

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

NEW SERVICES

Household Battery and Cellphone Collection

Household batteries and cell phones must be placed in a sealed clear plastic bag **on top** of the recycling cart set out for weekly collection. It is prohibited to place household batteries and discarded cell phones inside the recycling cart.

Cart Overage

WM will provide extra collection for trash, recyclable materials, and organic waste that does not fit into the corresponding cart (trash, recycling, or organics). The extra collection of trash, recyclables, and organics material that does not fit into the cart must have the overage material in bags and placed at the curb next to the corresponding trash, recycling, or organics cart as appropriate for the contents of the bag, to alert the driver.

This collection of overage material is provided up to three (3) times per calendar year per single-family premises and for two weeks from December 26 to January 9 of each calendar year. Other than when a customer is participating in the collection of overage bagged material, any trash, recyclables, and organic waste outside the cart will not be collected.

Valet Service

WM provides qualified disabled customers with valet service at no additional charge. Drivers will assist by taking carts out to the curbside for service and will return

the carts to a mutually agreed designated location. If a person who is not disabled resides with the disabled customer, the customer will not qualify for free valet service. Please contact the WM Customer Care Center to learn more and find out if you are eligible to subscribe. Non-qualified customers may request backyard service at an additional cost.

Community Events

WM will provide the following free community events in collaboration with the City:

- Two Annual Community Cleanup and Document Shredding Events
- Compost and Mulch Give-aways (Spring, Summer, and Fall)

Check out the City of Corona website and social media, WM bill messages, and the local WM website <https://home.wm.com/corona> for dates and locations.

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 & Containers



Food & Beverage Cans



Glass Bottles & Containers



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:



Foil Cups & Containers



Garden Hose



Broken Ceramic Dishes
& Pots



Candy, Snack & Food Wrappers



Do Not Include:
Food Waste
Recyclables
Hazardous Waste
Electronics
Batteries, Tires or Paint
Flammable Material



Plastic Bags & Film



Diapers



Pet Waste



Clothing & Textiles



800 South Temescal Street
Corona, CA 92879

Important Information
About Changes to Your Waste and
Recycling Services



City of Corona

Residential Waste and Recycling
Service Guide

To review this information in Spanish, visit <https://home.wm.com/corona>.
Para ver esta información en español, visite <https://home.wm.com/corona>.

Dear Corona Resident,

WM is honored to provide the City of Corona with reliable waste, recycling, and organics collection services. Since January 1, 2024, WM began providing new and enhanced service offerings. This Residential Waste and Recycling Service Guide includes information about your new and enhanced residential waste and recycling services, including organic waste collection, to Corona residential customers to ensure the City complies with Senate Bill 1383 (SB 1383).

SB 1383: New Statewide Mandatory Organic Waste Collection

SB 1383 was passed to divert more food waste and yard trimmings from our landfills to reduce greenhouse gas emissions and slow climate change. Effective January 1, 2022, all California businesses, multi-family complexes, and residences must separate organic waste from trash and subscribe to an organics collection program. Organics consist of food scraps, compostable food-soiled paper, and yard waste. For more information, visit CalRecycle at calrecycle.ca.gov/organics.

Will My Cart Be Changed?

Part of SB 1383 requires waste carts to have a uniform color across the state. These new carts will have dark grey bodies with a black lid for trash, a blue lid for recycling and a green lid for organics. Your current cart will be replaced with a compliant cart when it is broken and/or needs repair. All newly ordered carts will meet this new color requirement. The state regulations require that all carts be color-compliant by January 2036, giving the City of Corona plenty of time to update all carts.



Can I Select Smaller Carts?

Yes, 35-gallon and 64-gallon carts are available upon request. To request a smaller cart, contact WM's Customer Care Center. Please allow up to one week for the exchange.

What Impact Does This Have On My Rates?

Starting January 1, 2024, your new residential rate for the standard three-cart service was adjusted to \$28.78* per month. An income-qualified residential rate is available for those who qualify. The new residential rate includes the programs outlined in this Residential Waste and Recycling Service Guide and SB 1383-compliant organics (food waste and yard waste) collection.

* This amount reflects the current rate for the three (3) cart collection system and is subject to an annual increase on or around July each year.

Do I Keep Paying my Bills to the City?

Effective July 1, 2024, Corona residents will be billed by WM directly for trash, recycling, and organics services. You will no longer see charges for trash, recycling, or organics services on your City of Corona utility bill. WM will be your single point of contact for both customer service and billing, making things simpler and more convenient for you. As part of the transition, residents will receive their final waste collection services charge for services provided through June 30, 2024, in their utility bill mailed in July or August 2024.

The pre-paid waste fees collected when the account was established will be applied toward your

June waste collection service charges, and any remaining balances not covered by that credit will be included in your July or August utility bill.

Beginning in July, you will receive your first bill from WM for waste collection service charges for July. From this point forward, you can expect to receive a bill for trash, recycling, and organic collection services at the start of each month. Current City of Corona customers will not need to contact WM to set up an account; this will be done automatically and without any setup/activation fee applied.

For your convenience, you can pay your bill online, set paperless billing, or enable autopay by signing up online at www.wm.com/myaccount or over the phone once you receive your first WM invoice.

After August, waste collection services through June 30, 2024, will no longer appear on your City utility bill.

Beginning in July, the City will no longer have access to waste collection service charges. You must contact WM directly for any questions or service requests by contacting the WM Customer Care Center or online at www.wm.com/myaccount.

SB 1383 Cart Monitoring and Enforcement

SB 1383 requires that waste haulers enact an enforcement program that monitors recycling and organics carts for contamination. This program will assist in reducing contaminants, keeping recycling and organic waste streams clean, and ensuring that the organic material collected can be processed and composted.

What is Contamination?

Contamination happens when you place the wrong material in the wrong cart. Contaminants can damage processing equipment, harm employees, and turn other recyclables and organics into trash. Only place accepted materials in your recycling and organics carts so they can be made into new products.

Contamination monitoring will be performed utilizing WM's Smart Truck® Technology. WM's Smart Truck® Technology will help comply with the SB 1383 requirements by photographing and recording the waste in the cart as it is being collected. If the Smart Truck finds an issue with your cart due to contamination or due to the cart being overfilled, the following will occur within any twelve (12) month rolling period:

First and Second Occurrence

- A contaminated cart will be serviced, and an overfilled cart will be serviced unless it cannot safely be serviced; if this occurs, the overage will be tagged.
- A letter notification will be mailed to the customer stating that the subsequent occurrences may be charged a contamination and/or an overage fee for the third and subsequent occurrences. If a customer's preferred communication method is email, the notification will be sent to the email address on file.
- The letter or email notification will contain photographic documentation of the contaminated and/or overfilled cart.

Third and Subsequent Occurrences

- A contaminated cart will be serviced. An overfilled cart will be serviced unless it cannot safely be serviced; if this occurs, the overage will be tagged.

- Letter or email notification will contain photographic documentation of the contaminated and/or overfilled cart.
- A contamination and/or overfilled cart fee will be applied.

If you have questions or concerns about which cart to dispose of a particular item properly, please visit <https://home.wm.com/corona>.

SERVICE INFORMATION

Weekly Collection: Trash, Recycling, and Organics Collection Services

Residents must source-separate their trash, recycling, and organics (food and yard waste).

Proper Cart Placement

Remember to place your carts at least one foot apart and one foot away from obstacles (trees, cars, mailboxes, etc.) to allow the automatic arm to lift and empty them. Point the wheels of each cart toward your house.

- Place all trash, recyclables, and organic materials in the appropriate containers and ensure the cart lid is closed.
- Cart overage - extra collection of trash, recyclables, and organics material that does not fit into the cart must have the overage materials in bags and placed at the curb next to the corresponding trash, recycling, and organics cart as appropriate for the contents of the bag, to alert the driver. This collection of overage material is provided up to three (3) times per calendar year per single-family premises and for two weeks from December 26 to January 9 of each calendar year (separate from the bulky item pickup program).
- Other than when a customer participates in the collection of overage bagged material mentioned above, trash, recyclables, and organic waste outside the cart will not be collected.
- Have your carts at the curb the night before or by 6 a.m. on your collection day.

Additional or Replacement Carts

Residents can obtain additional trash, recycle, and/or organic waste cart(s) for a nominal fee. If a resident's trash, recycling, or organic waste cart becomes cracked or broken, they are eligible for a free replacement. To order additional carts or to request a cart replacement, please contact WM or visit www.wm.com/myaccount.

ENHANCED Bulky Waste and E-Waste Collection

Residents with curbside cart service may request free pickup of household bulky items three (3) times in a calendar year. Additional bulky item pickups are available at a nominal cost. Please schedule at least two (2) workdays prior to your regular collection day either online at www.wm.com/myaccount or by contacting the WM Customer Care Center. If not scheduled two (2) workdays prior to your regular collection day, the pickup will occur on your next collection day.

Guidelines:

- Residents may place up to six (6) bulky items per pickup, up to five (5) e-waste items per pickup, and up to fifteen (15) universal waste* items per pickup at the curb per bulky item collection request.
- When scheduling a bulky item pickup, residents must indicate what items will be scheduled for removal.

- Bulky items include couches, mattresses, washers, dryers, refrigerators, and electronic waste. Mattresses must be wrapped in plastic or covered with a mattress cover.
- Items are to be placed curbside and will be collected on your regular collection day.
- The following items will not be accepted as bulky items: car bodies, construction and demolition waste, tires, hazardous waste, or any other large items that cannot be handled by two people.

*Universal waste consists of fluorescent light tubes, cell phones, and household batteries (alkaline, nickel, silver, and mercury batteries ONLY).

For a complete list of acceptable bulky items, please visit <https://home.wm.com/corona>.

Used Motor Oil Curbside Collection

WM offers free pickup of residentially generated, used motor oil (up to two gallons per week). All used motor oil must be placed in a screw-top container to avoid spills and for easy removal. Schedule online at www.wm.com/myaccount or contact the WM Customer Care Center at least two (2) workdays before your regular collection day to schedule this service. Place materials curbside by waste carts on collection day.

Household Hazardous Waste (HHW)

HHW is any product labeled as toxic, poisonous, combustible, corrosive, flammable, or irritant. Examples include paint (latex and oil-based), pesticides, pool chemicals, batteries, solvents, and explosive items. WM will not collect solid or liquid HHW. Please contact the Riverside County Waste Management Department at (800) 304-2226 or (951) 486-3200 or visit www.rcwaste.org/hhw to learn about their HHW programs and collection facilities.

Holiday Tree Collection Program

WM will collect and recycle natural, undecorated holiday trees annually for two weeks, beginning December 26 to January 9, at no additional charge. After this period, trees will be collected as a bulky item. Pickups will occur on your regular service day.

- Holiday trees must be removed from stands.
- Trees that are longer than six (6) feet must be cut into pieces
- Trees must be free of ornaments, lights, garlands, tinsel, flocking, or other decorations.
- Flocked trees cannot be recycled and will be collected by the trash truck.

Bin Collection Service – Single-Family Premises

Single-family premises can request solid waste bin collection services. These services will be charged at the same rates for commercial and multi-family premises. Additionally, WM will offer a recycling cart and organics cart to single-family premises requesting solid waste bin collection services to ensure SB 1383 compliance.

Temporary Bin & Roll-Off Service

Large bins are available to dispose of waste from home remodeling, landscaping, roofing, or other big household projects. For rates and other information, please contact WM or visit www.wm.com/myaccount.