

# 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. Food 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. If you decide you need a different cart size(s), contact customer service by calling (530) 662-8748 to discuss your options and rates. Customers may also request an additional organics cart at no cost.

## Q. What happens if a cart is stolen or damaged?

A. Contact customer service by calling (530) 662-8748 to replace or repair your cart.

## 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. What do I do if I miss my pickup?

A. Call customer service at (530) 662-8748 to schedule a special pickup for an additional charge, or wait until your next service day.

## Q. How often are recycling and organics collected?

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 WM's Recycling Coordinator at (530) 406-4332 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.
- 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.

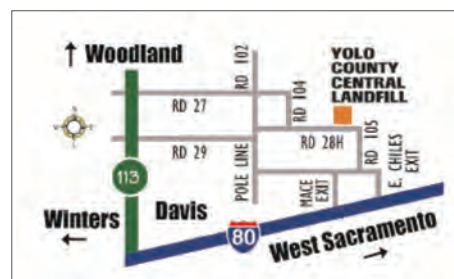
## YOLO COUNTY BULKY DROP OFF PROGRAM

All customers receiving trash service will receive two (2) vouchers each year for the free disposal of bulky items at the Yolo County Landfill.

- Free drop off events occur in May and October.
- Customers get vouchers via mail in April and September.
- Allows for free disposal of bulky items at landfill or designated transfer station.
- Each bulky voucher is good for free disposal of up to two tires, two appliances, two pieces of furniture and two electronics.
- Qualifying senior citizens can receive curbside bulky service. Please call 530-662-8748 for more information.



**Yolo County Landfill**  
44090 County Road 28H  
Woodland, CA 95776  
Hours: Mon. - Sat., 6:30 a.m. to 4 p.m.  
Sun, 8 a.m. to 4 p.m.  
Phone: (530) 666-8856



## HOLIDAY PICKUP SCHEDULE

Waste Management does not operate on the following holidays: New Year's Day, Fourth of July, Labor Day, Thanksgiving and Christmas. See your collection calendar magnet for affected holidays. If the service day occurs on a holiday, service is provided next day.

YOLO COUNTY RESIDENTIAL TRASH, RECYCLING  
& ORGANICS COLLECTION SERVICES



Para obtener esta información en español, llame al (866) 844-1508.



## RESIDENTIAL TRASH, RECYCLING & ORGANICS COLLECTION SERVICES



## CART SET OUT

- Set out carts at the curb on collection day by 5 a.m.
- Trash is weekly. Recycling and Organics are every other week.
- Do not overfill your cart(s)
- Lids must close
- Set carts three (3) feet apart and away from objects such as cars and mailboxes
- Place carts at curb with handles facing away from the street



## WASTE MANAGEMENT OF WOODLAND



**Office**  
1324 Paddock Place  
Woodland, CA 95776

**Hours of Operation**  
Mon. - Fri., 8 a.m. - 5 p.m.  
(530) 662-8748  
sacramentovalley.wm.com

## YOLO COUNTY RECYCLES

For County Assistance with any additional waste related questions contact:



**Yolo County's Waste Reduction Manager**  
(530) 666-8813  
iwm@yolocounty.org

- Contract Requirements;
- Disputes;
- California Regulations

**Yolo County's Waste Reduction Coordinator**  
(530) 666-8856  
iwm@yolocounty.org

- Education and Outreach Materials;
- Landfill Tours;
- Blue Barn Information



# TRASH

GREY LID



Snack & Chip Bags, Drink Pouches & Boxes, Wrappers, Plastic Wrap, Bags & Other Film Plastic



Plastic Utensils, Plastic Straws  
Broken Glass & Dishes Diapers & Pet Waste



Hoses, Cords & Wire,  
Polystyrene Foam & Packaging



# RECYCLING

BLUE LID



Clean Paper, Magazines, Newspaper, Junk Mail, Cardboard, Cardboard Egg Cartons, Cereal Boxes



Empty Glass Bottles & Jars,  
All Metal Beverage & Food Cans



Empty Plastic Bottles & Containers

**No plastic bags.  
Please do not  
bag recyclables,  
keep loose.**

**Please empty all  
containers prior  
to recycling.**



# ORGANICS

GREEN LID



Grass, Weeds, Plants, Tree Limbs, Wood Chips, Dead Plants, Brush, Garden Trimmings, Leaves, Cut Flowers  
Palm fronds, Yucca, Cacti



Food Scraps, Including Egg Shells,  
Meat & Bones



Pizza Boxes & Food-Soiled Paper, Napkins,  
Paper Towels, Coffee Grounds, Tea Bags



## HOUSEHOLD HAZARDOUS WASTE

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)
- Syringes/needles (containerized)
- Used motor oil and filters



For a complete list of acceptable HHW items or visit [yolocounty.org](http://yolocounty.org).

## RECYCLE RIGHT

When you place the right materials in the right cart, and do not overfill them, it benefits you and your community and protects the environment. Be sure to follow the guide on the reverse side to recycle right, and avoid contamination and overage charges.



**Contamination Charges:** After three (3) contamination notices on your recycling cart, an additional charge will occur to the customer.

**Overage Charges:** After three (3) warning notices, customer's cart will be upsized automatically. Customers may not request a reduction in service for a period of twelve (12) months.

## RESUSE & REPURPOSE. BUY OLD...MAKE NEW AGAIN!

Consider reuse before buying new - it saves money and the environment by not sending more discarded items to the landfill.

The **Big Blue Recycling Barn Thrift Store** at the Yolo County Landfill is open by appointment only. Please call (530) 666-8799 for more information. 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

