

# City of Palmdale

## Residential Waste and Recycling Service Guide



### Proud to Service Palmdale

WM and the City of Palmdale are proud to present you with this updated service guide to your recycling, organic waste and trash collection services to comply with California State Senate Bill (SB) 1383. Services and rates are effective July 1, 2024.

### Residential Cart Service

Standard residential service includes one 96-gallon recycling cart, one 96-gallon organic waste (formerly green waste) cart, and one 96-gallon trash collection services. You may request additional recycling or organics carts, if needed. Additional trash carts are available for an additional charge. Please make sure to check the lid to confirm what goes in each container.

### Cart Service Reminders

1. Place all waste and recycling in the appropriate container and close the lid so that it fits tight to the cart body. Trash, organics, and recyclables left outside the carts will not be collected.
2. Place your carts at the curb by 6 a.m. on collection day. Emptied carts should be removed from curbside following service.
3. Roll carts curbside with the handles facing your home. Place carts at least three feet apart from other carts and objects.

### Holiday Schedule

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

### Why SB 1383?

SB 1383 aims to slow climate change by diverting organic materials from landfills, recovering 20% of edible food, and redirecting it to food-insecure Californians. Disposing of organic waste rather than composting it creates 20% of California's methane emissions. Methane is a climate super pollutant and is 84 times more potent than carbon dioxide.

### Container Color Transition

SB 1383 requires collection containers to be uniform in color across the state by 2036. In the City of Palmdale, carts and bins will gradually transition to the new color scheme to minimize disruption to your service. Ensure you check the lid or label for instructions on using the container correctly and avoid contamination. See below new color scheme.

#### Recycling



Your green cart [Old] or dark gray cart with a blue lid [New] is for recycling collection. Place items in your cart loose, not bagged.

#### Organic Waste



Your gray cart [Old] or dark gray cart with a green lid [New] is for organic waste collection. Place items in your cart loose, not bagged.

#### Trash



Your blue cart [Old] or dark gray cart with a black lid [New] is for trash collection.

[home.wm.com/Palmdale](https://home.wm.com/Palmdale)

WM Customer Service: (661) 947-7197



# 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

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



#### Do Not Include:

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

### What Goes in the Recycling Container:



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 Container:



Foam Cups &  
Containers



Garden Hose



Broken Ceramic Dishes  
& Pots



Candy, Snack &  
Food Wrappers



Plastic Bags & Film



Diapers



Pet Waste



Clothing & Textiles



#### Do Not Include:

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

## Additional Services

### Bulky Item Collection

Get four (4) free bulky item pick-ups of up to four (4) items each, per year at no additional charge. Additional pick-ups or additional items can be collected for an additional charge. You can schedule a bulky item pickup on the WM website, through the WM Mobile App for your Apple or Android device, or by calling Customer Service at least 48 hours in advance of your regular service day.



- **Acceptable Bulky Items** — furniture (chair, mattress, sofa), appliances (dishwasher, microwave), electronic waste (TVs, computers, DVD players), tree branches and scrap wood.
- **Non-acceptable Bulky Items** — household hazardous waste (such as paint, oil and batteries), spas, pianos, camper shells, items requiring more than two persons to safely handle.

### Extra Bags

Residential customers may place up to three (3) large bags, boxes, or barrels, of refuse at curbside for collection, up to two (2) times per year at no additional charge. Please contact Customer Service at least 48 hours in advance of your regular service day to schedule the bags for pick-up. Additionally, every April for Environmental Pride Week, and the first three weeks following December 26th, Residential customers may place up to (10) thirty-gallon bags of refuse at curbside for collection at no charge.

### Household Hazardous Waste (HHW)

The Antelope Valley Environmental Collection Center (AVECC), located at 1200 W. City Ranch Road in Palmdale, is open on the 1st and 3rd Saturday of each month, from 9 a.m. until 3 p.m., for residents to dispose of household hazardous waste at no cost.



- **Acceptable items include** — paint, oil, batteries, CFL bulbs, TVs, monitors, computers and printers.
- **Non-acceptable items include** — commercial or industrial hazardous waste.

### Landfill E-Vouchers

Residents with accounts in good standing receive two (2) visits to the Antelope Valley Recycling & Disposal Facility (1200 W. City Ranch Rd.) per year for trash disposal and one (1) visit per year for turf/soil disposal. Vouchers are paperless and are added electronically to each account on July 1st. The vouchers are valid for a period of twelve months. To redeem, residents will need to provide identification matching the account holder information at the landfill scale house. If someone will be using the voucher on a resident's behalf, the account holder must call Customer Service at (661) 947-7197 ahead of visit and provide the full name of the person approved to use their voucher so the account can be noted. The approved person using the voucher must show ID at the landfill to ensure it matches what was noted on the account. Acceptable materials for landfill visits include household trash, bulky items and/or green waste not to exceed one (1) ton or 2,000 lbs. per load. Non-acceptable items include commercial, industrial, or household hazardous waste (HHW).



### Street Sweeping

City of Palmdale street sweeping is provided by WM. To view your street sweeping day, visit <https://cityofpalmdale.org/173/Innovation-and-Environmental> or download the Recycle Coach App for your Apple or Android device.

[home.wm.com/Palmdale](https://home.wm.com/Palmdale)

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### Sharps

Residents can safely dispose of their sharps using WM's Sharps Mail Back Program. Contact Customer Service at (661) 947-7197 to order your no cost kit. A second kit is available for a \$5.00 co-pay upon request. Limit two (2) per year. Acceptable items include needles, lancets, and other sharps. Residents also have access to a free sharps disposal kiosk at the Antelope Valley Environmental Collection Center (AVECC), located at 1200 W. City Ranch Road in Palmdale.



### Holiday Tree Collection

Real, unflocked trees will be collected and recycled on customers' regular service days during the first two weeks in January at no additional cost. Please remove all decorations including tinsel, lights, ornaments, and tree stands. Trees can also be dropped off at the Antelope Valley Recycling & Disposal Facility (1200 W. City Ranch Rd.) for four weeks in January during hours of operation.

### Residential Oil Collection

Residents are entitled to one (1) collection per year of up to ten (10) gallons of used motor oil and up to five (5) used oil filters. To schedule a collection please call (800) 449-7587.



### Residential Shred Service Days

Document destruction services are available to City of Palmdale residents every second Saturday of every odd month at the Antelope Valley Recycling and Disposal Facility in Palmdale (1150 W. City Ranch Rd.) from 9 a.m.- 12 p.m. (subject to change). Proof of residency and account in good standing is required. No commercial waste accepted and a maximum of 5 bankers boxes are permitted. No metal clips, binders, or plastic cover sheets accepted. Due to holidays, there may be occasional changes to this schedule.





## Account Management, Discounts and Special Services

### Invoices and Payments

WM residential customers are billed for service on a quarterly basis. You can conveniently and securely pay your bill and manage your account on WM's website, [home.wm.com/Palmdale](http://home.wm.com/Palmdale), or through the WM Mobile App for your Apple or Android device. Payments can also be made by the following options:

- **Mail:** WM, P.O. Box 541008, Los Angeles, CA 90054-1008
- **In Person:** (check or money order only): 1150 W. City Ranch Rd., Monday-Friday, 8 a.m. to 5 p.m.
- **Phone:** (661) 947-7197

### Super Saver Program

Residential customers can request a 32-gallon "Super Saver" trash cart in place of their 96-gallon trash cart and will receive a 20% discount from standard trash service. Customers who opt for this service will have a smaller trash cart delivered and must return their larger trash cart. Ideal candidates for this program only fill their 96-gallon trash cart about 1/3 full on a weekly basis.

### Low Income Senior Discount

WM offers a reduced monthly service charge for qualified low-income senior citizens with a single family residence. To apply, please download an application from [home.wm.com/Palmdale](http://home.wm.com/Palmdale) or contact Customer Service at (661) 947-7197.

**Note:** The low-income senior discount does not apply to the residents with Super Saver 32-gallon trash service.

### Annual Payment Discount

WM offers a 5% discount to residential customers who pay for service in one annual payment.

### Walk-Out Service for Disabled Customers

WM offers a walk out service at no charge for qualified disabled customers with a single-family residence. To request this service, contact Customer Service at (661) 947-7197.

### Monthly Residential Service Rates

Service rates\* are effective July 1, 2024, through June 30, 2025.

Service	Rate
Standard Service	\$40.22 Per Month
Low Income Senior Rate	\$32.19 Per Month
Super Saver (32-Gallon) Rate	\$32.19 Per Month
Mobile Home Service	\$38.80 Per Month
Additional Trash Cart	\$22.44 Per Month
Additional Recycling/Organics Cart	No Charge
Additional Bulky Item	\$33.23 Per Pickup
Account Reactivation Fee (if carts are removed for nonpayment)	\$120.78 Per Instance
Contamination Fee (Recycling and Organics)	\$26.97 Per Instance

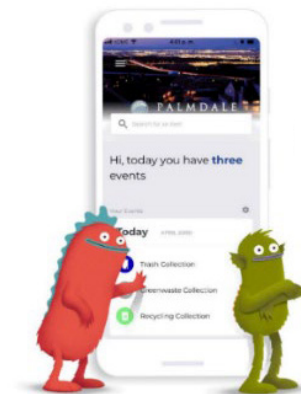
\*All service rates include street sweeping (unless service is on a private road or is otherwise excluded by the City of Palmdale).

(1) Super Saver rate includes one 32- gallon trash cart, one 96-gallon recycling cart, and one 96-gallon organics cart.

## Recycle Coach

Palmdale residents are encouraged to download the Recycle Coach App to help them stay up to date on local recycling information within the City including:

- Trash and Street Sweeping Reminders
- Special Collection Events
- Report Potholes, Traffic Signal Outages, Illegal Dumping, Graffiti and More!



**Never miss a collection again.**

Download the FREE app on your app store today!



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

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