

CONTAMINATION AND OVERAGE MONITORING PROGRAM STARTS SEPTEMBER 1, 2023.



In 2022, Senate Bill 1383 (SB 1383) went into effect requiring everyone in the State of California to have organics and recycling collection services and to sort their waste properly. Jurisdictions like Oro Loma Sanitary District are also required to monitor and enforce these requirements. The goal of the mandate is to reduce greenhouse gas emissions by keeping compostables and recyclables out of the landfill, which helps create a sustainable future for the next generation.



HOW DOES THE PROGRAM WORK?

WM will use WM Smart TruckSM technology to photograph overfilled containers and/or contaminants in your collection containers and will send a notification with a photograph explaining what was found, along with tips to avoid overage and/or contamination charges in the future. Refer to the enclosed FAQs to learn more about this technology. A “what goes where” flier is also included to help avoid contamination.

Starting September 1, 2023, WM will begin sending monitoring notices, but you will not receive additional charges until after January 16, 2024.



CHARGES BEGIN JANUARY 16, 2024

Beginning January 2024, additional charges will be implemented after two warnings when contamination and/or overfilled containers are found. These charges help offset costs associated with processing and disposal.

Charges apply after two warnings per waste stream per incident type

| Contamination | 1st & 2nd Incidents | 3rd Incident | Overage | 1st & 2nd Incidents | 3rd Incident |
|---------------|---------------------|--------------|---------|---------------------|--------------|
| Recycling | No Charge | \$25 | Trash | No Charge | \$12 |
| Organics | No Charge | \$25 | | | |

Four chargeable incidents may result in your trash cart being upsized to the next size to manage your trash volume. If you already have the largest trash cart, another 95-gallon trash cart will be delivered and added to your service.



HOW DO I AVOID THESE ADDITIONAL CHARGES?

Please refer to the recycling and organics sorting guide included with this letter.



Place only empty bottles, cans, paper, and cardboard into your recycling cart. Do not bag recyclables.



Place only food, food soiled paper, and yard trimmings into your organics cart. Do not use plastic bags, including those labeled compostable or biodegradable.

To Learn More About Sorting Properly Join Us for Our Trash Talk Sessions

Visit oroloma.org/trash-talk-waste-sorting-sb1383



AVOID OVERFILLING CONTAINERS

Keeping the lids closed on your containers reduces litter in our streets and pollution in our storm drains, helping keep OLSD clean and green.

Overfilled containers a problem? Call WM at 510-613-8710 to explore your options.

Visit oroloma.wm.com for information.

Español 中国人 中國人 Tiếng Việt Filipino



IS THIS THE FIRST TIME CAMERAS HAVE BEEN USED ON A WM COLLECTION TRUCK?

No, WM has used cameras on trucks for over 10 years. We use mounted cameras to improve safety by assisting our drivers with rear and side-view perspectives, and documenting driving incidents and detecting overfilled commercial containers.



HOW CAN YOU TELL IF A CONTAINER IS CONTAMINATED OR IS OVERFILLED?

Mounted cameras record the containers serviced.

The pictures (right) show the contaminated contents of a recycling container that was just collected from a service address and placed in our truck. The cameras will also detect overfilled containers at the time of collection.

CONTAMINATED RECYCLING



Plastic Bag

Electric Lamp



WHAT HAPPENS WHEN WM SMART TRUCKSM TECHNOLOGY DETECTS A SERVICE ISSUE?

A dedicated team of service consultants reviews the images from each route daily. They look for overfilled and contaminated containers and a customer notification is generated and/or a charge is applied to a service account if contamination or overages are found.

SAMPLE OVERAGE PHOTO



Overfilled Cart



WHAT ABOUT PRIVACY?

WM will not share the images or customer information with third parties for marketing or data mining. The photographs or videos are used to educate and inform customers and the district to improve collection service, recycling, and divert materials away from the landfills.



WHAT QUALITY CONTROL IS IN PLACE TO ENSURE ACCURACY?

Our service consultants are trained to carefully identify overages and contamination. We have standard protocols for assessing every situation with built-in checks and balances to ensure accuracy.



CAN A CUSTOMER DISPUTE A CHARGE?

Yes, customers can contact customer service. The customer service phone number, 510-613-8710, is provided in the email or letter notifying a customer of an overage or contamination incident. Trained staff will review the incident images with the customer. If we made a mistake, the charge will be removed and our records will be updated to avoid the error in the future.



WHAT GOES WHERE

For more information visit: www.OroLoma.org.



LANDFILL

BASURA RÁC
填埋場垃圾

Keep Recyclables and Compostables out.



TO GO CONTAINERS & MICROWAVABLE FOOD TRAYS



FOOD & DRINK PACKAGING



HOUSEHOLD ITEMS

Hangers/wires (tanglers), clothes, diapers/pet waste, toys, dishware & furniture

RECYCLABLES

RECICLABLES TÀI CHẾ
可回收物

Keep liquid, compostables, and landfill materials out.



PAPER & CARDBOARD
Must be dry



CANS

Must be empty



BOTTLES

Must be empty

COMPOSTABLES

COMPOSTABLES PHÂN HỮU CƠ
填埋場垃圾

Keep liquid, recyclables, and landfill materials out.



PAPER USED FOR FOOD OR DRINK & SHREDDED PAPER



YARD TRIMMINGS



FOOD

TRASH



Charcoal Cart Green Bin

RECYCLING



Blue Cart White Bin

ORGANICS



Green Cart Beige Bin