

City of Carson

2026 Residential Service Guide



Your Service Provider is Changing

WM and Waste Resources are proud to announce the approval from the City of Carson for WM to become your new service provider, effective May 1, 2026.

Frequently Asked Questions

With this change in providers, are my services changing? Do I need to set up a WM account?

No, there are no changes to your trash, recycling, and organics services. Your account and service information will be automatically transitioned to WM.

Will my service day change?

WM will continue to provide service on your current collection day and frequency. If any adjustments to your schedule become necessary in the future, we'll make sure to notify you in advance, so you have time to prepare.

What do I do with my Waste Resources containers?

There are no immediate changes to your containers. Please continue to use your existing trash, recycling and organic waste containers.

How do I make changes to my service?

Residential customers can make changes to their service by contacting WM Customer Experience

Phone: (310) 366-7600 (Monday–Friday, 8 a.m. to 5 p.m.)

Will my rate change on May 1, 2026?

No, there are no changes to the approved service rates because of this transition.

Will there be any changes to my billing with WM?

Yes, if you were previously billed directly by Waste Resources, you will now begin receiving invoices from WM. Please note that your existing billing preferences will not transfer automatically. You will need to discontinue any automatic payment arrangements with Waste Resources and create a My WM profile at wm.com/mywm and select your preferred billing and payment options.

Instructions are included in this service guide and will be included with your next invoice.



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Residential Cart Service

Standard residential service will continue to include one 96-gallon recycling cart, one 96-gallon organic waste cart, and one 96-gallon trash cart. Additional recycling or organics carts are available at no charge and additional trash carts are available for an additional charge. Check the lids for material guidelines.

Cart Service Reminders

To help ensure safe and reliable service, please keep the following tips in mind:

- Place all waste and recycling in the appropriate container and close the lid so that it fits tight to the cart body.
- Trash, organics, and recyclables left outside the carts will not be collected.
- Place your carts at the curb by 7 a.m. on collection day. Emptied carts should be removed from curbside following service. Emptied carts should be removed from curbside following service.
- Roll carts curbside with the handles facing your home. Place carts at least three feet apart from other carts and objects.

Holiday Schedule

Collection does not occur on the following holidays:

New Year's Day | Memorial Day

Independence Day | Labor Day

Thanksgiving Day | Christmas Day

When a holiday falls on a weekday, collection will be delayed for one day for the remainder of the week. If a holiday falls on a Saturday or Sunday, there will be no delay in service.

ADDITIONAL SERVICES

Sharps Kit

Residents can safely dispose of their sharps (needles, lancets, and similar items) through WM's Sharps Mail Back Program. To request your free sharps kit, simply contact Customer Service.

- **Limit:** One (1) free kit per unit per calendar quarter
- Additional kits are available for a small fee

Proper Disposal of Household Hazardous Waste & E-Waste

Household Hazardous Waste

Items like paint, motor oil, batteries, and CFL bulbs should never be placed in your trash or recycling carts, as they require special handling. To dispose of these items safely and responsibly, visit www.888cleanla.com for details on Los Angeles County HHW collection events, including convenient weekend drop-offs in San Pedro.

Electronic Waste (E-Waste)

Have old TVs, computers, or other electronics? You can recycle them through WM's Bulky Item Collection Program. Contact WM Customer Service to schedule a pickup.

Bulky Item/E-Waste Collection

Each household receives up to four (4) bulky item/e-waste pickups of up to five (5) items each, per calendar year at no additional charge. Need more? Additional pickups or extra items can be scheduled for a small fee.

How to Schedule a Pickup:

- Call WM Customer Service by noon the day before your regular collection day (e.g., by noon Tuesday for a Wednesday pickup)

Acceptable Items Include:

- Furniture: chairs, sofas, bagged mattresses
- Appliances: dishwashers, microwaves
- E-waste: TVs, computers, monitors
- Yard waste: tree branches, scrap wood

Items We Cannot Accept:

- Loose trash
- Household hazardous waste (such as paint, household cleaners, etc.)
- Spas, pianos, camper shells
- Items requiring more than two people to safely lift



Organics | Recycling | Trash

Right Materials - Right Container - Know Which Container to Use

What Goes in the Organics Container:



Food Waste



Yard Waste



Produce



Food Soiled Paper,
Coffee Filters & Tea Bags



Meat, Fish & Poultry



Dairy



Bread, Pasta, Rice & Grains

Place your food scraps in a clear plastic bag or directly into your organics cart



Do Not Include:

- Plastic or Compostable Bags
- Plastic Film
- Serveware/Utensils
- Plastic Containers
- Foam Containers
- Hazardous Waste
- Fats, Oils, or Greases

What Goes in the Recycling Container:



Plastic Bottles &
Containers



Food & Beverage
Cans



Glass Bottles &
Containers



Paper



Flattened Cardboard
& Paperboard

Place recyclables directly into your recycling cart - **Don't bag your recycling materials.**



Do Not Include:

- Food Or Liquids
- Plastic Bags or Film
- Foam Containers
- Clothing, Furniture or Carpet
- Batteries
- Electronics
- Hazardous Waste
- Yard Waste

What Goes in the Trash Container:



Foam Cups &
Containers



Garden Hose



Broken Ceramic
Dishes & Pots



Candy, Snack &
Food Wrappers



Plastic Bags & Film



Diapers



Pet Waste



Clothing & Textiles



Do Not Include:

- Organics/Recyclables
- Hazardous Waste
- Electronics
- Batteries, Tires or Paint
- Flammable Material



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Holiday Tree Collection

WM will collect holiday trees from residential customers on regular service days between December 26 and the second week of January at no extra charge.

To ensure trees are properly recycled:

- Place them near, but not inside or in front of collection containers.
- Remove all decorations, including tinsel, lights, ornaments, and tree stands.

Clean Environment Week

Clean Environment Week will occur twice per year in the Spring and Fall (Dates will be announced in advance on our website home.wm.com/Carson). During these weeks, the following services will be available to City of Carson residential customers:

Extra Bag Collection

Residents can place up to three (3) extra 30-gallon bags of trash, recyclables, and green waste at the curb on your regular service day—at no additional charge.

Important: You must schedule your pick up at least eight (8) days in advance of your regular service day. To schedule your extra bag collection, call WM Customer Service.

Extra Bulky Item/Electronic Waste Collection

Residents can place up to four (4) bulky or e-waste items for collection on their regular service day at no additional charge.

Important: You must schedule your pick up at least eight (8) days in advance of your regular service day. To schedule your extra bag collection, call WM Customer Service.

E-Waste Recycling and Paper Shredding Event

Residents can drop off up to four (4) e-waste items for recycling and/or two (2) file boxes for shredding. Proof of City of Carson residency required. No commercial or business waste will be accepted. Shredding is for paper only (paper clips and staples are OK) and may conclude prior to the end of the event if capacity is reached.

ACCOUNT MANAGEMENT, DISCOUNTS AND SPECIAL SERVICES

Invoices and Payments

If you're billed directly for service (not through property taxes), WM offers several convenient and secure ways to pay:

Online: Visit home.wm.com/Carson, log in to My WM at wm.com/mywm or use the My WM App

By Mail: WM, P.O. Box 541065, Los Angeles, CA 9054-1065

By Phone: Call (310) 366-7600

In Person: (check or money order only): WM Carson Transfer Station: 321 Francisco Street, Carson, CA 90745 Monday-Friday, 8 a.m. to 5 p.m.

Senior Discount

If you're a Carson resident aged 62 or older (as of July 1, 2026) and own the home you live in, you're eligible for discounted service rates from WM. The open enrollment period for the 2026–2027 tax year ends May 30, 2026. To learn more, visit home.wm.com/Carson or contact WM Customer Service.

Walk-Out Service for Customers with Disabilities

WM offers walk-out service at no charge for qualified customers with disabilities who live in single-family residences. To find out if you qualify or to request this service, visit home.wm.com/Carson or reach out to WM Customer Service.

Connect With WM

Visit Your Community Website

Find service information, pickup schedules, and more at home.wm.com/Carson.

Manage Your Account with My WM

Sign up at wm.com/mywm or download the My WM App to view schedules, pay bills, and request services.

Give Us a Call

WM Customer Service at (310) 366-7600 (Monday–Friday, 8 a.m. to 5 p.m.)

