

Chino Hills

Residential Trash, Recycling, and Organics Newsletter

Spring 2025



Recycle Right®: Tips for Proper Disposal

While plastic bottles and containers should be placed in your recycling cart, plastic bags should be placed in your trash cart. Plastic bags are the number one contaminant of recyclable material. Please place your recyclables loose in the cart, not in bags. It's an easy way to help make recycling more efficient, safe, and eco-friendly!



Recycle clean bottles, cans, paper and cardboard.



Keep food and liquid out of your recycling.



No plastic bags and no bagged recyclables.

Spring is the Perfect Season to Start Composting!

Are you planning to grow flowers or vegetables in your garden this spring? Try composting! It's a great way to reduce food

waste while creating nutrient-rich, organic fertilizer for your garden! Food scraps, like banana peels, apple cores and eggshells, are the perfect ingredients for your compost pile. Coffee grounds are also great for helping your garden grow.

Here are the three essential ingredients to a successful compost pile:

- 1. Organic material:** Collect and pile the following items: Greens (Nitrogen), such as food scraps, yard trimmings, and grass, and Browns (Carbon), such as dry leaves, sawdust, straw, wood ashes, newspaper.
- 2. Water:** Add water occasionally to moisten the pile. During hot months, add water weekly.
- 3. Air:** Mix the pile every once a week to add air to the pile.

To learn more about backyard composting, visit:

calrecycle.ca.gov/Organics/HomeCompost.

Free Bulky Item Pick Up

If getting rid of junk is on your spring-cleaning to-do list, WM can help! Residents with curbside cart service may request the free pick up of household Bulky items three (3) times in a calendar year. Bulky item pickups must be scheduled at least 24 hours in advance of your regular collection day. If scheduling a pickup online, the request must be made at least 48 hours in advance of your regular collection day. To schedule this service, visit home.wm.com/Chino-Hills or contact WM.

Bulky Item Guidelines

- Residents may place up to ten (10) bulky items or ten (10) bags of yard waste per Bulky waste collection request.
- Bulky items include couches, washers, dryers, refrigerators, and electronic waste.
- Items are to be placed curbside on the morning of your regular collection day to be picked up.

Earth Day 2025 Our Power, Our Planet

Earth Day is celebrated worldwide on April 22; however, at WM, we believe that Earth Day is every day. This year's theme, "Our Power,

Our Planet," emphasizes the increased use of renewable energy. You can take steps toward sustainable living by making small changes in your daily routine, such as turning off lights in each room, walking to work, using less water, or planting a tree. What will you do today to make tomorrow better?

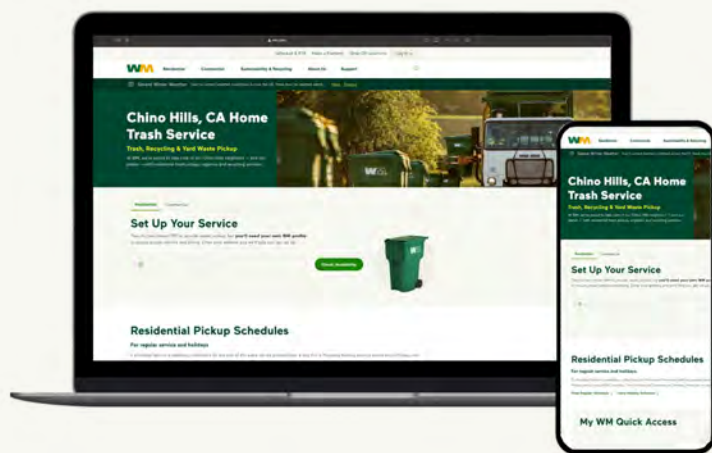


WM Customer Care Center

My WM: wm.com/mywm | **Chat:** wm.com/support

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





Connect with WM

Visit Your Community Website

Your dedicated community website at home.wm.com/Chino-Hills is your go-to spot for everything about your service. You'll find helpful guidelines, pickup schedules for regular and holiday collections, and easy ways to submit service requests or get in touch with us.

Create Your My WM Account

Setting up a My WM account allows you to pay your bills and even set up autopay and paperless billing. Plus, you can request additional services whenever you need them. Please log into your My WM account to ensure your communication preferences and contact information are up-to-date. Head to wm.com/mywm to get started!

Get the My WM App

Download the My WM App from Google Play or the Apple App Store for on-the-go account management!

Let's Chat

Visit us at wm.com/support to chat with our virtual assistant, or click the chat icon at the bottom right of the page to connect with one of our customer service representatives.

Give Us a Call

WM Customer Care Center (800) 423-9986.

Household Hazardous Waste

WM will not collect solid or liquid Household



Hazardous Waste (HHW). HHW is any product labeled toxic, poison, combustible, corrosive, flammable, or irritant that is disposed of. HHW examples include paint (latex and oil-based), pesticides, pool chemicals, batteries, solvents, and explosive items. Chino Hills residents can drop off their HHW on the 2nd and 4th Saturday of each month from 8:00 a.m. to 1:00 p.m. at the City of Chino Public Works Service Center, located at 5050 Schaefer Avenue, Chino, CA 91710.

Sharps Collection Program

WM offers a free sharps mail-back program. To order a sharps container, please call the WM Customer Care Center, and one will be delivered to your home. Once the container has been filled, place it in the mail-back box and give it to your mail carrier. Residents are limited to four (4) containers at no additional charge per year. Only one (1) sharps container can be requested at a time.

Backyard/Valet Service

WM provides qualified disabled cart customers with backyard/valet service at no additional charge. Drivers assist by taking carts out to the curbside for service and returning them to a mutually agreed-upon designated location. If a person who is not disabled resides with the disabled customer, the customer will not qualify for free valet service. To learn more and find out if you are eligible for this service, visit home.wm.com/Chino-Hills or contact WM.

Additional Carts Available

Additional trash, recycling, and organic waste carts are available for a nominal fee. Residents with cracked or broken carts are eligible for a free replacement.

Holidays

WM observes the following holidays:

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

Collection service will be delayed one day following the above holidays. If a holiday falls on a Saturday or Sunday, there will be no delays.

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SB 1383 Cart Monitoring and Enforcement

As of January 2024, all California cities, including Chino Hills, were required to establish and implement enforcement programs to monitor recycling and organics carts for contamination pursuant to Senate Bill (SB) 1383. At the same time, WM began monitoring for overfilling to ensure safe, efficient service and to prevent extra materials from spilling onto the street. Keeping recycling and organic waste streams clean will help ensure that recyclable and organic materials can be properly processed and composted.

WM has been using Smart Truck® Technology to monitor carts. Contamination occurs when non-acceptable materials are in the wrong cart, and overfilling happens when a lid can't close due to excess materials. Residents have been receiving notices to correct these issues, and may be charged penalties in the future by WM when they contaminate or overfill a cart.

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.
- **Subsequent incidents (3rd and beyond):**
 - Same actions as initial incidents.
 - Additional contamination or overfilled cart fees will be applied.

Proper sorting supports Chino Hills' sustainability goals by ensuring clean waste streams for processing and composting.

For more information on SB 1383 Cart Monitoring and Enforcement, please visit calrecycle.ca.gov/organics/slcp/collection/contamination.

Save the Date - All events are for Chino Hills residents only.



Free Mulch Giveaway: Compost, Mulch, & Wood Chips Available

Saturday, April 5 | 7:30 a.m. - Until Supplies Last

The Shoppes Overflow Lot

Shoppes Dr. / Boys Republic Dr.

Chino Hills, CA 91709



Bulky Item Drop Off

Saturday, April 12 | 8:00 a.m. - 12:00 p.m.

The Shoppes Overflow Lot

Shoppes Dr. / Boys Republic Dr.

Chino Hills, CA 91709

SB1383 Overage and Contamination Workshop

WM, in collaboration with the City of Chino Hills, will be hosting a workshop for Chino Hills residents on proper sorting and preventing contamination.

Saturday, May 3 | 9:00 a.m. – 11:00 a.m.

14250 Peyton Drive, Chino Hills Community Center

Chino Hills, CA 91709



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The SB 1383 Cart Monitoring and Enforcement

SB 1383 requires that containers be monitored for contamination and that an enforcement program be in place to help reduce contamination in the recycling and organic collection containers. Keeping recycling and organic waste streams clean will help ensure that the recyclable and organic materials can be properly processed and composted.

What Goes Where

What Goes in the Organics Container:



Food Waste



Yard Waste



Produce



Dairy



Food Soiled Paper,
Paper Towels, Napkins,
Coffee Filters



Bread, Pasta, Rice,
Grains, Coffee Grounds



Meat, Fish & Poultry

Do Not Include: Serveware/Utensils, Plastic Containers, Foam Containers, Hazardous Waste, Fats, Oils, or Greases, Diapers or Pet Waste



What Goes in the Recycling Container:



Plastic Bottles &
Containers



Food &
Beverage Cans



Glass Bottles &
Containers



Paper



Flattened Cardboard
& Paperboard

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, Electronics, Batteries, Tires or Paint, Flammable Material, Needles

