

### Manure Service

WM offers a “clean manure only” recycling program. This program composts manure to help reduce landfill waste. Visit [www.wm.com/myaccount](http://www.wm.com/myaccount) or contact WM Customer Service to subscribe.

### Manure Cart Service

Residents can subscribe to the manure cart service, which includes one 96-gallon cart for a reduced rate of \$31.49 per month..

### Manure Non-Collection

If a manure cart is too heavy to collect safely, we’ll attach a non-collection notice and return by noon the next day with the right equipment. If a 96-gallon manure cart is consistently too heavy, you can choose to use two 64-gallon carts at the same cost as one 96-gallon cart. This option is only available for manure collection services.

### Manure Bin and Roll-off Service

For larger volumes of manure, WM offers a 2-cubic yard manure commercial bin with scout manure service options starting with once (1x) a week service to five times (5x) a week. If you need manure scout service, it’s available at no charge. Contact WM to request this service.

For customers with substantial volumes of manure, WM offers 7- or 10-yard roll-offs. Service options range from once (1x) a week up to five times (5x) a week. For rates and additional information, please contact WM.

### Avoid Contamination: Only Clean Manure

Please only deposit clean manure in containers. Do not put trash, yard waste, food waste, rocks, dirt, feed, bailing twine, plastic bags or covers, or feed bags in your manure container(s).

### Temporary Bin & Roll-Off Service

You can rent a temporary 3-yard bin or roll-off service for your home remodeling, landscaping, roofing, or other large household projects. Contact the WM for rates and more information.

### Home Compost Bins and Kitchen Food Waste Pails

WM will promote home composting of organic waste by making home compost bins and kitchen food waste pails available to residents who request them.

### Community Events

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

- Annual Community Clean Up and Document Shredding Events (2 per year)
- Bulk Mulch and Compost Giveaway

Check out the City of Norco’s website and social media, WM bill messages, and the local WM website [home.wm.com/norco](http://home.wm.com/norco) for dates and locations.

### 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**

### Connect with WM

- 1. 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](http://wm.com/mywm) to get started.
- 2. My WM App:** Download the My WM App from the Google Play Store or the Apple App.
- 3. Live Chat:** Get immediate help at [www.wm.com](http://www.wm.com).
- 4. Local Website:** Visit <https://home.wm.com/norco> for the latest service information and to connect with WM Support.
- 5. In Person:** Visit our WM Norco Office at 1640 Second Street, Suite 201, Norco, CA, Monday – Friday, 8 a.m. to 5 p.m.
- 6. Phone:** You can also call our WM Customer Care Center at (800) 423-9986. Monday – Friday, 8 a.m. to 5 p.m.

### A Quick Reference to Your Waste and Recycling Containers

#### What Goes in the Recycling Container:



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

#### What Goes in the Organics Container:



Place organics materials directly into your organics cart - **To reduce odor, put food waste in a paper bag.**

#### What Goes in the Trash Container:



#### What Goes in the Manure Container:

- Keep manure clean and dry.
- Keep manure cart lid closed to minimize exposure to weather (rain, etc).

**Do Not Include:** trash, green waste, food waste, pet waste, rocks or dirt, horse shoes, feed bags or bailing twine, plastic bags, cans, glass bottles, needles or lancets



1640 Second Street, Suite 201  
Norco, CA 92860

**Important Information**  
About Changes to Your Waste, Recycling  
and Manure Services



## City of Norco

### Residential Waste and Recycling Service Guide

For this information in Spanish, visit <https://home.wm.com/norco>  
Para esta información en español, visite <https://home.wm.com/norco>



## Dear Norco Resident,

WM is honored to provide the City of Norco with reliable waste, recycling, organics, and manure collection services. Starting July 1, 2024, WM will offer enhanced services to Norco residential customers. This guide details these new and improved services to ensure compliance with Senate Bill 1383 (SB 1383).

### SB 1383: New Statewide Mandatory Organic Waste Collection

Starting January 1, 2022, SB 1383 requires all businesses, multifamily complexes, and residences to separate organic waste from trash and subscribe to an organics collection program. Organic waste includes food scraps, compostable food-soiled paper, and yard waste. For more details, please visit CalRecycle at [www.calrecycle.ca.gov/organics](http://www.calrecycle.ca.gov/organics).

#### Will My Cart Be Changed?

SB 1383 requires all waste carts in the state to have a uniform color scheme (see chart). All new cart orders, replacements, and exchanges will adhere to this color scheme. Although State mandates compliance by January 1, 2036, WM plans to meet this requirement by January 1, 2029. You will receive more details before your scheduled exchange.

#### Can I Select Smaller Carts?

Yes, 35-gallon and 64-gallon carts are available upon request. Please contact WM. Please allow up to one week for the exchange.

#### Will My Rate Change?

Yes, starting July 1, 2024, your new residential rate for the standard three-cart service will be \$33.41 per month. A senior and low-income residential rate is available for those who qualify. The new manure cart service rate will be \$31.49 per month. 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 trimmings) collection.

#### Do I Keep Paying my Bills to the City?

Starting July 1, 2024, your waste, recycling and manure services will be billed directly by WM. In addition to this billing change, WM will be your point of contact for customer service.

You will receive your final bill from the City of Norco for services through June 2024 by August 8, 2024. Your first WM bill will arrive in July. After that, your WM bill will arrive at the beginning of each month.

### SB 1383 Cart Monitoring and Enforcement

SB 1383 requires waste haulers to actively monitor recycling, organics, and manure carts for contamination. Your participation will help reduce contaminants, maintain clean organic waste streams, and ensure effective processing and composting of collected organic material.

#### Understanding Contamination and Monitoring

Contamination happens when unacceptable materials are put in the wrong cart. These contaminants can damage processing equipment, pose a danger to employees, and turn other recyclables and organics into trash.

We will monitor contamination using WM's Smart Truck® Technology. This technology helps meet SB 1383 requirements by taking photos and recording the waste in the cart as it's collected. If WM's Smart Truck® Technology detects contamination, the following actions will take place within any rolling twelve-month period of contamination.

#### First and Second Occurrence

- Contaminated container will be serviced.
- A notification letter with a photograph of the contaminated container and prevention instructions will be sent to the service address. The notice will also inform customers that a contamination fee may apply after the third occurrence. If the customer prefers email, the notification will be sent to the email address on file.

#### Third and Subsequent Occurrences

- Contaminated container will be serviced.
- A notification letter with a photograph of the contaminated container and correction instructions will be sent to the service address or email, depending on customer preference.
- A contamination fee will be applied.

If you have questions or concerns about which cart to dispose of a particular item properly, please visit [home.wm.com/norco](http://home.wm.com/norco)

#### Understanding Overages and Monitoring

WM's Smart Truck® Technology will monitor cart overages. If a cart is repeatedly overfilled, causing the lid not to close, and/or if materials are not contained in the cart, the following steps will be taken:

- The overfilled container will be serviced unless it cannot be done safely, in which case the overage will be tagged.
- If the overfilled container is serviced, a notification letter with a photograph of the container and instructions on preventing future overages will be sent to the service address. If the customer's preferred communication method is email, the notification will be sent to the email address on file.
- If overfilling continues, an overage fee may apply. Service levels may also be reassessed, and additional containers may be added.

### Service Information

Weekly Collection: Trash, Recycling, Organics, and Manure Collection Services

The weekly residential collection will continue on Mondays.

#### 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, organic waste, and manure in the appropriate containers and ensure the cart lid is closed.
- Cardboard that cannot fit inside the recycle cart can be placed beside the cart. It must be flattened and bundled together with twine or rope.
- Trash, recyclables (unless it is flattened cardboard bundled together with twine or rope), organic waste, and manure placed 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.

#### Bulky Item Collection

Residents may request a free pickup of three (3) bulky items, including electronic and universal waste items, or ten (10) 32-gallon bags three (3) times in a calendar year.

Bulky items include couches, mattresses, washers, dryers, refrigerators, and electronic waste. Mattresses must be wrapped in plastic or covered with a mattress cover. Universal waste consists of florescent light tubes, cell phones and household batteries - alkaline, nickel, silver, and mercury batteries ONLY. The following items will not be accepted as bulky items: car bodies, construction and demolition waste, tires, hazardous waste, or any other oversized items that two people cannot handle.

For a complete list of acceptable and not-acceptable items, please visit

[home.wm.com/norco](http://home.wm.com/norco).

#### Scheduling your Bulky Item Pickup

To schedule a bulky item pickup, visit [www.wm.com/myaccount](http://www.wm.com/myaccount) or contact WM Customer Service at least 48 hours before your regular collection day. If not, the pickup will happen on the next regular collection day.

#### Additional or Replacement Carts

You can ask for an extra recycle or organic waste cart at no extra cost. If you need more than two free carts, you can get additional carts for a nominal fee. You can also request extra trash and manure carts for a fee. If your trash, recycle, organic, or manure cart is cracked or broken, you can get a free replacement. You can order online at [www.wm.com/myaccount](http://www.wm.com/myaccount) or contact WM Customer Service.

### Move In/Out Collection Service

For new residential customers, WM offers a one-time, no-charge collection of recyclable packaging materials within the first three months of opening your account.

The recyclable materials must be flattened and bundled with twine or rope. Acceptable recyclable materials include cardboard boxes, packaging paper, and newspapers.

Do not include non-recyclable materials like plastic bags, plastic wrap, foam, and packing peanuts. If non-recyclable materials are set out for collection, it may count as one of your free annual bulky item pickups. Make sure recyclables are properly bundled for pickup by the WM team.

#### Household Hazardous Waste (HHW)

WM does not directly handle or dispose of household hazardous waste, which includes toxic, poisonous, explosive, corrosive, flammable, or irritant items such as paint, pesticides, pool chemicals, batteries, solvents, and other items. WM will not collect any solid or liquid household hazardous waste. To learn more about the Riverside County Waste Management Department's HHW programs and collection facilities, please contact (800) 304-2226 or (951) 486-3200, or visit [www.rcwaste.org/hhw](http://www.rcwaste.org/hhw).

#### Sharps Collection Program

To join the sharps collection program, visit [www.wm.com/myaccount](http://www.wm.com/myaccount) or contact WM Customer Service to order your container. When full, mail the container back for safe disposal using the pre-paid postage label. Residents get one container yearly at no extra charge, and senior residential accounts get two. Only one container can be requested at a time, and additional refills are available at a nominal cost.

#### Holiday Tree Collection Program

WM will collect and recycle natural, undecorated holiday trees for three weeks starting on December 26 each year at no additional charge. After this period, trees will be collected as part of bulky item pickup.

**Guidelines:** Remove trees from stands, cut trees over 6 feet into pieces, and ensure trees are decorations-free. Flocked trees cannot be recycled and will be collected as trash.

#### Back Yard Service

Qualified disabled customers can receive backyard service at no extra cost from WM. Drivers will help by taking carts to the curbside for service and returning them to an agreed-upon designated location. To find out more and see if you are eligible to subscribe, please contact WM Customer Service.

