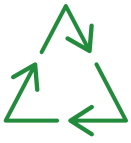


CITY OF CHICO

IMPORTANT SERVICE INFORMATION



Did you know when you **recycle right** and avoid **overfilling your carts**, you are helping Chico stay clean and green while also creating a sustainable future for the next generation?



AVOID CONTAMINATION BY RECYCLING RIGHT

The City of Chico and Waste Management's goal is to help you recycle right, so more material is recovered for recycling and composting, saving precious resources and combating climate change. When you contaminate, there is a higher chance that these materials will not be reused.



Recycle only empty/dry bottles, cans, paper and cardboard. Plastic bags, including trash bags, are contamination.



Place only landscape trimmings into your yard waste cart. Plastic bags, including trash bags, are contamination.

Please refer to the recycling and yard waste sorting guide included in this mailing. The sorting guide will help ensure the proper material ends up in the proper cart. Keeping recyclable materials empty and dry allows those materials to be recycled and helps keep processing costs and service rates down.



PREVENT LITTER - AVOID OVERFILLING CARTS

A waste cart is considered overfilled when the cart lid does not close completely, or waste is piled on or around the cart. Overfilled carts can cause unsightly litter in your neighborhood as the wind blows it around or an animal breaks open a bag left on the ground. Litter can also pollute our waterways when it enters the storm drain system. Help keep Chico clean and green by not overfilling your carts.

Are you sorting out recycling and yard waste from the trash? This can help reduce trash volume.

Overfilled carts a problem for you? **Give us a call at (530) 893-4777 to explore your options, including ordering an additional recycling cart at no charge.**



SURCHARGES BEGIN MAY 3 (After Two Warnings)

Overfilled trash carts or recycling and yard waste carts with contamination are subject to a per instance surcharge after two warnings. The overage surcharge is \$7.45 and contamination surcharge is \$28.81. If you have 5 incidents of overfilled trash carts within one year, you may be subscribed to the next highest trash cart size with accompanying rate. If you have 5 incidents of recycling and/or yard waste contamination within one year, your recycling/yard waste cart may be removed for one year. (There is an \$41.01 charge to have your cart returned after a year). These surcharges are necessary to offset the increased costs associated with processing contaminated recyclables and disposing of contaminated and excess materials.

Our goal is to prevent surcharges. Please help us keep our streets clean and our recyclables and organics free of contamination.



WHAT HAPPENS NEXT?

For the next 45 days, we will send educational letters with photographs explaining what we found along with tips to avoid overage or contamination in the future. Starting May 3, you will continue to be notified of each incident of overage and/or contamination but will be assessed a surcharge for each incident after two warnings. You also may have your trash service increased and/or recycling and yard waste cart removed for multiple contamination and overage incidents.

WM Smart TruckSM technology will help Chico comply with California mandates. Refer to the attached FAQs to learn more this technology.



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

No, Waste Management has used cameras on trucks for almost 10 years. We use mounted cameras to improve safety by assisting our drivers with rear and side-view perspectives, and documenting driving incidents.



HOW CAN YOU TELL IF A CART IS CONTAMINATED?

Mounted cameras record the carts serviced. The picture (right) shows a sample image identifying the contents of a contaminated cart that was just collected from a home and placed in our truck.

CONTAMINATED RECYCLING LOAD



Plastic Packaging & Film
Envases de plástico y películas

Foam Packaging
Embalaje de espuma



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 county to improve collection service, recycling and diverting materials away from the landfills.



WHAT QUALITY CONTROL IS IN PLACE TO ENSURE ACCURACY?

Our service consultants are trained to carefully identify service issues, such as overage, contamination and damaged carts. We have standard protocols for assessing every situation with built-in checks and balances to ensure accuracy.



WHAT HAPPENS WHEN A CUSTOMER DISPUTES A CHARGE?

By accessing additional images of the disputed service, our customer care staff will work to resolve any concerns, which can be viewed by both parties. If there is an error, we will correct it.