

Chino Hills

Residential Trash, Recycling, and Organics Newsletter

Fall 2025



Keep Plastic Bags Out of Recycling and Organics Carts

Plastic bags are one of the most common contaminants found in recycling and organics carts and should be reused or placed in the black trash cart. While they may seem harmless, they can cause big problems at sorting facilities. They get tangled in machinery, slow down operations, and ruin batches of recyclable or compostable materials.

To help keep recycling and composting systems running smoothly, please do not place plastic bags in your blue recycling

or green organics cart. Instead, reuse them when possible or take them to drop-off bins at local grocery stores. If disposing of plastic bags curbside, place plastic bags into the black trash cart.

By keeping plastic bags out of the recycling and organics, you help reduce contamination and protect the environment. Thank you for doing your part!



Contamination and Overage Fee Charges Reminder: New Fees for Waste Sorting Mistakes

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 1383. At the same time, WM began monitoring for overfilled carts to ensure safe, efficient service and to prevent extra materials from spilling onto the street. Contamination occurs when nonacceptable materials are placed in the wrong cart. Overfilling happens when a lid cannot close fully due to excess materials.

WM has been utilizing Smart Truck® Technology to monitor carts since January 2024, and residents have been receiving notices to correct these issues when they contaminate or overfill a cart, stating they may be charged penalties 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>

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





Tips to Reduce Food Waste During the Holidays

The holiday season is often a time for gathering, sharing meals, and spending meaningful moments with friends and family. With all the cooking and celebrating, this festive time can also generate a lot of food waste. Here are a few ways to help reduce it:

- 1. Plan accordingly:** Plan your shopping list carefully to avoid buying more than you need. Savethefood.com has a helpful tool called the Guest-imator to plan your meal based on to how many guests you have.
- 2. Use your freezer:** If you can't eat leftovers right away, freeze them and enjoy later!
- 3. Recycle food scraps:** Collect food scraps while cooking and place them in your food pail. Remember, all those leftover food scraps can be recycled in your green organics cart!

To Bag or Not Bag Food Scraps?

DO bag your food scraps in paper bags. Paper bags make collecting and disposing of food scraps easy because you can place them directly in your organics cart.

DO NOT bag food scraps in plastic bags—even if labeled compostable or biodegradable—as plastic bags cannot go in recycling or organics carts because they don't break down.



Keep Your Community Safe This Fall

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, 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 household hazardous waste 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.



Fall Leaves Piling Up? Use a Free Bulk Pickup!

Residents with curbside cart service may request the free pick up of household bulky items up to three (3) times in a calendar year. Bulky item pickups must be scheduled by phone 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.

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

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Organics | Recycling | Trash

Right Materials - Right Container - Know Which Container to Use

What Goes in the Organics Container:



Food Waste



Yard Waste



Produce



Meat, Fish & Poultry



Dairy



Bread, Pasta, Rice,
Grains, Coffee Grounds



Do Not Include:

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

Place organics materials directly into your organics cart -

To reduce odor, put food waste in a paper bag.

What Goes in the Recycling Container:



Plastic Bottles, Cups
& Containers



Paper & Paper Cups



Glass Bottles & Containers



Flattened Cardboard
& Paperboard



Food & Beverage Cans



Do Not Include:

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

Place recyclables directly into your recycling cart -

Don't bag your recycling materials.

What Goes in the Trash Container:



Foam Cups, Containers
or Straws



Garden Hose



Broken Ceramic
Dishes & Pots



Candy, Snack &
Food Wrappers



Plastic Bags & Film



Diapers



Pet Waste



Clothing & Textiles



Do Not Include:

Food Waste
Recyclables
Hazardous Waste
Electronics
Batteries, Tires or Paint
Flammable Material

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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.

Holiday Schedule

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.

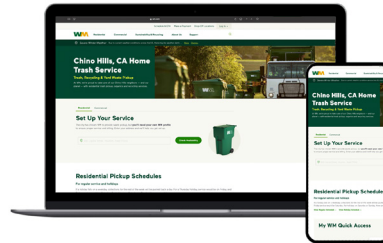
New Year's Day | Memorial Day | Independence Day
Labor Day | Thanksgiving Day | Christmas Day

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 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.



Important Information

About Your Waste and Recycling Services