

City of Glendale

2026 Business and Multifamily Service Guide



Your Service Provider is Changing

WM and Waste Resources are proud to announce the approval from the City of Glendale for WM to become the new service provider for Zone C, effective May 1, 2026.

Frequently Asked Questions

With this change in providers, are my services changing? Do I need to set up a WM account?

No, there are no changes to your trash, recycling, and organics services. Your account and service information will be automatically transitioned to WM.

Will my service day change?

WM will continue to provide service on your current collection day and frequency. If any adjustments to your schedule become necessary in the future, we'll make sure to notify you in advance, so you have time to prepare.

What do I do with my Waste Resources containers?

There are no immediate changes to your containers. Please continue to use your existing trash, recycle and organic waste containers.

Will my rate change on May 1, 2026?

No, there are no changes to the approved service rates because of this transition.

Service Overview

To comply with California recycling regulations under AB 341, and SB 1383, all Glendale's businesses and multifamily complexes are required to participate in the City's three (3) container waste collection system: black for trash, blue for recycling, and green for organics.

Getting Started

WM offers organic and recycling services tailored to meet State regulations and your business or complex's needs. If you'd like to learn more about available services, contact our WM Customer Service team to schedule a free site visit with a Recycling Coordinator.

How do I make changes to my service?

Customers can make changes to their service by contacting WM Customer Service

Chat: www.wm.com/support

Phone: (310) 366-7600 (Monday-Saturday, 7 a.m. to 5 p.m.)

Will there be any changes to my billing with WM?

Yes—if you were previously billed directly by Waste Resources, you will now begin receiving invoices from WM. Please note that your existing billing preferences will not transfer automatically. You will need to discontinue any automatic payment arrangements with Waste Resources and create a My WM profile at wm.com/mywm and select your preferred billing and payment options.

Instructions are included in this service guide and will be included with your next invoice.



business.wm.com/Glendale



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



Do Not Include:

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

Place your food scraps directly into your organics cart.

What Goes in the Recycling Container:



Plastic Bottles,
Cups & 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



Paper & Paper
Cups



Flattened Cardboard
& Paperboard

Place recyclables directly into your recycling cart - **Don't bag your recycling materials.**

What Goes in the Trash Container:



Foam Cups, Containers
& Straws



Garden Hose



Broken Ceramic
Dishes & Pots



Candy, Snack &
Food Wrappers



Do Not Include:

- Organics/Recyclables
- Hazardous Waste
- Electronics
- Batteries, Tires or Paint
- Flammable Material



Plastic Bags & Film



Diapers



Pet Waste



Clothing & Textiles



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BUSINESSES

Additional Services for Businesses

Bulky Item/E-Waste Collection

Glendale businesses and multifamily complexes are eligible for up to four (4) complimentary bulky item pickups per year. Each pickup may include up to four (4) bulky items or ten (10) bundles of green waste. Need more pickups or have extra items? Additional services are available for a small fee.

Accepted Items Include:

- Furniture: chairs, bagged mattresses, sofas
- Appliances: dishwashers, microwaves
- E-waste: TVs, computers, monitors
- Yard waste: tree branches, scrap wood

Items We Cannot Accept:

- Loose trash
- Household hazardous waste (such as paint, household cleaners, etc.)
- Spas, pianos, camper shells
- Items requiring more than two people to safely handle

Businesses or property managers can schedule a pickup by visiting wm.com/mywm, using the My WM Mobile App, or calling our Customer Service team.

Additional Services Available

Locking Containers

Need added security? Locking bins and service are available for an additional charge.

Holiday Tree Collection

WM will collect holiday trees from multifamily complexes on regular service days from December 26 through the third Saturday in January at no additional cost.

To ensure trees are properly recycled:

- Place them near, but not inside or in front of collection containers.
- Remove all decorations, including tinsel, lights, ornaments, and tree stands.

Scout Service

If your containers need to be relocated for pickup, Scout Service is available for an additional fee.

Free Compost for Glendale Residents

The City of Glendale hosts periodic Compost Giveaway events just for residents!

Bring your shovels and containers and scoop up fresh compost to enrich your home garden. Event dates will be announced in advance on our website home.wm.com/Glendale

Holiday Schedule

Collection does not occur on the following holidays:

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

When a holiday falls on a weekday, collection will be delayed for one day for the remainder of the week. If a holiday falls on a Saturday or Sunday, there will be no delay in service.



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SB 1383 Compliance for Businesses and Multifamily Complexes

To comply with SB 1383 regulations and support organic waste recycling, businesses and multifamily complexes are required to:

- Provide access to organic waste containers in all waste disposal areas (excluding restrooms)
- Ensure your location has the adequate number, size(s), and location(s) of containers and that containers are properly labeled or color-coded for correct waste sorting
- Conduct regular inspections for contamination and educate employees as needed
- Educate employees/contractors and customers/tenants on proper waste sorting
- Provide sorting information to new tenants within fourteen (14) days of their occupancy

Tier One & Tier Two Edible Food Generators

As part of SB 1383, businesses classified as Tier One and Tier Two Edible Food Generators in Glendale must recover the maximum amount of edible food that would otherwise be disposed of, by contracting food donation with food recovery organizations or services and maintaining donation records. For a list of edible food recovery organizations in Glendale, visit the City's website, glendaleca.gov/government/departments/public-works/integrated-waste-management/businesses/edible-food-recovery.

Tier One

- Food Distributors
- Food Service Providers
- Grocery Stores and Supermarkets (10,000 sq. ft.+)
- Wholesale Food Vendors

Tier Two

- Healthcare Facilities with an on-site food facility and 100+ beds
- Hotels (with at least 200 rooms and an on-site food facility)
- Large Venues/Events (2,000+ daily visitors)
- Local education agencies with an on-site food facility
- Restaurants (5,000 sq. ft.+ or 250+ seats)

Invoices & Payments

Customers receive monthly invoices and have several convenient ways to pay:

Online: Visit business.wm.com/Glendale, My WM or the My WM App

By Mail: WM, P.O. Box 541065, Los Angeles, CA 9054-1065

By Phone: Call (310) 366-7600

Connect With WM

Visit Your Community Website

Find service information, pickup schedules, and more at business.wm.com/Glendale.

Manage Your Account with My WM

Sign up at wm.com/mywm or download the My WM App from Google Play or the Apple App Store to view schedules, pay bills, and request services.

Let's Chat

Visit us at wm.com/support to chat with our virtual assistant or connect with one of our customer service representatives.

Give Us a Call

WM Customer Service at (310) 366-7600
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