



City of Eastvale

New Residential Waste and Recycling
Service Guide

Dear Eastvale Resident,

WM is honored to provide the City of Eastvale with reliable waste and recycling collection services. Starting July 1, 2022, WM will be providing new and enhanced service offerings. This Residential Service Guide includes information related to your new residential waste and recycling services, including introducing organic waste collection to Eastvale residential customers to ensure the City is compliant 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, multifamily complexes, and residences will be required to 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.

Starting July 1, 2022, your existing green waste bin will also be used to collect food waste.

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 likely be replaced with a compliant cart when it is broken and/or needs repair. All carts ordered after January 2022 will meet this new color requirement. The state regulations require that all carts be color compliant by January 2036, giving the City of Eastvale plenty of time to update all carts.

Can I Select Smaller Carts?

Yes, 35-gallon and 64-gallon carts are available upon request. Contact WM Customer Care Center at (800) 423-9986. Please allow up to one week for the exchange.

Will My Rates Change?

Yes, starting July 1, 2022, your new residential rate for the standard three cart service will be \$29.14 per month. The new residential rate includes the programs outlined in this Residential Guide, and SB 1383 compliant organics (food and yard waste) collection.



What if I Don't Have a Green Cart?

For customers that only have trash and recycle carts, WM and the City will contact and work with your Home Owners Association (HOA) to implement an organics program in their communities.

Billing

Residential services are billed quarterly, in advance, by WM. Discounted rates for seniors are available.

SB 1383 Cart Monitoring and Enforcement

SB 1383 also requires that carts be monitored for contamination and that an education and enforcement program be in place to help residents recycle properly. Contamination occurs when you place non-acceptable items in the wrong cart. Contaminants can ruin an entire load of organics or recyclables and prevent these materials from having a second life. WM Smart TruckSM Technology will help your community comply with this part of the law.

What is WM Smart TruckSM Technology?

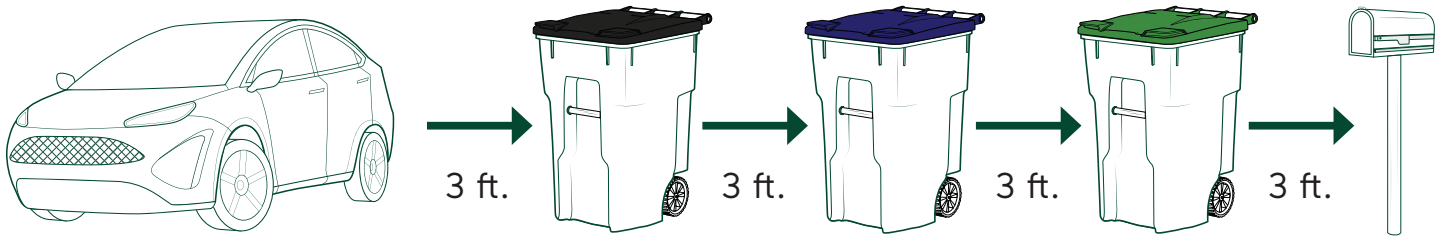
WM trucks are fitted with cameras to capture footage of your carts as they are emptied. You may receive a notice if contamination is identified in your recycling or organics cart or if any of your carts are overfilled and the lid does not close, along with education on how to use each cart properly. If contamination or overages become excessive, fees may apply.

Weekly Collection: Trash, Recycling and Organics Collection Services

Residents will be required to source-separate their trash, recycling, and organics (including green waste and food scraps).

Proper Cart Placement

Remember to place your carts at least three feet apart and three feet away from any obstacles (trees, cars, mailboxes, etc.) to allow the automatic arm to lift and empty the carts. Place the wheels of each 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 green 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 or Replacement Carts

Additional trash, recycle and organic waste carts are available for a nominal fee. Residents with a cracked or broken trash, recycle or organic waste cart are eligible for a free replacement. Contact WM Customer Care Center at (800) 423-9986.

SERVICES

Bulky Item Collection

Residents with curbside cart service may request free pick up of household bulky items three (3) times in a calendar year. Additional bulky item pickups are available at a nominal cost. Please contact WM Customer Care Center at (800) 423-9986 at least 24 hours in advance of your regular collection day to schedule this service.

- Residents may place up to six (6) bulky items or 10, 32-gallon bags at per bulky waste collection request.

- Bulky items include couches, mattresses, washers, dryers, refrigerators and electronic waste. Mattresses should be wrapped in plastic or covered with a mattress cover.
- For a full list of acceptable bulky items, please visit: home.wm.com/eastvale.
- 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 persons.

Sharps Collection Program

To order a sharps container, please call WM Customer Care Center at (800) 423-9986, and one will be delivered to your home. Once the container has been filled, simply place it in the mail-back box and give it to your mail carrier. Residents are limited to one (1) container at no additional charge per year. Only one sharps container can be requested at a time. Additional refills for the kit are available at a nominal cost.

Used Motor Oil and Used Oil Filter Collection

WM offers free pickup of residentially generated, used motor oil (up to two gallons per week) and used oil filters. All used motor oil must be placed in a screw-top container to avoid spills. Used oil filters must be placed in sealed plastic bags. Collection containers and heavy-duty plastic bags are available upon request. Please contact the WM Customer Care Center at (800) 423-9986 at least 24 hours in advance of 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: toxic, poison, combustible, corrosive, flammable or irritant. HHW 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 holiday trees beginning December 26, through the second Friday in January, at no additional charge. After this period, trees will be collected as a bulky item.

- Holiday trees must be removed from stands.
- Trees longer than six (6) feet must be cut in half.
- 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.

Back Yard Service

WM provides Qualified Disabled Cart Customers with backyard service at no additional charge. Drivers will assist by taking carts out to the curbside for service and return the carts to the designated location. To learn more and find out if you are eligible to subscribe, please contact WM Customer Care Center at (800) 423-9986.

Non-qualified cart customers may request backyard service at an additional cost.

Temporary Bin & Roll-Off Service

Large bins are available for rent to help you dispose of waste from home remodeling, landscaping, roofing or other big household projects. For rates and other information, please call WM Customer Care Center at (800) 423-9986.

Additional Service Offerings

WM will be scheduling the following community events. Check out the City of Eastvale website and social media, WM bill messages, and the local WM website home.wm.com/eastvale for dates and locations:

Community Cleanup | Document Shredding

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 (January 1st)
- Memorial Day (last Monday in May)
- Independence Day (July 4th)
- Labor Day (first Monday in September)
- Thanksgiving Day (fourth Thursday in November)
- Christmas Day (December 25th)

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

CUSTOMER SERVICE

Do More With My WM

Powerful My WM online capabilities are available to help you manage your service online. Pay your bill online, sign up for paperless billing, chat with an agent, view your pickup schedule, and more by signing up for your account today. Visit wm.com/us/en/user/register or scan this QR code.

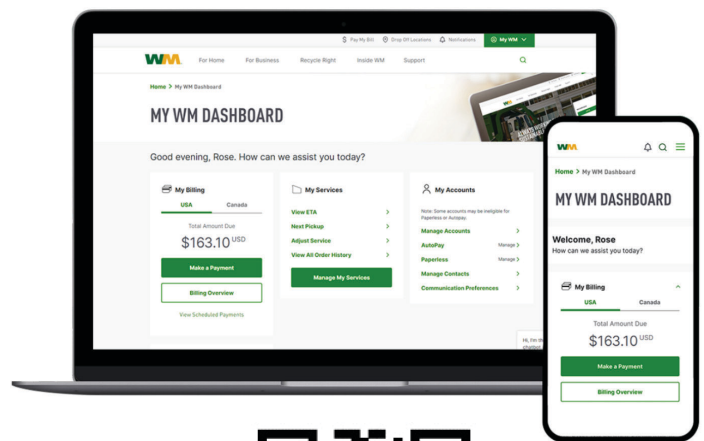
Access all the functionality of your My WM account on your phone via the My WM app available for either iOS (iTunes App Store) and Android (Google Play) phones.

Phone: WM Customer Care Center (800) 423-9986

Monday – Friday 8 a.m. to 5 p.m.

Saturday 8 a.m. to Noon

Local website: home.wm.com/eastvale



For updates and additional information, please visit home.wm.com/eastvale or scan this QR code.

With the new service contract, all single-family homes with individual cart service will receive new SB 1383 compliant carts. See below you will find what you can and can't place in your organics (green waste), recycling cart, and trash cart.

What Goes in the Organics Cart:



FOOD WASTE &
FOOD SOILED PAPER



YARD WASTE



PRODUCE



MEAT, FISH & POULTRY



DAIRY



BREAD, PASTA, RICE,
GRAINS, COFFEE GROUND
& 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

What Goes in the Recycling Cart:



PLASTIC BOTTLES &
CONTAINERS



FOOD & BEVERAGE
CANS



GLASS BOTTLES &
CONTAINERS



FOOD & BEVERAGE
CARTONS



PAPER



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 Cart:



FOAM CUPS &
CONTAINERS



GARDEN HOSE



BROKEN CERAMIC
DISHES & POTS



CANDY, SNACK &
FOOD WRAPPERS



PLASTIC BAGS
OR FILM



DIAPERS



PET WASTE



CLOTHING &
TEXTILES



DO NOT INCLUDE:

ORGANICS/RECYCLABLES
HAZARDOUS WASTE
ELECTRONICS
BATTERIES, TIRES OR PAINT
FLAMMABLE MATERIAL