FREQUENTLY ASKED QUESTIONS

Q. Can I use carts other than the carts provided by Waste Management?
A. No. The carts are serviced by automated collection trucks; other containers do not work with our trucks.

Q. Should I set out my carts if they’re not full?
A. Yes. Your trash should be set out weekly, even if they are not full. Recycling and organics are collected every other week. Place out your recycling and organics cart on your service day.

Q. Do I need to rinse out my recyclables prior to placing them in my recycling cart?
A. No. However, liquids or loose food cannot be placed in the recycling cart. Feed and liquids spoil the recyclability of paper and cardboard. If necessary, scrape or wipe to remove food from containers.

Q. What will happen if I use my recycling cart as a trash cart?
A. Trash can ruin an entire load of recyclables. If you place trash in your recycling cart, you will be billed an additional charge.

Q. What if I want an additional cart or different size?
A. Contact customer service by calling (530) 662-8748, Mon. - Fri., 8 a.m. to 5 p.m.

Q. What happens if a cart is stolen or damaged?
A. If you decide you need a different cart size(s), contact customer service by calling (530) 662-8748 to discuss your options and rates.

Q. Do I need to rinse out my recyclables prior to placing them in my recycling and organics cart?
A. Yes. Your trash should be set out weekly, even if they are not full.

Q. How do I clean my cart?
A. If you want to clean your cart, simply rinse, drain excess water into grass or other landscaping, and allow to dry.

Q. When can I place my cart(s) at the curb?
A. Please place your carts at the curb by 5 a.m. on the day of your service.

Q. What size cart options are available?
A. Recycling and organics are collected every other week alternating between recycling and organics. See your collection calendar magnet for correct service week.

Q. What size cart options are available?
A. Trash carts are available in three sizes: 35-gallon, 64-gallon and 96-gallon. Recycling and organics carts are only available in the 96-gallon size.

FREQUENTLY ASKED QUESTIONS (CONTINUED)

Q. Do you have income based discounts?
A. Yes. Qualifying customers may receive a 20 percent discount on their monthly service rate. Please contact Yolo County at (530) 666-8856 to determine program eligibility.

Q. Where can I pay my Waste Management bill?
A. Managing your account is easy. There are options to pay your bill:

- Pay your bill online. Go to WM.com and click on the PAY YOUR BILL link at the top right.
- Mail in your payment to the address indicated on the payment coupon of your current invoice.
- Drop-off payment in person at the Waste Management of Woodland office.

Q. What if I miss my pickup?
A. Contact the call center at (530) 662-8748, Mon. - Fri., 8 a.m. to 5 p.m.

Q. What time should I place my cart(s) at the curb?
A. Please place your carts at the curb by 5 a.m. on the day of your service.

Q. What size cart options are available?
A. Recycling and organics are collected every other week alternating between recycling and organics. See your collection calendar magnet for correct service week.

Q. What size cart options are available?
A. Trash carts are available in three sizes: 35-gallon, 64-gallon and 96-gallon. Recycling and organics carts are only available in the 96-gallon size.

Q. Where can I place my cart(s) at the curb?
A. Please place your carts at the curb by 5 a.m. on the day of your service.

Q. What happens if a cart is stolen or damaged?
A. If you decide you need a different cart size(s), contact customer service by calling (530) 662-8748 to discuss your options and rates.

Q. Do I need to rinse out my recyclables prior to placing them in my recycling and organics cart?
A. Yes. Your trash should be set out weekly, even if they are not full.

Q. How do I clean my cart?
A. If you want to clean your cart, simply rinse, drain excess water into grass or other landscaping, and allow to dry.

Q. When can I place my cart(s) at the curb?
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RESUSE & REPURPOSE. BUY OLD...MAKE NEW AGAIN!

Keep household hazardous waste (HHW) out of our landfills. They don’t belong in trash, recycling or yard waste carts. Yolo County residents may safely dispose of HHW for free at the Yolo County Central Landfill on Fridays and Saturdays, from 7:30 a.m. to 3:30 p.m. The Yolo County Central Landfill is located at 44090 County Road 28H (east of CR 102).

Acceptable HHW Items:
- Automotive products
- Batteries
- Fluorescent bulbs/tubes
- Household cleaners
- Paint
- Pharmaceuticals (non-controlled)
- Springfield needles (containerized)
- Used motor oil and filters

For a complete list of acceptable HHW items or visit yolocounty.org.

The Big Blue Recycling Barn Thrift Store at the Yolo County Landfill is open the third Friday & Saturday of each month from 9 a.m. to 3 p.m. The Barn also accepts donations daily.

While none of the items donated to the barn are repaired, they all are in good enough condition to reuse. Some items may need a little tinkering.

The barn is located at:
Yolo County Landfill
44090 County Road 28H