



Recycling, Organics and Waste Collection Guide

Serving Hercules, Pinole, Richmond, San Pablo, Unincorporated West County



Sustainability in Action

By local ordinance, all occupied properties are required to have weekly waste collection service.

Unpaid service charges may be made a lien against the property, special assessment on property taxes, or may result in a service interruption. Standard weekly service consists of a brown or black cart for solid waste (20-, 35-, 65- or 95-gallon), one 65-gallon blue cart for recyclables and one 65-gallon green cart for organics (yard waste and food scraps).

Service rates are based on waste cart (brown or black) capacity filled to the rim with lid properly closed.

Additional carts are available for an extra charge. For more information, please call our Customer Service Department **510.262.7100** or visit Richmondsanitaryservice.com.

Contaminated Carts

Use each of your carts only for their intended purpose and materials listed in this service guide as accepted in the Curbside Collection Service Program. Carts subject to contamination charges:

- ▶ Brown/black carts containing recyclable or compostable organic materials
- ▶ Blue carts containing solid wastes or organic materials
- ▶ Green carts containing solid wastes or recyclable materials

On-Call Curbside Bagged Cleanup — No Extra Charge!

Each calendar year, residential single-family and duplex customers are entitled up to two (2) On-call Curbside Clean-ups of up to 15 bags of non-hazardous waste or all yard waste (no food scraps) at no extra charge. Mixed waste will be collected and disposed of as trash.

Bags should be no larger than 35 gallons, weigh no more than 40 pounds and be strong enough to hold the materials without breaking. Clean-ups will be made on the customer's regular waste or yard waste collection day.

To schedule your annual On-Call Curbside Bagged Clean-ups, please call our Customer Service Department at **510.262.7100** at least one (1) week in advance. Extra charges apply for same week clean-ups.

To learn more, visit our website at Richmondsanitaryservice.com.



Extra Waste

Carts filled above the rim, refilled or compacted carts, or additional waste beyond the service subscription level, are considered extra waste and are subject to an extra charge.

Please call **510.262.7100** in advance to make arrangements for extra waste collection service. Owners of residential rental units may be liable for extra waste charges and should notify the Customer Service Office if no extra waste is to be taken from a rental unit.

Collection Guidelines

- ▶ Face carts toward the street with wheels against the curb or gutter by 6 a.m. on your service day.
- ▶ Allow at least 2 feet between carts and 5 feet between carts and other objects.
- ▶ Make sure lids are securely shut – materials should not extend beyond the cart rim.
- ▶ If carts are not out on service day, customers have the option to wait until the next week for pickup or request a return trip for an additional charge.
- ▶ Carts not placed out for service are not eligible for credit.
- ▶ Do not place hot ashes, dirt, rock, concrete or hazardous items in your brown, black, blue or green cart.



Recyclables are collected weekly on the same day as your waste. Use the blue cart for accepted recyclable materials.

DO'S

- ✓ Tightly bundle and bag loose plastic bags and film
- ✓ Place all other loose recyclables in the blue cart
- ✓ Keep recyclables empty, clean and dry
- ✓ Rinse out food and beverage containers

DON'TS

- ✗ Place food-soiled recyclables in the blue cart
- ✗ Place non-recyclable materials in the blue cart
- ✗ Bag recyclables

Recycling carts contaminated with non-recyclables are subject to contamination fees, non-collection fees, return trip and/or additional trash disposal charges.

Recyclables Buy-Back Center

Our Buy-Back Center buys CRV beverage containers (glass, aluminum, bi-metals and plastics).

Location

101 Pittsburg Avenue, Richmond, CA.

Hours

Monday - Friday, 8 a.m. - 3:30 p.m.
Closed from 12 p.m. - 1 p.m.

What to place in your blue cart

PAPER

- ✓ Cardboard egg cartons
- ✓ Catalogs
- ✓ Cereal-type boxes
- ✓ Colored paper
- ✓ Computer paper
- ✓ Corrugated cardboard
- ✓ Envelopes
- ✓ Junk mail
- ✓ Magazines
- ✓ Mixed paper
- ✓ Newspaper
- ✓ Carbon copy documents
- ✓ Paper bags
- ✓ Paperback books
- ✓ Phone books
- ✓ White paper

OTHER RECYCLABLES

- ✓ Plastic beverage and food containers
- ✓ Aluminum cans
- ✓ Aluminum foil (clean)
- ✓ Aluminum roasting pans (clean, fold, and flatten)
- ✓ Glass bottles and jars (all colors)
- ✓ Metal - small pieces
- ✓ Mixed rigid plastic containers
- ✓ Plastic juice bottles
- ✓ Plastic milk jugs
- ✓ Plastic soda bottles
- ✓ Plastic water jugs and bottles
- ✓ Steel/ tin cans

What not to place in your blue cart

- ✗ Animal waste
- ✗ Appliances
- ✗ Ashes of any kind
- ✗ Bottle caps
- ✗ Broken glass
- ✗ Cable
- ✗ Ceramics, Pyrex®, stemware
- ✗ Clothing
- ✗ Christmas lights
- ✗ Concrete
- ✗ Diapers
- ✗ Dirt and rocks
- ✗ Drinking glasses
- ✗ Food products
- ✗ Food-contaminated paper products
- ✗ Garden hoses
- ✗ Hazardous materials of any kind*
- ✗ Kitty litter
- ✗ Mirrors
- ✗ Napkins
- ✗ Paint cans*
- ✗ Painted and treated wood
- ✗ Paper plates and paper towels
- ✗ Plastic bags (loose)
- ✗ Plastic eating utensils
- ✗ Plastic tarps
- ✗ Snack wrappers
- ✗ Sod
- ✗ Straws
- ✗ Polystyrene foam
- ✗ Tissues
- ✗ Toxic materials of any kind*
- ✗ Video/audio tapes*
- ✗ Window glass

* Hazardous materials and waste should be taken to the Hazardous Waste Drop-off Center at 101 Pittsburg Ave., Richmond.



Organics (Yard Waste & Food Scraps)



Both yard waste and food scraps may be placed in your green organics cart for weekly collection. If you have any questions or need more information about this program, please visit Richmondsanitaryservice.com.

Curbside Bagged On-Call Yard Waste Cleanup

Your annual on-call bagged cleanup can be used for all yard waste (no food scraps or regular waste). Call at least one week in advance to schedule.

Extra charges apply to same-week cleanup. Yard waste in compostable bags set out with your green cart on your regular service day without scheduling a cleanup are subject to extra waste charges.

Compostable and paper bags are the only bags that can be used for yard waste cleanup collections. For more information, contact Customer Service at **510.262.7100**.

Food Scrap Pail – No Extra Cost!

Visit your local City Hall to get a food scrap pail to collect any food waste that you might generate at home. Once you fill your food scrap pail, empty the contents of your pail into your green cart.

Remember to line your food scrap pail with BPI-certified compostable bags, paper bags, or newspaper. Plastic bags are not acceptable in the green waste program. If you have any questions about how to use or how to get a food scrap pail, you may contact Republic Services' Recycling Coordinators at RecyclingCoordinators@RepublicServices.com or call **510.262.7140**.



What to place in your green cart

YARD TRIMMINGS

- ✓ Grass clippings
- ✓ Leaves/flowers
- ✓ Pine needles
- ✓ Branches (3' or less)
- ✓ Weeds

FOOD SCRAPS

- ✓ Fruit and vegetables
- ✓ Bread and pasta
- ✓ Dairy products
- ✓ Meat and bones
- ✓ Eggshells

FOOD-SOILED PAPER

- ✓ Paper coffee filters and tea bags
- ✓ Food-soiled paper plates
- ✓ Food-soiled paper bags
- ✓ Food-soiled napkins and paper towels
- ✓ Paper coffee cups

All items must fit in the green cart with the lid completely closed. This includes twigs and branches. Holiday items like unflocked, natural Christmas trees must be cut to size and placed in your green cart for collection. Look for more information about Christmas tree disposal in the mail before the holidays.

For more information, call **510.262.7100**. Visit Richmondsanitaryservice.com or Recyclemore.com to learn more about recycling, solid waste and composting.

What not to place in your green cart

- ✗ Plastic bags
- ✗ Plastics
- ✗ Metal
- ✗ Glass or painted wood
- ✗ Manure or pet waste
- ✗ Palm, bamboo, lawn sod or ivy
- ✗ Hot ashes or briquettes
- ✗ Dirt, rocks or sand



Household Hazardous Waste (HHW)



DO NOT throw household hazardous waste into the recycling, trash or organics carts. It is very toxic for people and the environment. The West County Household Hazardous Waste Facility accepts household hazardous waste at its drive-through drop-off center at no charge to all residents of the Republic Services service area (Unincorporated West Contra Costa County, Richmond, San Pablo, Pinole, Hercules, Rodeo, Crockett, Port Costa and Tormey) and other parts of West Contra Costa County. The HHW Reuse Area offers materials at no cost such as fertilizers, paints, and other useful items, as well as information on alternative products less harmful to our environment.



Acceptable HHW Items

Limited to 15 gallons or 125 pounds of total material.

- ✓ Paint and aerosol cans
- ✓ Adhesives, resins and putties
- ✓ Liquid and solid poisons (pesticides, cleaners, fertilizers)
- ✓ Acids and oxidizers (pool chemicals, bleaches, detergents)
- ✓ Reactive wastes (drain cleaners)
- ✓ Gas barbecue tanks less than 5 gallons
- ✓ Household batteries
- ✓ Fluorescent lamps, tubes and bulbs
- ✓ Compact fluorescent light bulbs (CFLs)
- ✓ Smoke and carbon monoxide detectors
- ✓ Mercury-containing thermometers, thermostats and timers
- ✓ CPUs and peripherals
- ✓ VCR/DVD players
- ✓ Radios
- ✓ Cell/cordless telephones
- ✓ Answering machines
- ✓ Computer monitors and TVs (no wood cabinets)
- ✓ Over-the-counter and prescription drugs (no controlled substances)
- ✓ Home-generated sharps (needles, syringes, lancets) in biohazard red puncture-resistant container

Unacceptable HHW Items

- ✗ Radioactive materials
- ✗ Explosives (including firearms)
- ✗ Medical waste

Call the CCC Recycling Hotline **(800.750.4096)** for referral to the appropriate regulatory agency.



Household Hazardous Waste Drop-Off Center

Location

101 Pittsburg Avenue
Richmond, CA
(one block from Richmond Parkway)

Proof of residency required.

Hours of Operation

Every Wednesday, Thursday, Friday and
Saturday from 9 a.m. - 4 p.m.
(closed 12 p.m. to 12:30 p.m.)

Additional Services

On-call Curbside Bulk Items & Electronic Waste Pickup

Call the Customer Service Office at **510.262.7100** for more information or to arrange for pickup of residential bulk household or electronic waste items. Features and costs vary by service area. The cost of this special pickup service will be in accordance with local franchise agreements and current rates that may include a service fee, disposal fee and any applicable special handling or disposal charges (i.e., refrigerant removal).



Commercial/Industrial Services

Commercial service (1-7 yards) is available for residential apartment complexes and businesses. Roll-off box service (10, 14, 20, 30 and 40 yards) is available for industrial operations, construction and home renovation projects, etc. Rates for debris box service vary depending upon box size and filled weight. Call **510.262.7100** for rates and to place an order.

Prepaid Bag Ties

Residential customers with occasional extra waste may purchase prepaid bag ties by mail. Mail orders are sent by certified mail with return receipt at an additional cost for postage.

Carry-out Service

Special arrangements may be made for households where none of the occupants are physically able to move carts to the curb for service. Medical certification of disability is required and must be renewed annually. This service is available to others at an additional cost.

Debris Boxes

Republic Services is the only collector authorized to collect recyclables and waste in West County. Debris boxes from 10 to 40 yards are available for 3-day rentals for household remodeling, landscape projects, site cleanups or other projects.

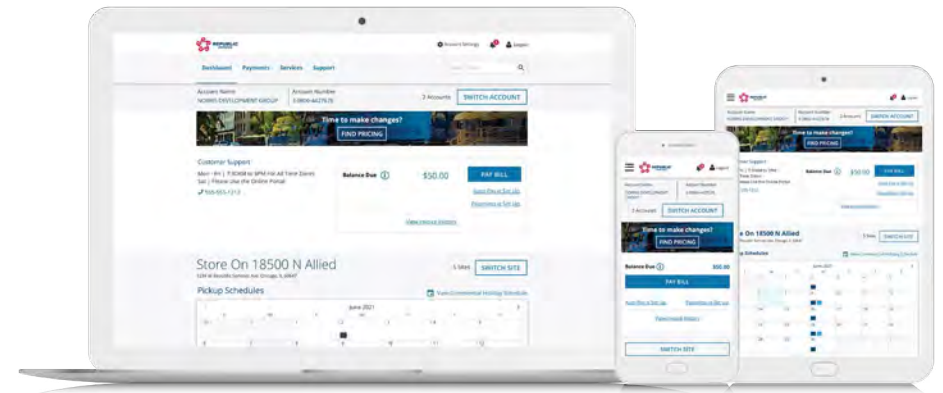
Report Illegal Dumping

If you see someone dumping trash on the side of the road, a vacant lot or in a creek, call your city's police department's non-emergency number.

Richmond: **510.233.1214**
Unincorporated County: **925.646.2441**
Hercules, San Pablo, Pinole: **510.724.1111**

HHW Door to Door Pickup for Disabled and Seniors 65+

Call **888.412.9277** for appointments and eligibility details.



Billing and Payments

How often am I billed?

Residential customers are billed quarterly. Bills are due upon receipt and are considered past due at the end of the first month of the billing period. Past due accounts are subject to late payment charges applied at 60 days.

Payment Methods

Online payments: Credit card and checking account payments may be made online at **RepublicServices.com**.

Telephone payments: Payment also can be made by telephone using your credit card or checking account by calling **877.692.9729**.

Mailed check: Checks or money orders are accepted. Please be sure to include the tear-off coupon from your bill with your payment. Checks returned from the bank for insufficient funds are subject to processing charges as permitted by State law (\$25 for the first incident and \$35 for any subsequent incidents).

Easily access your account 24/7. Schedule a pickup, pay your bill and discover new services anytime, anywhere, on any device with the Republic Services app.



Spanish Version (*Versión en Español*)

To access a Spanish version of this guide, visit **Richmondsanitaryservice.com**.

Para tener acceso a la versión en español de esta guía, por favor visite **Richmondsanitaryservice.com**.