

## Additional Services

### Bulky Items & Electronic Waste On-Call Curbside Pickup

Call the Customer Service Office at **510.262.7100** for more information or to arrange for pickup of residential bulky household or electronic waste items. Features and costs vary by service area. The cost of this special pickup service will be in accordance with local franchise agreements and current rates, which may include a service fee, disposal fee and any applicable special handling or disposal charges (i.e., refrigerant removal).



### Commercial/Industrial Services

Commercial service (1-7 yards) is available for residential apartment complexes and businesses. Roll-off box service (10, 14, 20, 30 and 40 yards) is available for industrial operations, construction and home renovation projects, etc. Rates for debris box service vary depending upon box size and filled weight. Call **510.262.7100** for rates or to place an order.

### Prepaid Bag Ties

Residential customers with occasional extra waste may purchase prepaid bag ties by mail. Mail orders are sent by certified mail with return receipt at an additional cost for postage.

### Carry-Out Service

Special arrangements may be made for households where none of the occupants are physically able to move carts to the curb for collection. Medical certification of disability is required and must be renewed annually. This service is available to others at an additional cost.

### Debris Boxes

Republic Services is the only collector authorized to collect recyclables and waste in West County. Debris boxes from 10 to 40 yards are available for 3-day rentals for household remodeling, landscape projects, site cleanups or other projects.

### Report Illegal Dumping

If you see someone dumping trash on the side of the road, a vacant lot or in a creek, call your city's police department's non-emergency number.

## Billing and Payments

### How often am I billed?

Residential customers are billed quarterly. Bills are due upon receipt and are considered past due at the end of the first month of the billing period. Past due accounts are subject to late payment charges applied at 60 days.

### Payment Methods

**Online payments:** Credit card and checking account payments may be made online at [RepublicServices.com](https://www.RepublicServices.com).

**Telephone payments:** Payment also can be made by telephone using your credit card or checking account by calling **877.692.9729**.

**Mailed check:** Checks or money orders are accepted. Please be sure to include the tear-off coupon from your bill with your payment. Checks returned from the bank for insufficient funds are subject to processing charges as permitted by State law (\$25 for the first incident and \$35 for each subsequent incidents).



### Holiday Schedule

If any of the following holidays fall on Monday - Friday, service will be delayed by one day for the remainder of that week. If the holiday falls on Saturday or Sunday, there will be no change in the collection schedule.

- July 4th (Independence Day)
- Labor Day
- Thanksgiving Day
- Christmas Day
- New Year's Day



# Recycling, Waste & Organics Collection Guide

SERVING RODEO



Sustainability in Action



# Residential Services

By local ordinance, all occupied properties are required to have weekly waste collection service.

Unpaid service charges may be made a lien against the property and/or special assessment on property taxes. Standard weekly service consists of a brown or black cart for solid waste (20-, 35-, 65- or 95-gallon), one 65-gallon blue cart for recyclables and one 65-gallon green cart for organics (yard waste and food scraps).

Service rates are based on waste cart (brown or black) capacity filled to the rim with lid properly closed.

Additional carts are available for an extra charge. For more information, please call our Customer Service Department **510.262.7100** or visit [Richmondsanitaryservice.com](http://Richmondsanitaryservice.com).



## Collection Guidelines

- Face carts toward the street with wheels against the curb or gutter by 6 a.m. on your service day.
- **Allow at least 2 feet between carts and 5 feet between carts and other objects.**
- Make sure lids are securely shut – materials should not extend beyond the cart rim.
- If carts are not out on collection day, customers have the option to wait until the next week for pickup or request a return trip for an additional charge.
- Carts not placed out for collection are not eligible for credit.
- Do not place hot ashes, dirt, rock, concrete or hazardous items in your brown, black, blue or green cart.

## Extra Waste

Carts filled above the rim, refilled or compacted carts, or additional waste beyond the service subscription level, are considered extra waste and are subject to an extra charge.

Please call **510.262.7100** in advance to make arrangements for extra waste collection service. Owners of residential rental units may be liable for extra waste charges and should notify the Customer Service Office if no extra waste is to be taken from a rental unit.



## On-Call Curbside Bagged Cleanup – No Extra Charge!

Each calendar year, single-family residential and duplex customers are entitled to on-call curbside cleanups of bagged materials without an additional charge. To learn more, call our Customer Service office.

On-call 15-bag cleanups can be used either for regular waste or yard waste only (mixed waste will be collected and disposed as trash).

Two (2) on-call curbside cleanups of non-hazardous waste per calendar year (January 1 – December 31) are available at no extra cost to single-family residential customers (including duplexes). Bags must be no larger than 35 gallons, weigh no more than 40 pounds, and be strong enough to hold the materials without breaking.

Cleanups will be made on the customer's regular waste or yard waste collection day. For more information, please visit [Richmondsanitaryservice.com](http://Richmondsanitaryservice.com).

To schedule your annual on-call curbside cleanups of bagged waste or all yard waste only, please call **510.262.7100** at least one week in advance.

Extra charges apply to same-week cleanups.

# Recycling

## Items that can always be placed in your recycling cart include:



### PAPER

- ✓ Cardboard egg cartons
- ✓ Catalogs
- ✓ Cereal-type boxes
- ✓ Colored paper
- ✓ Computer paper
- ✓ Corrugated cardboard
- ✓ Envelopes
- ✓ Junk mail
- ✓ Magazines
- ✓ Mixed paper
- ✓ Newspaper
- ✓ Carbon copy documents
- ✓ Paper bags
- ✓ Paperback books
- ✓ Phone books
- ✓ White paper



### PLASTIC

- ✓ Food and beverage containers
- ✓ Juice bottles
- ✓ Milk jugs
- ✓ Soda bottles
- ✓ Water bottles / jugs
- ✓ Mixed / rigid containers



### GLASS

- ✓ Bottles (all colors)
- ✓ Jars (all colors)



### METAL

- ✓ Steel / tin cans
- ✓ Aluminum cans
- ✓ Aluminum foil (clean)
- ✓ Aluminum roasting pans (fold and flatten)
- ✓ Small metal pieces
- ✓ Water bottles / jugs

## Remember to:

- Tightly bundle/bag loose plastic bags and film
- Keep items empty, clean and dry
- Rinse out food/beverage containers
- Do not bag your recyclables; place them loose in the blue cart

## Recyclables Buy-Back Center

Our Buy-Back Center buys CRV beverage containers (glass, aluminum, bi-metals and plastics).

**101 Pittsburg Ave., Richmond | Monday - Friday, 8 a.m. - 3:30 p.m. (closed from noon - 1 p.m.)**

## Items that can never be placed in your recycling cart include:

- ✗ Animal waste
- ✗ Appliances
- ✗ Ashes of any kind
- ✗ Bottle caps
- ✗ Cables
- ✗ Ceramics, Pyrex®, stemware
- ✗ Clothing
- ✗ Christmas lights
- ✗ Concrete / dirt / rocks / sod
- ✗ Diapers
- ✗ Drinking glasses
- ✗ Food products
- ✗ Food-soiled paper products
- ✗ Garden hoses
- ✗ Hazardous waste of any kind\*
- ✗ Kitty litter
- ✗ Mirrors / window glass
- ✗ Napkins
- ✗ Paint cans\*
- ✗ Painted / treated wood
- ✗ Paper plates / towels
- ✗ Plastic bags (loose)
- ✗ Plastic utensils
- ✗ Tarps
- ✗ Snack wrappers
- ✗ Straws
- ✗ Polystyrene foam
- ✗ Tissues
- ✗ Toxic materials of any kind\*
- ✗ Video / audio tapes

\*Hazardous materials and waste should be taken to the Hazardous Waste Drop-off Center at 101 Pittsburg Ave., Richmond.

# Organics (Yard Waste & Food Scraps)

Both yard waste and food scraps may be placed in your green organics cart for weekly collection.



If you have any questions or need more information about this program, please visit the Additional Resources section at [Richmondsanitaryservice.com](http://Richmondsanitaryservice.com).

## What to Place in Your Green Cart

### Yard Trimmings

- Grass clippings
- Leaves / flowers
- Pine needles
- Branches (3' or less)
- Weeds

### Food Scraps

- Fruit and vegetables
- Bread and pasta
- Dairy products
- Meat and bones
- Eggshells

### Food-Soiled Paper

- Coffee grounds and tea bags
- Food-soiled paper plates
- Food-soiled paper bags
- Food-soiled napkins and paper towels
- Paper coffee cups

All items must fit in the green cart with the lid completely closed. This includes twigs and branches. Holiday items like unflocked, natural Christmas trees must be cut to size and placed in your green cart for collection. Look for more information about Christmas tree disposal in the mail before the holidays.

For more information, call **510.262.7100** or visit [Richmondsanitaryservice.com](http://Richmondsanitaryservice.com).

## What Not to Place in Your Green Cart

- Plastic bags
- Plastic, metal, glass or painted wood
- Manure or pet waste
- Palms, bamboo, lawn sod or ivy
- Hot ashes or briquettes
- Dirt, rocks or sand

# Household Hazardous Waste (HHW)



Do not throw leftover household hazardous waste into the recycling, trash or organics carts. It is very toxic for people and the environment. The West County Household Hazardous Waste Facility accepts household hazardous waste at its drive-through drop-off center at no charge to all residents of the Republic Services service area (Unincorporated West Contra Costa County, Richmond, San Pablo, Pinole, Hercules, Rodeo, Crockett, Port Costa and Torrey) and other parts of West Contra Costa County. Proof of residency required. The HHW Reuse Area offers free materials such as fertilizers, paint and other useful items, as well as information on alternative products less harmful to our environment.

## Acceptable Materials

Limited to 15 gallons or 125 pounds of total material.

- Paint, aerosol cans, adhesives, resins and putties
- Liquid and solid poisons (pesticides, cleaners, fertilizers)
- Acids and oxidizers (pool chemicals, bleaches, detergents)
- Reactive wastes (drain cleaners)
- Gas barbecue tanks less than 5 gallons
- Household batteries
- Fluorescent lamps, tubes and bulbs
- Compact fluorescent light bulbs (CFLs)
- Smoke and carbon monoxide detectors
- Mercury-containing thermometers, thermostats and timers
- CPUs and peripherals
- VCR / DVD players and radios
- Cell/cordless telephones and answering machines
- Computer monitors and TVs (no wood cabinets)
- Over-the-counter and prescription drugs (no controlled substances)
- Home-generated sharps (needles, syringes, lancets) in biohazard red puncture-resistant cart

## Unacceptable Materials

- Radioactive materials
- Explosives (including firearms)
- Medical waste

Call the CCC Recycling Hotline at **800.750.4096** for referral to the appropriate regulatory agency.

## Household Hazardous Waste Drop-Off Center

Located at 101 Pittsburg Ave., Richmond, CA (one block from Richmond Parkway).

**Hours of Operation:** Every Wednesday, Thursday, Friday and Saturday from 9 a.m. - 4 p.m. (closed noon - 12:30 p.m.)

