# Richmond Residential Special On-Call Collection Guidelines

REPUBLIC SERVICES
Sustainability in Action

Richmond residential customers can schedule up to three (3) on-call collections per calendar year at NO ADDITIONAL CHARGE. This includes single-family homes, duplexes, triplexes and fourplexes.

**For *each* pickup, select one of the following options.**
Additional setout guidelines are 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 (ONCE PER YEAR)

**Three (3) eligible bulky items**
Option 4 can only be used once per year.

## Step-By-Step Scheduling Process

1. **Choose your collection option:** Decide what needs to be collected. Review the available special collection options and select the one that best meets your needs.
2. **Schedule the collection:** Call customer service at **510.262.7100** at least 10 days in advance to schedule your collection. Be prepared to describe the items you would like collected.
3. **Set out your bags or bulk items:** Place bags or bulky items at the curb or parking strip by 6 a.m. on the pickup day or the night before. Items must be placed at least 5 feet from vehicles and personal property. Setouts that do not follow the guidelines or are not set out on time are subject to return trip fees or non-collection.
4. **Confirm the setout is within collection limits:** Make sure to stay within the maximum number of bags or bulky items allowed for your selected collection option. Additional items may incur extra charges or may not be collected.

## 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 specified maximum limit will be left uncollected.
- For employee safety, **DO NOT PLACE JAGGED OR SHARP OBJECTS IN BAGS FOR CLEANUP.**

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## Bulky Items and Electronic Waste Guidelines (Option 1 & Option 4)

- Individual household bulk/electronic waste items of 200 pounds or less (no commercial-sized appliances, household hazardous waste, 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 bulky item may be substituted with 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

Mattress and box spring (set = 1 item)

### Unacceptable Items

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

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