

# Chino Hills

## Residential Trash, Recycling, and Organics Newsletter

Winter 2025



### Holiday Recycling

The holiday season is here, and with it comes the fun of gifts and entertaining for many, which leads to a lot more trash. The volume of household waste in the United States generally increases 25 percent between Thanksgiving and New Year's Day – about 1 million extra tons – according to the U.S. Environmental Protection Agency. ([www.epa.gov](http://www.epa.gov))

To limit the amount of waste, it is recommended to reuse wrapping paper, cardboard from gift boxes, and glass or plastic containers from holiday parties.

Be mindful of what CANNOT be recycled. **The following items should be disposed of in your black trash cart:**

- Broken ornaments
- Bubble wrap
- Foam packing inserts and packing peanuts
- Foil or cellophane
- Gift wrap with glitter
- Plastic gift cards
- Ribbons and bows
- Wreaths or garland



**Here are other ways you can ensure you are recycling right throughout the season:**

- Bring your own reusable shopping bag when holiday shopping.
- Shop sustainably and buy wrapping paper or other items made with recycled materials.
- Reuse items or recycle after holiday use.

### Holidays

WM observes the following holidays. When your collection day falls on/or after one of these holidays, your collection will be delayed by one day that week only.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

### Holiday Tree Recycling

WM will collect holiday trees at no charge from Friday, December 26, through Thursday, January 15. Holiday trees will be picked up on your scheduled collection day.

You can recycle your holiday tree by placing it next to your cart on your regular collection day or by chopping up your tree and placing it inside your organics cart. All decorations including tinsel, lights, ornaments, and tree stands must be removed. Holiday trees larger than six feet tall must be cut in half to be eligible for pickup. Flocked trees cannot be recycled and must be chopped up and placed inside trash cart, or residents may request a bulky item pickup online at [home.wm.com/chino-hills](http://home.wm.com/chino-hills) or by phone (800) 423-9986.



### Keep Holiday Tangles Out of Your Recycling

String-like items such as ribbons, bows, and tinsel are considered "tangles" and can end up wrapped or tangled in heavy machinery during the recycling process. These items should not be placed in your recycling cart. Instead, place these items in your trash cart. **Reminder: Holiday lights are e-waste and require special handling. Do not place them in your trash or recycling carts.** Please take holiday lights and electronic waste to a local hazardous household waste facility or schedule a bulky item pickup online at [home.wm.com/chino-hills](http://home.wm.com/chino-hills) or by phone (800) 423-9986.



**WM Customer Care Center**

**My WM:** [wm.com/mywm](http://wm.com/mywm) | **Chat:** [wm.com/support](http://wm.com/support)

**Community Website:** [home.wm.com/chino-hills](http://home.wm.com/chino-hills) | WM Customer Service: (800) 423-9986





## Use Your Kitchen Food Pail to Collect Holiday Meal Organics

Your kitchen food pail is an easy way to collect food scraps in your kitchen and transfer them into your green organics cart.

Here are tips on how to use it:

- Keep your food pail on the kitchen counter top or under the sink. Placing your pail in a visible area will help you remember to recycle your organics.
- Place food scraps, or your leftover food-soiled paper items, directly into the pail. The pail can be used as is or lined with a paper bag or newspaper.
- Do not use plastic bags of any type, even if they are labeled as biodegradable or compostable. Compostable cups, plates, or utensils are also not acceptable.
- Scrape food scraps and leftovers from your plate or cutting board into your pail. Spoiled or stale food from your fridge and cupboards can also be placed in the pail.
- Empty your pail directly into your organics cart.

**DO NOT place your small food waste pail out on collection day. Only the full-size organics cart should be placed at the curb.**

## Contamination and Overage Fee Charges Reminder: New Fees for Waste Sorting Mistakes Now in Effect

Under California law all cities, including Chino Hills, are required to monitor recycling and organics carts for contamination as part of Senate Bill 1383, which took effect statewide in January 2024. In addition, WM monitors carts for overfilling to ensure safe and efficient service and to prevent extra materials from spilling onto the street. Contamination occurs when items are placed in the wrong cart. Overfilling happens when a cart lid cannot close fully due to excess materials.

Since January 2024, WM has been utilizing Smart Truck® Technology to identify contamination and overfilled carts. Residents have been receiving notices to correct these issues when contamination or overfilling of a cart is identified, stating they may be charged fees in the future.

As of July 1, 2025, residents are being charged for contamination and overfilling incidents after the 3rd recorded incident within a six (6) month period. Only incidents occurring on or after July 1, 2025, count toward this limit; earlier incidents are not included.

The following enforcement measures will be implemented within six (6) months starting from the date of the first incident:

### Initial incidents (1st and 2nd):

- Contaminated or overfilled carts will be serviced.
- Notification letters (or emails if preferred) will be sent with photographic evidence.
- No fees will be assessed.

### Subsequent incidents (3rd and beyond):

- Same actions as initial incidents.
- Contamination or overfilled cart fees will be assessed.
- Contamination Fee \$28.08
- Overage Fee \$16.85

Keeping recycling and organic waste streams clean helps to ensure that recyclable and organic materials can be properly processed and composted.

**For more information on SB 1383 cart monitoring and enforcement, please visit: <https://calrecycle.ca.gov/organics/slcp/collection/contamination>**

## Replace Your Damaged Residential Cart

Residents can request to have their cracked or broken trash, recycling, or organics waste cart replaced for free by contacting WM or logging in to their My WM account at [wm.com/MyWM](http://wm.com/MyWM).

## Sharps Collection Program

Residents can request a sharps container from WM delivered directly to their home. Once the container has been filled, place it in the mail-back box and give it to your mail carrier. Each household is limited to four (4) containers per year at no additional charge. Only one sharps container can be requested at a time. To request a sharps container contact WM at (800) 423-9986.

## Backyard Service

WM provides qualified disabled customers with backyard service at no additional charge. Drivers will assist by taking carts to the curb for service and returning them to their designated location. To learn more and find out if you are eligible, please contact WM at (800) 423-9986.

## Join Us Online!

Visit [wm.com/MyWM](http://wm.com/MyWM) to sign up for a WM account. With My WM, you can view pickup and holiday schedules, make payments, set up autopay, request services, and ensure your contact information and communication preferences are up to date so you can receive the latest information regarding your collection services.

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## Don't Trash Those Gadgets!

Some everyday household items can potentially cause a fire if they come into contact with other materials in a cart or if they get compacted inside a collection truck. These items are known as household hazardous waste, or HHW. To help prevent trash-related fires and keep our community safe this holiday, always dispose of HHW properly and never place these items in your carts:

- Batteries of any kind
- Compressed gas cylinders
- Flammable and combustible liquids
- Garden and pool chemicals
- Household disinfectants and chemicals
- Motor oil and oil rags
- Paint and paint-related products
- Unknown substances
- Vehicle fluids



Chino Hills residents can safely dispose of HHW at the City of Chino Public Works Service Center, located at 5050 Schaefer Avenue, Chino, CA 91710. Drop-off hours are the 2nd and 4th Saturdays of the month from 8:00 a.m. to 1:00 p.m. Please note this facility will be closed on the 4th Saturday in December. For additional HHW drop-off locations in your area, visit [www.sbcfire.org/collectionfacilities](http://www.sbcfire.org/collectionfacilities).



## Holiday Recycling Quiz

Test your recycling smarts!

**1. Can shiny or glittery wrapping paper go in the recycling cart?**

- A) Yes                      B) No

**Answer:** B) No – Glitter and metallic finishes make it non-recyclable. Put it in the trash cart.

**2. Where should you put old holiday lights?**

- A) Recycling cart                      B) Trash cart  
C) Drop off at local household hazardous waste facility or call WM to schedule removal

**Answer:** C) Drop off at local household hazardous waste facility or call WM to schedule removal – Holiday lights are considered e-waste and need special handling.

**3. Which of these belongs in your organics cart?**

- A) Turkey bones                      B) Plastic utensils                      C) Foil trays

**Answer:** A) Turkey bones – Food scraps and soiled paper go in organics. Plastic utensils and foil trays belong in the trash.

**4. True or False: Plastic bags labeled “compostable” can go in the organics cart.**

**Answer:** False – No plastic bags of any kind are allowed in organics.

## Score Yourself:

- 4 correct = Holiday Recycling Hero!  
3 correct = Almost there—review the tips above!  
2 or less = Time to brush up on your recycling know-how!



## **Important Information**

About Your Waste and Recycling Services