

Hercules Residential On-Call Collection Guidelines



Sustainability in Action

Hercules residential customers (including duplexes, tri-plexes and fourplexes) may schedule two (2) on-call collections per year at NO ADDITIONAL CHARGE.

For each on-call collection, customers may select one of the following options.

Additional setout guidelines included on page 2.

OPTION 1

Five (5) electronic waste items



OPTION 2

Fifteen (15) 35-gal. bags – *each* <50 lbs.

All non-hazardous trash **OR** all yard waste



OPTION 3

Four (4) 95-gal. bags – *each* <50 lbs.

All non-hazardous trash **OR** all yard waste



OPTION 4

Three (3) eligible bulk items



How to Schedule

Please call our Customer Service team at **510.262.7100** to schedule. You will be required to describe the items you have chosen for setout. Items will be collected on your next service day when called in at least 10 workdays in advance. Customers that exceed the number of no-charge pickups in a calendar year may schedule an on-call collection for a fee.

Setout Guidelines for Collection

Bags or bulk items must be placed at the curb or parking strip, at least 5 feet from vehicles and personal property. Set items out by 6 a.m. on pickup day or the night before. Items not listed at the time of scheduling will not be picked up. Setouts that do not follow guidelines or are not set out on time are subject to return trip fees or non-collection.

Bagged Materials Guidelines (Option 2 & Option 3)

- All bags must be strong enough to hold contents without breaking.
- Use only BPI-certified compostable bags or leaf bags for ALL YARD WASTE-only pickups.
- **Bags must not exceed 50 pounds. Any bag more than 50 pounds will not be collected.**
- Additional bags above the collection limit are subject to extra charges and/or non-collection.
- For employee safety, **DO NO PLACE JAGGED OR SHARP OBJECTS IN BAGS FOR CLEANUP.**

Bulk Items and Electronic Waste Guidelines (Option 1 & Option 4)

- Must be individual household bulk/electronic waste items of 200 pounds or less (no commercial-sized appliances, household hazardous waste or toxic, explosive, infectious, construction or demolition waste).
- Small electronic waste items must be boxed.
- Any single item that cannot be handled by two workers will not be accepted.
- If choosing Option 4, one bulk item may be substituted with up to 5 electronic waste items.

Examples of Acceptable Items



Furniture



Rugs, carpets



Water heaters



Toys



Sinks, toilets



Tires (4 tires = 1 item)



TVs, radios, printers, answering machines, VCR/DVD players



Computers, computer monitors, other computer peripherals



Household appliances, microwaves, barbecue grills



Mattresses and box springs (set = 1 item)

Unacceptable Items

- | | | |
|---------------------------|----------------------------------|--------------------------|
| ✗ Asbestos | ✗ Fluorescent lamps | ✗ Mirrors |
| ✗ Boxed or bundled debris | ✗ Fluorescent tubes | ✗ Motor oil |
| ✗ Broken glass | ✗ Household batteries | ✗ Paint cans |
| ✗ Button batteries | ✗ Hypodermic needles | ✗ Pesticide containers |
| ✗ Car batteries | ✗ Liquids of any type | ✗ Rechargeable batteries |
| ✗ Car parts | ✗ Medical sharps | ✗ Solvents |
| ✗ Cement, rocks, dirt | ✗ Mercury-containing thermostats | ✗ Tied boards |
| ✗ Empty gas tanks | ✗ Mercury-containing timers | ✗ Tree stumps |
| ✗ Fencing | ✗ Metal parts | ✗ Window glass |
| ✗ Fluorescent bulbs | | |