SB 1383 NEW STATEWIDE MANDATORY ORGANIC WASTE COLLECTION CONTINUED

Will my cart color change?

Part of SB 1383 requires waste carts to have a uniform color across the state. With the new service contract, all single-family homes with individual cart service will receive new SB 1383 compliant carts. See below to determine which materials go in your new carts.

SERVICE TRANSITION DETAILS

Is my service day going to change?

No, WM will continue to service you on your current service day. We do not anticipate any route changes to your weekly residential waste and recycling services. However, the service time may change.

When will I be getting my new carts?

WM is planning to start delivering the new residential carts on July 1, 2022. It will take us approximately two months to deliver all the carts in the City. For schedule updates, check the local WM website at home.wm.com/chino-hills. We ask that you please continue to use your existing cart until you receive your new WM carts.

What do I do with my old carts?

Delivery of new carts will take place during your waste collection day. Please place your existing carts at the curb for service, the carts will be serviced and removed the same day. On the same day, a different WM team will deliver your new carts and food waste pail.

Can I select smaller carts?

Yes, 35-gallon and 65-gallon carts are available upon request. Contact WM Customer Care Center (800) 423-9986. Please allow up to one week for the exchange.

Can I order additional carts?

Yes, additional trash, recycling, or organics carts may be ordered for an additional charge of $4.00 per cart, per month. You can contact us at (800) 423-9986 to order additional cart(s).

Do I keep paying my bill with the City?

Chino Hills Residents will receive one final bill including the trash services fee for the month of June from the City of Chino Hills. Starting July 1, 2022, residential customers will be billed monthly for residential services by WM. Residential trash service will no longer appear on your City utility bill. For your convenience, you can pay your bill online, set paperless billing, or enable autopay by signing up online at www.wm.com/myaccount or you can pay over the phone.

Will my rates change?

Yes, starting July 1, 2022, your new residential rate for the standard three cart service will be $26.25 per month. The new residential rate includes the programs outlined in this Residential Guide, and SB 1383 compliant organics (food and yard waste) collection.

What Goes in the Organics Cart:

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

What Goes in the Recycling Cart:

DO NOT INCLUDE:
- FOAM CUPS & CONTAINERS
- PLASTIC BAGS OR FILM
- CLOTHING, FURNITURE, OR CARPET
- BATTERIES
- ELECTRONICS
- HAZARDOUS WASTE
- YARD WASTE

What Goes in the Trash Cart:

DO NOT INCLUDE:
- ORGANICS/RECYCLABLES
- HAZARDOUS WASTE
- ELECTRONICS
- BATTERIES, TIRES OR PAINT
- FLAMMABLE MATERIAL
- PET WASTE
- GARDEN HOSE
- BROKEN CERAMIC
- DISHES & POTS
- CANDY, SNACK & FOOD WRAPPERS
- PET WASTE
- GARDEN HOSE

For updates and additional information, please visit home.wm.com/chino-hills or scan this QR code.
• Make sure that the cart lid is closed.
• Place all trash, recyclables, and organics material in the appropriate containers and carts. Place the wheels of each cart toward your house.

- One (1) food waste pail
- (4) 9-gallon trash cart
- (1) 9-gallon recycling cart
- (1) 9-gallon organics cart

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 collection cart. For curiosity waste pail to help collect food scraps and transfer them to your organics waste cart. These containers reduce air moisture and odour-causing bacteria, and will be delivered along with your new carts.

- Additional trash, recyclables, and organics waste containers 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 (909) 423-9886.

Holiday Tree Collection Program
WM will collect and recycle holiday trees for three (3) weeks following December 25th, 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.

Backyard Service
WM provides Qualified Small Customer Services with backyard service at no additional charge. Owners will be taking carts out to the curbside for service and returning the carts to the designated location. To learn more and find out if you are eligible to subscribe, please contact WM Customer Care Center (909) 423-9886.

- Non-qualified small customers may request backyard service at an additional cost.

Temporary Bin & Roll Off Service
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 WM Customer Care Center (909) 423-9886.

Additional Service Offerings
Will be scheduling the following community events. Check out the City of Chino Hills website and social media platforms, WM bill messages, and the local WM website home.wm.com/chino-hills for details and locations.

- Multi-Casino - Community Cleanup
- Document Shredding
- Christmas Day (December 25th)

Kitchen Food Waste Pail
WM will provide each Chino Hills residential household with a kitchen food waste pail to help collect food scraps and transfer them to your organics waste cart. These containers reduce air moisture and odour-causing bacteria, and will be delivered along with your new carts.

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