

City of Eastvale

2025-26 Residential Waste and Recycling Service Guide



Dear Eastvale Residential Customers,

We're proud to be your service provider and are committed to delivering reliable, courteous curbside service that helps keep Eastvale safe, clean, and green.

This guide provides an overview of your residential services—including waste, organics, and other collection programs—and supports the City of Eastvale's efforts to comply with Senate Bill 1383 (SB 1383).

SERVICE INFORMATION

WM Cart Service Overview

As part of your automated pick-up service, WM provides 95-gallon trash, recycling, and organic waste carts.

Cart Colors & Uses

Trash – Gray cart with black lid

Recycle – Gray cart with blue lid

Organic Waste – Gray cart with green lid



Weekly Collection

Residential weekly collection will continue on your scheduled service day.

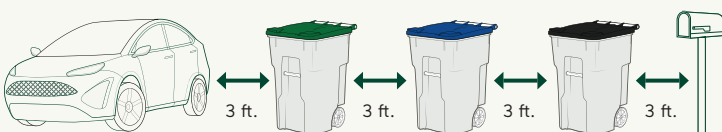
To support efficient service and environmental goals, customers are asked to separate their materials into three categories:

- Trash
- Recyclables
- Organics (including food and yard waste)

Proper separation helps ensure smooth collection and compliance with local regulations.

Proper Cart Placement

Remember to place your carts at least 3 feet apart and 3 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.



Set-Out Guidelines for Weekly Collection

To ensure smooth and efficient service, please follow these simple steps:

- Place all materials—trash, recyclables, and organic waste—inside the appropriate containers with the lids fully closed.
- Loose items outside the bins will not be collected.
- Have your bins ready for service by 6:00 a.m. on your scheduled collection day or place them out the night before.



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.

- Residents may request additional trash carts for a nominal fee.
- If your trash, recycling, or organic waste cart is cracked or broken, you're eligible for a free replacement.

To order additional carts or request a replacement, home.wm.com/eastvale or contact WM directly.

Holidays

WM observes the following holidays.

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

If a holiday falls on a weekday, collection shifts by one day for the rest of the week. For example, Thursday service moves to Friday, and Friday to Saturday. No delays for weekend holidays.



WM Customer Care Center (800) 423-9986
home.wm.com/eastvale



Bulk Item Collection

Residents with curbside cart service are eligible for three free bulky item pickups per calendar year. Additional pickups are available for a small fee. To schedule a bulk pickup, simply visit home.wm.com/Eastvale or contact WM directly at least 48 hours before your regular collection day. Each bulky item pickup request may include:

- Up to 6 bulky items, or Up to 10 bags (32-gallon size)
- Bulky items 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.



Used Motor Oil Curbside Collection

WM offers free weekly pickup of up to two (2) gallons of residentially generated used motor oil and used oil filters. To ensure safe and efficient collection:

- Place used motor oil in a screw-top container to prevent spills.
- Seal used oil filters in plastic bags before placing them out for pickup.

To schedule a pickup, simply log in to your My WM account or contact WM directly.

Safe, Simple Sharps Disposal — Right from Home

WM makes it easy for Residential customers to safely dispose of used needles and other sharps. With our convenient mail-back program, you'll receive a puncture-resistant sharps container delivered to your door. Once it's full, just place it in the pre-paid return box and send it back. It's a secure, environmentally responsible way to protect your household and community.

Program Details

- One (1) free container per year for standard Residential customers
- Only one (1) container may be requested at a time
- Additional kits are available for a nominal fee

To request a sharps container, please contact WM.

Backyard Service for Qualified Customers

WM offers complimentary backyard service for customers with qualifying disabilities. Drivers will bring carts to the curb and return them to a designated location after collection.

Residents may also subscribe to backyard service for a monthly rate. Check eligibility or subscribe via your My WM account or by contacting WM directly.

Household Hazardous Waste

WM does not directly collect or dispose of household hazardous waste (HHW). These are items labeled as toxic, poison, combustible, corrosive, flammable, or irritant.

Common examples include paint (latex and oil-based), pesticides, pool chemicals, batteries, solvents, and explosives.

To safely dispose of HHW, please contact the Riverside County Waste Management Department at (800) 304-2226 or (951) 486-3200 or visit <http://www.rcwaste.org/hhw> for details on their programs and collection sites.



Holiday Tree Collection Program

WM offers free curbside collection and recycling of natural, undecorated holiday trees for two weeks starting December 26th each year. After this period, trees will be collected as a bulk item.

Preparation Guidelines:

- Remove tree stands
- Cut trees over six (6) feet into smaller sections
- Remove all decorations: ornaments, lights, garlands, tinsel, and flocking
- Flocked trees cannot be recycled and will be collected as trash



Community Events

In partnership with the City of Eastvale, WM proudly offers the following free community events:

- **Annual Neighborhood Clean-Up & Document Shredding Events (2 per year)**

For event dates and locations, visit:

- City of Eastvale Website <https://www.Eastvale.ca.us>
- WM Eastvale Website: home.wm.com/Eastvale

Temporary Bin & Roll-Off Service

Temporary 3-yard bins and roll-off service are available for rent to help you dispose of waste from remodeling, landscaping, roofing, or other big projects. For rates and other information, please contact WM.



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SB 1383: Mandatory Organic Waste Collection in California

California law requires all residents to separate organic waste. Place food scraps, food-soiled paper, and yard trimmings in your green organics cart. Learn more: calrecycle.ca.gov/organics.

Keeping It Clean

SB 1383 Contamination and Overage Monitoring. SB 1383 requires all California cities, including Eastvale, to begin implementing enforcement programs starting January 2024. These programs focus on monitoring recycling and organics carts for contamination. At the same time, WM will monitor carts for overfilling to ensure safe, efficient service and prevent materials from spilling onto the street.

What Is Contamination and Overfilling?

- **Contamination:** Placing non-acceptable items in the wrong cart.
- **Overfilling:** When a cart lid cannot fully close due to excess material.
- **Cart Monitoring:** Beginning January 2026, WM will use Smart Truck® Technology to photograph and document cart contents during collection. If contamination or overfilling is detected, you'll receive a notification. Repeat issues within 12 months may lead to further action to ensure proper sorting and compliance—and help avoid fines



Overage Monitoring

WM uses Smart Truck® Technology to monitor carts for overages. If a cart is consistently overfilled—such as when the lid won't close, or materials are left outside the container—the following steps will be taken:

- **Initial Occurrences:** The bin will be serviced if it's safe to do so. If not, the overage will be tagged and left behind.
- **Notification:** If serviced, you'll receive a notice with a photo of the overfilled bin and tips to help prevent future overages. Notifications will be sent by mail or email, depending on your preference.
- **Continued Overages:** If the issue persists, an overage fee may apply. WM may also reassess your service level and provide additional carts if needed.

Contamination Notifications and Follow-Up

The following enforcement measures will be implemented within twelve (12) 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
 - Overage Fee

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:

calrecycle.ca.gov/organics/slcp/collection/contamination.



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What Goes in the Organics Container:



Yard Waste



Food Waste



Produce



Dairy



Meat, Fish & Poultry



Bread, Pasta, Rice, Grains, Coffee Grounds



Food Soiled Paper, Coffee Filters & Tea Bags

Do Not Include:

Bioplastic or Compostable Plastic Bags

Plastic Bags or Film
Serveware/Utensils

Plastic Containers

Foam Containers

Hazardous Waste

Fats, Oils, or Greases



What Goes in the Recycling Container:



Paper



Plastic Bottles, Cups & Containers



Glass Bottles & Containers



Food & Beverage Cans



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



Loose Plastic Bags and Film



Clothing & Textiles



Broken Ceramic Dishes & Pots



Diapers



Pet Waste



Candy, Snack & Food Wrappers

Do Not Include:

Organics/Recyclables

Hazardous Waste

Electronics & CFL Bulbs

Batteries, Tires or Paint

Flammable Material



Billing & Payment Options

Residential services are billed quarterly by WM. You may pay online through your My WM Account, as a guest at www.wm.com/us/en/mywm/my-payment/verify, or you can pay by phone by calling the WM Customer Care Center.

Connect with WM

- **My WM Account:** My WM account makes it easy for you to pay your bills, set up autopay and paperless billing, view your service and holiday schedule, request services, and much more. Visit wm.com/mywm to get started.
- **My WM App:** Download the My WM App from the Google Play Store or the Apple App.
- **Live Chat:** Get immediate help at wm.com/support.
- **Local Website:** Visit home.wm.com/Eastvale for the latest service information and to connect with WM Support.
- **Phone:** You can also call our WM Customer Care Center at (800) 423-9986. Monday – Friday, 8 a.m. to 5 p.m.



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