic Waste Cart:

Food Waste

- Meat
- Bones
- Nut Shells
- Fruits and Vegetables



• Uncoated Paper Bag • Napkins

Pizza Boxes

Coffee Filters

Food-Soiled Paper

- **Yard Trimmings**
- Grass • Leaves
- Branches
- (less than 3' long)
- Untreated Wood



Only BPI-certified compostable bags and paper bags are accepted.

What **Does Not** Go Inside My Green Organic Waste Cart:





🚫 Dirt/Sod

Rocks/ Concrete



Treated Wood







Plastic

Bags









Your recycling is collected on a bi-weekly basis on either Week 🚯 or Week B schedule. Your trash and organics are collected every week.





Lea P. | 5th Grade Kingswood K-8







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RECYCLING SERVICES



JULY

What Goes Inside My Blue Recycling Cart:



Paper </

Cereal boxes, paper bags, newspaper, magazines, office paper (all colors).

Cardboard ~ Cardboard (must be broken down flat). Any additional flattened cardboard can be put in a box or leaned against recycling cart.

How to prepare your recyclables:



Aluminum cans, aluminum foil & trays (rinsed), empty aerosol cans, pots, pans, utensils. scrap metal.



and crates.

Never put

Don't bag it!

recyclables in bags.

Glass 🗸 Bottles and jars (labels OK; all colors).

Harper B. | 5th Grade Cambridge Heights Elementary School



REPUBLIC SERVICES

Solid roots. New growth.

What Does Not Go Inside My Blue Recycling Cart:

Empty.

Clean. Dry.[™]

Keep all recyclables

free of food and liquid.

- ♦ Plastic Bags & Wrappers Soiled Paper Styrofoam **O** Packing Peanuts
- S Clamshell € Straws Containers S Greasy Pizza Boxes S Yard Waste S Greasy Pizza Boxes S Yard Waste 🚫 Food 🚫 Toys

Use the Sort Smart tool at citrusheights.net/279 or scan the QR code.

🚫 Paper with **Plastic Coating** ♦ Clothing & Shoes **Napkins &** Paper Towels **O** Pet Waste **O** Plastic Utensils

Know Your Recycling Schedule!

Check your Week (A) or Week **B** status by visiting **citrusheights.net/279**. Don't forget to sign up for convenient text and email reminders.

Recycling services follow a bi-weekly schedule, either on Week (A) or Week **B**. Trash and organics are collected every week.



JULY • 2025



Your recycling is collected on a bi-weekly basis on either Week \Lambda or Week B schedule. Your trash and organics are collected every week.



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AUGUST BEST PRACTICES FOR FOOD WASTE RECYCLING



Best Practices for Food Waste Recycling Mitigate Odors and Pests, etc.

Freeze Your Food Scraps

Keep food scraps frozen to minimize odors and decomposition before your scheduled collection day.

Top Cart Contents with Yard Waste

Pad the bottom and top of your food waste with yard waste like leaves, grass clippings, or "clean" wood shavings to absorb liquids. Wood shavings can also be used to help reduce odors.

Use BPI-Certified or Paper Bags

Place food waste in paper bags or BPlcertified compostable bags inside your organic waste cart.

Double-Bag Food Waste

Double-bag your food waste to keep the contents sealed and reduce the risk of leaks.

Tie Bags Securely

Tie BPI-certified compostable bags at the top to keep food waste inside, leaving room for a secure knot.

Line Your Cart with Newspaper

Line your countertop pail or organics cart with newspaper and replace it regularly to help maintain cleanliness.

Place Cart at the Curb Weekly

Place your cart at the curb every week, regardless of the amount of material inside.

Top with Cold Ashes

Ashes from fireplace or BBQ may be disposed of in the green cart and used to absorb food waste. Note: Ashes must be completely cooled down.

Layer with Paper Towels

Add a layer of food-soiled paper towels or napkins to your green cart to absorb liquids from food waste.





Zavanna B. | 1st Grade Cambridge Heights Elementary School





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REPUBLIC SERVICES

AUGUST • 2025



Your recycling is collected on a bi-weekly basis on either Week (A) or Week (B) schedule. Your trash and organics are collected every week.



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SEPTEMBER

TRASH SERVICES



What Goes Inside My Black/Brown Trash Cart?

- Aseptic packaging (milk, soy & juice cartons)
- Ceramics
- Children's toys (batteries removed)
- Cotton and clothing
- Flimsy plastic, plastic bags or bubble wrap
- Hoses, cords, cables and wiring
- Light bulbs (halogen, incandescent and LED)
- Packing peanuts (stuffed into a plastic bag)
- Waxed paper



- Electronics (TVs and computers)
- Food waste
- CFL bulbs (twisty bulbs and tubes), neon lights, and hazardous materials
- Hot ashes and coals
- Household batteries of ANY kind*
- Medical waste and sharps (syringes, etc.**)
- Used motor oil and filters*

*See the month of April for recycling household batteries, used motor oil and filters. **See the month of October for disposal of home-generated sharps.

Reminder: Place carts out by 6 a.m. on your collection day and bring carts in as soon as possible after your collection.



Amelia P. | 6th Grade Woodside K-8



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SEPTEMBER • 2025 SERVICES



QUICK

TIPS

Your recycling is collected on a bi-weekly basis on either Week (A) or Week (B) schedule. Your trash and organics are collected every week.



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OCTOBER

FREE SHARPS COLLECTION



2025 Grand Prize Winner

Juannahlyn F. | 5th | Carriage Drive Elementary



Free Appointment-Based Sharps Collection

- Republic Services provides FREE front door collection of homegenerated hypodermic needles, syringes and lancets (by appointment).
- Remember to use approved sharps containers. Sharps containers must be closed and locked, and will be picked up at your door.
- Approved sharps containers are widely available online and at local drug stores or pharmacies.

For more information, or to make an appointment for a free pickup, please call Republic Services at **916.638.9000**.



Do not put any medication in the sharps containers.

REPUBLIC SERVICES

Visit **https://www.sacsewer.com/medications-and-sharps/** for information on medication disposal.



NCU Tip: To prevent a \$166.30 Improper Large Item Collection penalty, place materials at the curb no more than 48 hours before your service day. All items must be out by 6 a.m. on your collection day.

Solid roots. New growth.

OCTOBER • 2025



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NOVEMBER EXTRA LEAF PICKUP / CART CONTAMINATION

Free Extra Leaf Collection – Must Be Bagged!

Republic Services provides free extra leaf collection in November, December and January. Place leaves in up to six, 30-gallon plastic bags and place them next to your organic waste cart to be picked up on collection day each week. Do not put food waste in the extra leaf collection bags.

6 Free Additional Bags Each Week



30-Gallon Bags, 35 lbs. max per bag

Do not blow or pile leaves in the street!

Organic Waste Recycling

Preventing Container Contamination

1. Use the right cart.

Ensure you have the right size and number of carts based on usage. To make changes, call Republic Services at 916.638.9000.

2. Use the right bag.

No plastic bags (unless BPI-certified) should be placed in the organic waste cart. Residents can use paper bags or place the organic waste loosely in the cart.

3. Include the right material.

Go to the Organic Waste Recycling page in June to learn what material is organic waste. Follow the city guidelines when disposing of organic waste.





Valeriia P. | 1st Grade Cambridge Heights Elementary School



NOVEMBER • 2025



Your recycling is collected on a bi-weekly basis on either Week (A) or Week (B) schedule. Your trash and organics are collected every week.



Extra leaf pickup

Nov - Jan







DECEMBER

HOLIDAY TREE & LIGHT RECYCLING



Holiday Light Recycling

Recycle your old, broken or unused lights by bringing them to City Hall. Drop-off is open to all residents from November 25 to January 10 during business hours.



Daniil R. | 2nd Grade Skycrest Elementary

Holiday Treecycling

There are two ways to recycle live-cut trees:

- 1. Cut your tree into pieces to fit inside your **green organic waste** cart, with the lid closed. They will be picked up on your regular organic waste collection day.
- Place your tree curbside (next to your organic waste cart.)
 For a quick and easy pick up please make sure the holiday tree does not exceed 6 feet in length, if it is longer than 6 feet it can be cut in half. Holiday tree pickup will be weekly from December 26 January 16.



Holiday Recycling Tips

Recyclable

- ✓ Plain Wrapping Paper (No Foil or Glitter)
- Cardboard Boxes

✓ Glass Bottles and Jars

Paperboard Packaging

- Holiday Cards (Paper Only)
- Paper Gift Bags
- Tissue PaperAluminum Foil (Clean)

Not Recyclable

- S Wrapping Paper with Foil,
- Glitter, or Plastic Coating
- Plastic Ribbons and Bows
- ♦ Tinsel♦ Charister and Link
- Christmas LightsArtificial Trees
- Styrofoam
- Solitter-Embellished Holiday Cards
- Selection ≥ miser
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Your recycling is collected on a bi-weekly basis on either Week (A) or Week (B) schedule. Your trash and organics are collected every week.



Extra leaf pickup

Nov - Jan



Holiday tree collection is the same day as trash and organics pickup



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28	29	(A) ** *	30	(A) ** *	31 New Year's Eve Citrus Heights city offices closed.	 ▲ ▲ 					

JANUARY

Contact Numbers

City Hall

Main Number
Building & Safety Division
General Services
Planning Division

Public Safety

Fire (emergency)
Police (emergency)
Police (non-emergency)
Animal Services
Code Enforcement

Customer Service

Republic Services provides our Citrus Heights residents with recycling, organic waste recycling, solid waste and neighborhood cleanup services. We are committed to providing excellent service for Citrus Heights residents.. We believe that actions speak louder than words. In order to best serve the city of Citrus Heights, we welcome your questions and service requests. Please reach out to our Customer Service team:

Customer Service number					•	•				•	•				•	•				.916.638.9000
Republic Services website .	•				•	•				•	•				•	r	ep	out	oli	cservices.com
Address	•			•	33	26	Fi	itz	ge	ral	d	Rc	a	d, F	Rar	nc	ho	C	or	dova, CA 95742

Online Tools

For Trash/Recycling/Street Sweeping Calendar or How Do I Dispose of? visit citrusheights.net/279



Need to replace or get a new trash, recycling or organics cart? Call Republic Services at **916.638.9000** to schedule a delivery.

Sort Smart Tool

Visit **citrusheights.net/279** to use the Citrus Heights Sort Smart tool and sign up for text/email reminders about your collection schedule.

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Calendar How do I Game N dispose of?	leed help

- **Calendar** Type in your address to get your service week information and sign up for reminders specific to your home.
- How do I dispose of? Type the name of a waste item and the tool will tell you how to recycle or dispose of it.
- Game Play the sorting game to test your recycling skills.
- **Need Help?** Use this resource to request printed calendars, report a service issue, modify your reminders, and submit other waste and recycling problems.

When the Sort Smart tool is not able to solve your issue, please call Republic Services at **916.638.9000** with questions or concerns.



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18	19 Martin Luther King Jr. Day Citrus Heights city offices closed.	₿ ₩	20	B ≱≭	21	₿ ₩	22	₿ ₩	23	B ≱≭	24
25	26	▲ ≱	27	(A)	28	⊘ ≱	29	(A)	30	(A)	31