

City of Chino

Residential Trash, Recycling & Organics Service Guide



Dear Residents of Chino:

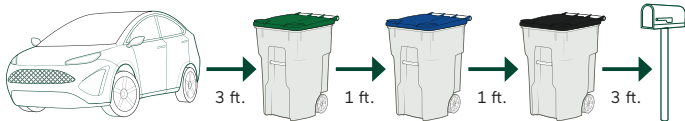
WM is proud to be your service provider. We look forward to providing you with a courteous and dependable curbside collection and helping to keep Chino safe, clean and green. For this information in Spanish and Mandarin, please visit home.wm.com/Chino

Residential Cart Service

WM's standard residential service includes a 96-gallon cart for recycling, organic waste (formerly green waste), and trash. To avoid contamination, be sure to check the lid or label for proper use instructions.

Service Guidelines

Place your carts at least 3 feet apart and 3 feet away from obstacles to allow the automatic arm to lift and empty the cart. Place the wheels of the cart toward your house.



- Place all trash, recyclables, and organics material in the appropriate containers and make sure that the cart lid is closed.
- Any trash, recyclables, and organic waste outside the cart will not be collected.
- Have your carts at the curb the night before or no later than 6 a.m. on your collection day.

Additional Carts & Cart Replacement

Additional trash, recycling, and organics carts are available for a nominal fee. If your cart is cracked or broken, you are eligible for a free replacement. Visit <https://www.wm.com/us/en/location/ca/chino/trash-pickup-chino-ca> or home.wm.com/Chino to request an additional cart or replacement.

Find Your Service Day

You can search by address for your specific service day at <https://www.wm.com/us/en/location/ca/chino/trash-pickup-chino-ca> or home.wm.com/Chino.

Holiday Schedule

Waste collection does not occur on the following holidays:

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

If a holiday falls on a weekday, collections for the rest of the week will be pushed back a day. For example, for a Thursday holiday, service would be on Friday, and Friday service would be on Saturday. For holidays on Saturday or Sunday, there are no delays.



Bulk Item Collection

WM offers a convenient collection of up to six (6) bulk items three (3) times a calendar year on your regular collection day. This is an easy and convenient way to dispose of items too big to fit in your curbside container. Collection must be scheduled at least 48 hours before your regular collection day. Additional bulk item pickups are available at a nominal cost.

- Acceptable items include household appliances, furniture, carpet, and televisions.
- Non-acceptable items include loose trash, tires, dirt, sand rock, hazardous waste, or construction and demolition waste.

For a complete list of acceptable bulk items and to schedule your pickup, visit <https://www.wm.com/bulky>.



home.wm.com/Chino
WM Customer Service (800) 423-9986



Household Hazardous Waste Drop Off

San Bernardino County residents can drop off their household hazardous waste items (household cleaners, garden and pool chemicals, paint products, antifreeze, motor oil, oil filters, and more) on the second (2nd) and fourth (4th) Saturdays of each month from 8 a.m. to 1 p.m. at the City of Chino Public Works Service Center, 5050 Schaefer Avenue, Chino, CA 91710. Visit www.cityofchino.org/238/Household-Hazardous-Waste for a complete list of acceptable items and more information.



Keep Sharps Out of Recycling and Waste Carts

Sharps Disposal

WM offers safe disposal of sharps, such as needles and lancets, with our convenient pre-paid mail-back program. To order a Sharps container, please contact WM. Once the container has been filled, place it in the mail-back box and give it to your mail carrier. Residents will receive one (1) free Sharps Mail-Back container per year. A second and third kit are available for a \$5.00 co-pay. Only one Sharps Mail-Back kit can be requested at a time.

Disposal of Used Motor Oil

WM offers collection of residentially generated used motor oil (not to exceed two gallons per week). All used motor oil must be placed in a screw-top container to avoid spills and for easy removal. Place all containers at the curbside alongside your trash cart. Please contact WM at least 48 hours before your regular collection date to schedule.



Temporary Bins/Roll Offs

Temporary bins and roll-off dumpsters are available for rent for home remodeling, landscaping, roofing or other big household projects.

Visit www.wm.com/us/en/dumpster-rental to find the right size bin for your project.

Live Holiday Tree Recycling Program

WM will collect and recycle live holiday trees for two (2) weeks following December 25 at no additional charge. After this period, trees will be collected as bulky items.

Collection Requirements

- Trees must be removed from stands.
- Trees over six (6) feet must be cut in half.
- Trees must be free of ornaments, lights, garlands, tinsel, flocking, or other decorations.

Note: Flocked trees cannot be recycled and will be collected as trash.



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Connect with WM

- **Visit Your Community Website**

We're excited to have you visit your dedicated community website at <https://www.wm.com/us/en/location/ca/chino/trash-pickup-chino-ca> or home.wm.com/Chino. This is your go-to spot for everything about waste, recycling and organics in your area. 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. Don't forget to bookmark the site for quick access!

- **Create Your My WM Account**

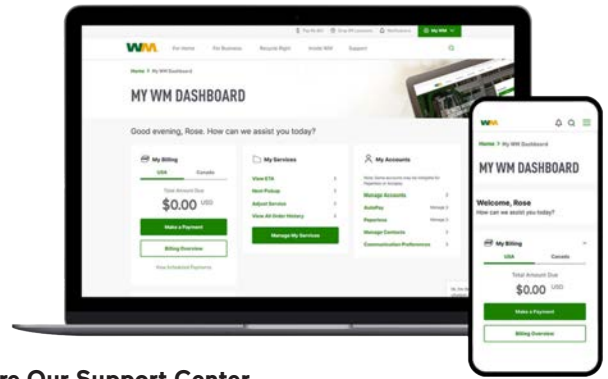
Setting up a My WM account allows you to conveniently view your pickup and holiday schedule, order bulk pickup, report container issues and more. Head to [wm.com/mywm](https://www.wm.com/mywm) to get started.

- **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](https://www.wm.com/support) to chat with our virtual assistant. You can also click the chat icon to connect with one of our customer service representatives.



- **Explore Our Support Center**

Check out our Support Center at [wm.com/support](https://www.wm.com/support) for helpful articles and quick solutions to common questions and connect with our WM Support Team.

- **Give Us a Call**

WM Customer Care Center (800) 423-9986.

SB 1383: Statewide Mandatory Organic Waste Collection

California State Senate Bill (SB) 1383 requires all residents and businesses to sort and separately collect food scraps, yard debris, and food-soiled paper from trash and recycling and subscribe to an organic waste collection service. Organic waste includes food scraps, food-soiled paper, and yard waste. For more details, please visit CalRecycle at www.calrecycle.ca.gov/organics.

Recycle



Organic Waste (formerly green waste)



Trash



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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



Food Soiled Paper,
Coffee Filters & Tea Bags



Meat, Fish & Poultry



Dairy



Bread, Pasta, Rice,
Grains, Coffee Grounds
& Food Soiled Paper

Place organics materials directly into your organics cart -

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



Do Not Include:

Plastic Bags or Film
Serveware/Utensils
Plastic Containers
Foam Containers
Hazardous Waste
Fats, Oils, or Greases
No Animal Waste

What Goes in the Recycling Container:



Plastic Bottles, Cups & Containers



Food & Beverage Cans



Glass Bottles & Containers



Paper & Paper Cups



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 & CFL Bulbs
Batteries, Tires or Paint
Flammable Material



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