

# SHASTA COUNTY ORGANICS COLLECTION

## Frequently Asked Questions



### **What changes can we expect in the Shasta County, CA when WM starts collecting organics?**

Shasta County Organics Services will start on Oct 6, 2025, introducing updated services and pricing. A key change is the addition of organics collection to comply with California State Senate Bill 1383. Organics service will be provided to all residential customers in addition to commercial customers and multi-family dwellings within a specific boundary.

### **Why is Shasta County, CA adopting organics collection?**

California businesses and residents are required to comply with Senate Bill 1383, which aims to reduce greenhouse gas emissions by requiring businesses and multi-family residential dwellings to arrange for organics services.

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

WM will begin delivering new organics (green) carts on September 15, 2025. It is expected to take approximately three weeks to complete deliveries across the county. Weekly curbside collection for trash and organics will begin on October 6, 2025.

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

Trash and organics will be collected weekly and recycling will begin to be collected bi-weekly on designated service day.

### **What should go into the organics cart?**

The green organics cart is for food-scrap, food-soiled paper (like used napkins, coffee filters) and yard trimmings. A detailed sorting guide is available online at [home.wm.com/shasta-county](https://home.wm.com/shasta-county).

### **What happens if I place unacceptable items in the organics or recycling carts, or overfill the all three carts?**

If your cart contains contamination (unacceptable items), or is overfilled, WM will issue warnings. After two warnings, a contamination fee of may be charged. Starting October 6, only warnings will be issued when contamination or overfilled carts are found. Starting December 8, charges will begin after two warnings.

You can view notices and track issues through your WM account at [wm.com/account](https://wm.com/account) or the MyWM app.

### **How does cart monitoring work?**

Senate Bill 1383 requires all California businesses, multifamily complexes and residences to sort food scraps, food-soiled paper, and yard debris from trash and recycling, and subscribe to organics and recycling collection service.

The intention of the law is to reduce organic and recyclable materials going to the landfill, and allowing those materials to become something new. This helps you and your community. WM uses Smart Truck® technology to capture images of cart contents as they're serviced. This helps identify contamination and improve service efficiency.

## SHASTA COUNTY ORGANICS COLLECTION: Frequently Asked Questions

---

### How does organics service benefit the environment and our community?

Organic sorting and collection reduces the amount of waste sent out to landfills and helps prevent pollution and greenhouse gas emissions caused by decaying organic material.

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

Yes. Organics, recycling and trash services are billed at a new rate:

Bundle Service – 64 gallon MSW with up to two 64 gallon Recycling, one 96 gallon Organics: \$46.83/month

Bundle Service – 96 gallon MSW with up to two 64 gallon Recycling, one 96 gallon Organics: \$51.97/month

Senior Bundle Service – 64 gallon MSW with up to two 64 gallon Recycling, one 96 gallon Organics: \$18.73/month. Limit 1 senior cart rate per account or Additional containers can be added at standard rate.

Rates may vary based on your service area and cart size. To confirm your property's service area and review rates, call WM at 530-999-6045.

### What if I don't generate much organic waste?

All current residential customers will receive a 96-gallon green organics cart. All current commercial customers will receive a 64-gallon green organics cart. If you don't fill it weekly, you can set it out only when needed.

### Are there changes to recycling or garbage service?

Yes. Recycling will start to be collected every other week. A service calendar will be mailed prior to change in service frequency. Trash will continue to be collected weekly.

### Can I opt out of the organics collection service?

Residents cannot opt out of organics service with WM but do have the option to self-haul if they don't wish to have WM as a service provider. These services are part of the statewide SB 1383 compliance effort and are included with your regular waste bill.

### Who can I contact if I have questions or concerns?

Organics cart/service questions? Call/email 530-999-6045, [ShastaCountyOrganics@wm.com](mailto:ShastaCountyOrganics@wm.com)

For all other customer service/billing questions call the regular toll-free number 800-479-8101 visit [wm.com](http://wm.com), or use the My WM app to manage your services, view alerts, and find your collection schedule.

