



# Merced County 2025 Franchise Agreement FAQ

**1. What changes can we expect in the Merced County franchise agreement with WM in 2025?**

The new franchise agreement between Merced County and WM takes effect on July 1, 2025, introducing updated services and pricing. A key change is the addition of food waste collection to comply with Senate Bill 1383. Recycling and organics service will be provided to all residential customers in mandatory service areas.

**2. Why is Merced County adopting food waste collection?**

California businesses and residents are required to comply with Senate Bill 1383, which aims to divert organic waste from landfills and reduce climate pollutants. Implementing food waste collection helps Merced County meet these statewide goals while supporting a more sustainable future.

**3. When will the new services and curbside containers be delivered?**

WM will begin delivering new recycling (blue) and organics (green) carts in June 2025. Weekly curbside collection for all three carts (trash, recycling, and organics) will begin on July 1, 2025.

**4. What will be the frequency of collection for the new services?**

Trash, recycling, and organics will all be collected weekly on designated service day.

**5. What should go into the organics cart?**

The green organics cart is for yard trimmings, food scraps, and food-soiled paper (e.g., napkins, pizza boxes). A detailed sorting guide is available online at [home.wm.com/merced-county](https://home.wm.com/merced-county).

**6. What happens if I place unacceptable items in the recycling or organics carts?**

SB 1383 requires Merced County to monitor carts to ensure proper sorting. If your cart contains contamination (unacceptable items), WM will issue warnings. After two warnings, a contamination fee of \$15.00 may be charged. You can view notices and track issues through your WM account at [wm.com/account](https://wm.com/account) or the My WM app.

**7. How does cart monitoring work?**

WM uses Smart Truck® technology to capture images of cart contents as they're serviced. This helps identify contamination and improve service efficiency. If your cart is overloaded or contains unacceptable material, you'll receive a notification.

**8. What if my container is overfilled or I need additional capacity?**

If you regularly exceed your cart's capacity, contact WM at **(800) 369-4999** to explore options for larger carts or additional service.

**9. Will my garbage collection schedule change?**

Your service day will remain the same, but beginning July 1, 2025, you must set out

all three carts (trash, recycling, and organics) weekly for collection. Use the My WM app or the mailed service calendar to confirm your service schedule.

**10. How does organics service benefit the environment and our community?**

Organics collection keeps food waste out of landfills, reducing methane emissions—a potent greenhouse gas. These materials are instead turned into compost or mulch to support local agriculture, farmers, growers, or landscapers.

**11. Will there be a cost associated with the new carts or services?**

Yes. Under the new Merced County agreement, recycling and organics services are billed separately from standard trash service. For residents in mandatory service areas, the monthly charges are:

Recycling service: \$9.88/month

Organics service: \$8.07/month

These charges will appear as separate line items on your WM invoice. Rates may vary based on your service area and cart size. To confirm your property's service area and review rates, visit the Merced County [website](#) or call WM at (800) 369-4999.

**12. What accommodations are available for seniors or residents with disabilities?**

Discounts and carry-out services are available for qualifying senior residents. To learn more about available discounts and services and to apply, please call WM at (800) 369-4999. Documentation will be required to confirm eligibility.

**13. What if I don't generate much organic waste or yard trimmings?**

All households in mandatory areas will receive a 96-gallon green organics cart. If you don't fill it weekly, you can set it out only when needed. Participation is required to comply with SB 1383.

**14. Can I opt out of the organics collection service?**

Residents in mandatory service areas cannot opt out of recycling or organics service. These services are part of the statewide SB 1383 compliance effort and are included with your regular waste bill.

**15. Can residents in non-mandatory areas still participate?**

Yes. Residents in non-mandatory service areas may add recycling and organics collection for a monthly fee. Call (800) 369-4999 to sign up for these services.

**16. Will this affect my trash bill?**

Yes. Rates were updated for the 2025 program rollout and reflect the addition of recycling and organics service. Your rate will depend on your service areas and the size of your trash cart.

**17. Who can I contact if I have questions or concerns?**

Please call WM at (800) 369-4999, visit [wm.com](#), or use the My WM app to manage your services, view alerts, and find your collection schedule.