

# San Joaquin County 2025 Franchise Agreement FAQ



- **What changes can we expect in the San Joaquin County franchise agreement with WM in 2025?** The new franchise agreement between San Joaquin County and WM took effect on January 1, 2025, introducing updated services and pricing. The key change includes the addition of food waste collection to comply with Senate Bill 1383. Recycling service will also be provided to all San Joaquin County residents in your area.
- **Why San Joaquin is adopting food waste collection?** California businesses and residents are required to comply with SB 1383, which aims to divert organics waste from landfills and reduce short-lived climate pollutants. By implementing food waste collection, San Joaquin County is supporting statewide efforts to cut greenhouse gas emissions and combat climate change.
- **When will the new services and curbside containers be delivered?** New recycling and organics carts will be delivered to customers starting in March 2025, with curbside collection set to begin on April 1, 2025.
- **What will be the frequency of collection for the new services?** Municipal solid waste (trash), recycling, and organics collection will be provided on a weekly basis, on the same service day.
- **What should go into the organics carts?** The new organics cart should be used to dispose of residential yard trimmings—such as branches, leaves, and grass clippings—as well as food scraps and food-soiled paper products. For a detailed sorting guide, please refer to the service brochure mailed to your residence in December 2024.
- **What happens if I place unacceptable items in the recycling or organics carts?** California SB 1383 requires jurisdictions to monitor the contents of curbside carts to ensure waste is properly sorted and materials can be diverted from landfills. If your cart is found with contamination (unacceptable items), you could be charged 25% of your total bill after receiving two warning letters. You can sign up for service alerts and review incidents at [wm.com](https://wm.com).
- **How the monitoring works?** WM uses Smart Truck® technology to help San Joaquin County monitor carts and improve service efficiency. Equipped with truck-mounted cameras, our trucks capture footage of containers as they are tipped into the truck during collection. Our technicians review the footage to ensure materials are correctly sorted and collected. If your container is overloaded or contains unacceptable items, we will notify you. After two notifications fines will apply.
- **What if my container is overfilled or I need additional capacity?** If you need more room to dispose your waste, please contact WM at (209) 369-8274. Our support team can help you better utilize your current carts or increase your service level.

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- **Will my garbage collection change?**

Garbage collection will not change. However, beginning on April 1, 2025, you should place all three carts (trash, recycling, and organics) for curbside pickup every week on your service day. Use the calendar mailed to you or the My WM app to check your service schedule.

- **How will the organics service benefit the environment and the community?**

Collecting food scraps and food-soiled paper helps divert organic waste from landfills, reducing the emission of short-lived pollutants that contribute to climate change. By transforming these materials into nutrient-rich compost and mulch, we support local agriculture and promote a more sustainable environment.

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

Yes. San Joaquin County and WM have established a bundled monthly rate to provide all customers with three carts for waste, recycling, and organics collection. Rates will vary per cart size: 35-gallon (\$41.27), 64-gallon (\$57.58), and 96-gallon (\$63.94).

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

San Joaquin County has authorized WM to offer a 20% discount for senior residents and a 30% discount for qualifying low-income residents. Call us at (209) 369-8274 to apply. Required documentation includes proof of age for seniors and proof of income for low-income applicants.

- **What if I don't generate much organic waste or don't have yard trimmings?**

Organics carts are provided in a standard 96-gallon size, with no smaller options available. If you don't fill your cart every week, you can set it out for collection only when needed. Organics collection is part of a statewide mandate to reduce landfill waste and combat climate change, and both residents and businesses are required to comply.

- **Can I opt out of the organics collection service?**

San Joaquin County enforces mandatory recycling and organics sorting. All residents with waste collection service will automatically receive recycling and organics carts. These services are included in your quarterly bill at no additional cost.

- **Will this affect my trash bill? If so, how?**

The San Joaquin County SB 1383 program and rates took effect in January 2025. Residents will see updated rates on their 2025 bills to reflect the new program requirements: 35-gallon (\$41.27), 64-gallon (\$57.58), and 96-gallon (\$63.94).

- **Who can I contact if I have questions or concerns?**

Please contact WM Customer Care at (209) 369-8274. Additionally, you can set up your WM account at [wm.com/login](https://wm.com/login) or download the My WM app to manage your services anytime, anywhere, from any device.