

# City of Eastvale

## Residential Waste and Recycling Service Guide



### Dear Residents of Eastvale:

WM is proud to be your service provider. We look forward to providing you with courteous and dependable curbside collection and helping to keep Eastvale, safe, clean, and green.

### Eastvale Service Information

#### WM Carts

As part of your automated pick-up service, WM provides 95 gallon trash, recycling and organic waste carts.

- **Trash** - Gray cart w/black lid
- **Recycle** - Gray cart w/blue lid
- **Organic Waste** - Gray cart w/green lid



#### Proper Cart Placement

Remember to place your carts at least three feet apart and three feet away from any obstacles (trees, cars, mailboxes, etc.) to allow the automatic arm to lift and empty the carts. Place the wheels of each cart toward your house.

- Place all trash, recyclables, and organics material in the appropriate containers and make sure that the cart lid is closed.
- Any trash, recyclables, and organics outside the cart will not be collected.
- Have your carts at the curb the night before or no later than 6 a.m. on your collection day.

**Note:** Additional trash, recycle, and organic waste carts are available for a nominal fee. Residents with a cracked or broken trash, recycle, or organic waste cart are eligible for a free replacement. Contact WM Customer Care Center.

#### Holiday Service Schedule

WM observes the following holidays. If a holiday falls on or before your collection day, service will be delayed by one day that week only. If a holiday fall on a Saturday or Sunday, there will be no delays.

**New Year's Day**

**Independence Day**

**Thanksgiving Day:**

**Memorial Day**

**Labor Day**

**Christmas Day**



### Bulky Item Collection

Residents with curbside cart service may request free pick up of household bulky items, three (3) times in a calendar year. Additional bulky item pick ups are available at a nominal cost. Call the WM Customer Care Center (800) 423-9986 at least 24 hours in advance of your regular collection day to schedule your pick up.

- Residents may place up to six (6) bulky items or 10, 32-gallon bags out per bulky waste collection request.



### Sharps Collection Program

To order a sharps container, please call the WM Customer Care Center. Residents are limited to one (1) container at no additional charge per year. Only one sharps container can be requested at a time.



### Used Motor Oil and Used Oil Filter Collection

WM offers free pick up of residentially generated, used motor oil and used oil filters. Oil must be placed in a screw top container to avoid spills. Oil filters must be placed in sealed plastic bags. Call the WM Customer Care Center to schedule a pick up.

### Household Hazardous Waste (HHW)

WM will not collect solid or liquid HHW. Please contact the Riverside County Waste Management Department at (800) 304-2226 or (951) 486-3200 or visit [www.rcwaste.org/hhw](http://www.rcwaste.org/hhw), to learn about their HHW programs and collection facilities.

### Holiday Tree Collection Program

WM will collect and recycle holiday trees beginning December 26, through the second Friday in January, at no additional charge. After this period, trees will be collected as a bulky item.

- Holiday trees must be removed from stands.
- Trees longer than six (6) feet must be cut in half.
- Trees must be free of ornaments, lights, garlands, tinsel, flocking, or other decorations.
- Flocked trees will be collected by the trash truck but cannot be recycled.

### Backyard Service

WM provides qualified disabled cart customers with backyard service at no additional charge. Please contact the WM Customer Care Center (800) 423-9986 to see if you qualify.



### Temporary Bins/Roll Offs

Large bins are available for rent to help you dispose of waste from home remodeling, landscaping, roofing, or other big household projects. For rates and other information, please call the WM Customer Care Center.



### Billing & Payment Options

Residential services are billed quarterly by WM. You may pay online through your My WM Account or as a guest at [www.wm.com/us/en/mywm/my-payment/verify](http://www.wm.com/us/en/mywm/my-payment/verify) or you can pay by phone by calling the WM Customer Care Center.

# City of Eastvale

## Commercial Waste and Recycling Service Guide



WM is proud to offer commercial waste and recycling services in the City of Eastvale. We are available to assess your waste generation needs and determine the right container sizes and service levels for your business.

### Eastvale Service Information

WM's trash, recycling, and organics service collection consists of bins and carts for commercial properties. Commercial services are available using bins that range in size.



64-gallon cart

### Recycle and Organics

WM offers weekly bin and cart recycling and organics collection. Recycle carts are provided to customers with space constraints or who are low-material generators. Commercial organics, which includes food waste, food soiled paper, and yard waste, are collected in 64-gallon carts.

### Bulky Item Collection

WM offers bulky item pick up service to all commercial customers at a nominal cost. WM will collect items on your regular collection day. Bulky items can include: couches, washers, dryers, refrigerators, and electronic waste. The following items will not be accepted as bulky items: car bodies, construction and demolition waste, tires, hazardous waste, or any single item that two workers cannot pick up. Advance notice is required to schedule bulky item pick ups. Please contact the WM Customer Care Center at (800) 423-9986 at least 24 hours before your regular collection day to schedule a pick up.

### Collection Times

Collection times for commercial businesses in the City of Eastvale are from 5:30 a.m. to 6:00 p.m., Monday – Friday, and Saturdays. There is no commercial collection on Sundays.

### Holidays

WM observes the following holidays. When your collection day falls on/or after one of these holidays, your collection will be delayed by one day that week only. If a holiday falls on a Saturday or Sunday, there will be no delay.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

WM Customer Care Center (800) 423-9986  
[business.wm.com/eastvale](http://business.wm.com/eastvale)



### Container Accessibility

Please ensure that containers are accessible on your regularly scheduled collection day(s), and that gates are open or that our driver has a key or gate code. Please ensure that cars, delivery trucks, excessive trash, or other obstructions do not prevent access to your container.

### Weight and Volume Limits and Overflowing Containers

Please make sure not to overfill your bins or carts. All waste must be placed inside of the containers with the lids closed. Do not overfill the cart by tightly packing it; all items inside the cart must freely fall out when emptied. Dirt, rock, concrete, and other construction debris are not allowed in waste containers. To maximize the capacity of your container, please break down all cardboard boxes. Please request additional collection service, if necessary.

### Scout Services

WM offers a scout service when a commercial trash truck cannot access your business location. WM will determine if a smaller vehicle is necessary to service your site and provide this service to your business at an additional charge.

### Locking Bins

WM offers locking bin service and provides the hasp, lock, and servicing of the lock to customers at an additional charge.

### Construction & Demolition Services

WM can tailor recycling and trash programs to meet the needs of local developers and do-it-yourselfers with roll-off bins and dumpsters for construction and demolition projects. For service options and pricing, please contact WM Builders Direct Desk at (866) 445-8296.



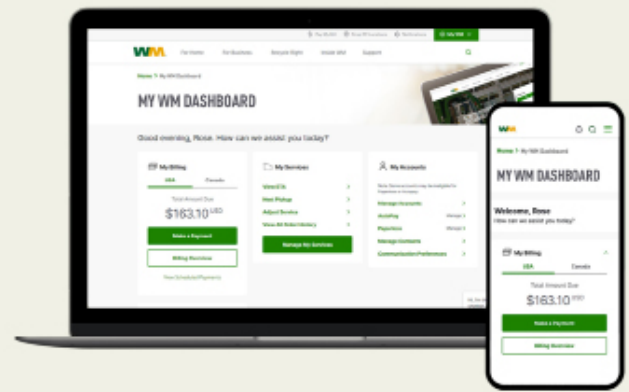
### Temporary Bins

No matter your project's size, WM has various service options for you - from three (3) cubic yard bins for smaller jobs to temporary roll-offs for larger jobs.



### Permanent Roll-Offs

WM has roll-offs in various sizes for trash or recycling services as well as compactor services for commercial and industrial customers who need to handle large volumes of material.



### Customer Service

Powerful My WM capabilities are available to help you manage your service online. Pay your bill online, sign up for paperless billing, chat with an agent, view your pick up schedule, and more by signing up for your online account today. Visit [wm.com/us/en/user/register](http://wm.com/us/en/user/register). Access all the functionality of your My WM account on your phone via the My WM app available for either iOs (iTunes App Store) or Android (Google Play) phones.

**Online:** [wm.com](http://wm.com) | WM Virtual Assistant chatbot

**Phone:** WM Customer Care Center (800) 423-9986

Monday – Friday 8:00 a.m. to 5:00 p.m. | Saturday 8:00 a.m. to 12:00 p.m.

For updates and additional information, please visit [business.wm.com/eastvale](http://business.wm.com/eastvale).

## State of California's Mandatory Commercial Recycling Laws

| Recycling Law  | Requirements for Businesses and Multi-family Properties   |
|--|---|
| <b>Mandatory Commercial Recycling (AB 341)</b>                   | AB 341 requires commercial businesses and public entities that generate four (4) or more cubic yards per week of solid waste (trash), and multi-family housing complexes with five (5) or more units to have a recycling program in place.  |
| <b>Mandatory Organics Recycling (AB 1826)</b>                    | AB 1826 requires businesses and multi-family housing complexes with five (5) or more units that generate two cubic yards of solid waste per week to have an organic waste recycling program.  |
| <b>Mandatory Commercial Recycling and Organics Bins (AB 827)</b> | <p>AB 827 requires businesses subject to AB 341 and AB 1826 to provide in-house recycling and organics containers (along with trash) to collect waste generated from products purchased and consumed on the premises. Containers must be labeled trash, recyclables, and organics.</p> <p>For sample signage, visit <a href="http://www.calrecycle.ca.gov/recycle/commercial/organics/prtoolkit">www.calrecycle.ca.gov/recycle/commercial/organics/prtoolkit</a>.</p>   |
| <b>Statewide Mandatory Organic Waste Collection (SB 1383)</b>    | <p>SB 1383 requires commercial businesses and multi-family complexes (5+ units) to have a recycling and organic waste - paper, cardboard, yard materials, food scraps, and food-soiled paper - program in place and mandates that large food-generating businesses and organizations are required to hold contracts with food recovery organizations or services to recover the maximum amount of their surplus edible food as possible.</p> <p>For more information, visit CalRecycle at <a href="http://www.calrecycle.ca.gov/organics/slcp/">www.calrecycle.ca.gov/organics/slcp/</a>.</p> |

### How to Establish a Successful Recycling and Organics Program

#### 1. Make sure you have the proper level of service.

WM offers free onsite or virtual visits, assessments, and technical assistance. Let our trained staff determine the correct container sizes and service levels to maximize diversion, ensure compliance, and be cost-effective. To request a service assessment, please call WM's Recycling Compliance Representative, Tristian Ortega, at (909) 925-8216.

Escanee para la traducción  
en español

#### 2. Train and educate employees, tenants, residents, and customers to properly sort all waste.

WM can provide education and resources, like proper container setup and signage, to ensure materials are disposed of properly.

#### 3. Sort waste into proper containers.

Materials should go into the correct container to avoid contamination. The "What Goes Where" chart on the reverse page offers a visual guide that can be posted near your containers for quick and easy reference. Visit [business.wm.com/eastvale](http://business.wm.com/eastvale) for more information.

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# Organics | Recycling | Trash

## Right Materials - Right Container - Know Which Container to Use

### What Goes in the Organics Cart:



FOOD WASTE & FOOD SOILED PAPER



YARD WASTE



PRODUCE



MEAT, FISH, & POULTRY



DAIRY



BREAD, PASTA, RICE, GRAINS, COFFEE GROUND, & FOOD SOILED PAPER

Place organics materials directly into your organics cart -  
To reduce odor, put food waste in a paper bag.



**DO NOT INCLUDE:**  
PLASTIC BAGS OR FILM  
SERVEWARE/UTENSILS  
PLASTIC CONTAINERS  
FOAM CONTAINERS  
HAZARDOUS WASTE  
FATS, OILS, OR GREASES

### What Goes in the Recycling Container:



PLASTIC BOTTLES & CONTAINERS



FOOD & BEVERAGE CANS



GLASS BOTTLES & CONTAINERS



**DO NOT INCLUDE:**  
FOOD OR LIQUIDS  
PLASTIC BAGS OR FILM  
FOAM CONTAINERS  
CLOTHING, FURNITURE, OR CARPET  
BATTERIES  
ELECTRONICS  
HAZARDOUS WASTE  
YARD WASTE



FOOD & BEVERAGE CARTONS



PAPER



FLATTENED CARDBOARD & PAPERBOARD

Place recyclables directly into your recycling cart -  
Don't bag your recycling materials.

### What Goes in the Trash Container:



FOAM CUPS & CONTAINERS



GARDEN HOSE



BROKEN CERAMIC DISHES & POTS



CANDY, SNACK, & FOOD WRAPPERS



PLASTIC BAGS OR FILM



DIAPERS



PET WASTE



CLOTHING & TEXTILES



**DO NOT INCLUDE:**  
ORGANICS/RECYCLABLES  
HAZARDOUS WASTE  
ELECTRONICS  
BATTERIES, TIRES, OR PAINT  
FLAMMABLE MATERIAL