

Central Contra Costa Solid Waste Authority

CUSTOMER Guide

Garbage, Recycling, Yard Waste Services



What a team!



QUESTIONS?

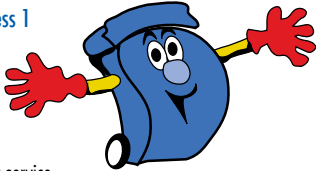
Concerns? Just Give Us a Call.

One-Stop Phone Service

To keep things simple, one call will take care of all your customer service needs. Your one-stop garbage, recycling and yard clippings customer service number is 925-603-1144.

For garbage service, press 1 after the message.

For recycling or yard clippings service, press 2 after the message.



Both companies' customer service hours are Monday through Friday, 8 a.m. to 6 p.m. A voice mail system accepts customer calls after business hours. Leave a detailed message, including your name and phone number. A customer service representative will return your call the next business day.

Billing Information & Payment Options

You will receive quarterly bills from Allied Waste Services for your garbage, recycling and yard clippings services. This bill is due upon receipt and considered delinquent after the end of the quarter.

You have four convenient options to pay:

- 1) Mail payment using the envelope provided;
- 2) Pay by American Express, Discover, MasterCard or VISA by calling customer service at 925-603-1144, ext. 1;
- 3) Pay by check or credit card at 441 N. Buchanan Circle in Pacheco; or
- 4) Register for automatic payment by credit card or through your bank (checking or savings) account. Download a form online at www.awscscc.com or call 925-603-1144, ext. 1, to request one.

Extra Material/Can't Wait for Cleanups?

If you have garbage that neither fits into the **BLUE** garbage cart nor meets the garbage cleanup guidelines (see "Blue" cart page), you can have the extra materials collected for an additional fee. Please call Allied Waste Service a week in advance for collection.

If you have yard clippings or mixed paper and cardboard that neither fit into the **GREEN** or **BURGUNDY** carts nor meet the recycling-only cleanup guidelines (see "Green" cart page), you may rent other containers in a variety of sizes for an additional fee. Call VWM at 925-603-1144, ext. 2, regarding this service.

Whoops! Too much trash. Lid must close.



Holiday Schedule

Garbage, recycling, and yard clippings collection is interrupted on two holidays per year: 1) Christmas Day and 2) New Year's Day.

Regular collection occurs on ALL other observed holidays, including Memorial Day, July 4th, Labor Day and Thanksgiving Day.

If your collection day falls on Christmas Day or New Year's Day or later in a week containing one of these holidays, service will occur one day later with Friday collection occurring on Saturday.

Going on Vacation?

You can suspend your solid waste services while you are away by calling customer service in advance.

Vacation holds must be a minimum of one week per hold with a maximum three holds per year.

Disabled Customers

Disabled customers with medical verification can receive on-property service of all three carts at no additional charge.

Please submit a doctor's note to Allied Waste Services, 441 N. Buchanan Circle, Pacheco, CA 94553, with your request for this service.

Unresolved Complaints

If you have a complaint and it is not resolved to your satisfaction, you can contact CCCSWA at 925-906-1801 for further review and assistance.

Holiday Tree Recycling

Allied Waste Services will notify you of the Christmas tree collection schedule in your neighborhood through the November/December *Diversions* newsletter.

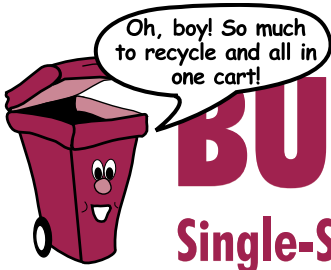
No flocked trees will be taken.



Missed Collections

To report a missed collection, call customer service within 24 hrs. at 925-603-1144. Press 1 to report your missed **BLUE** garbage cart or press 2 to report your missed **BURGUNDY** recycling or **GREEN** yard clippings carts.

Collection is routinely provided the same day or on the next service day after your call.



BURGUNDY CART

Single-Stream Recycling Provided by VWM

OK FOR RECYCLING

Paper

Books (paperback)
Boxes, packages
Carbonless paper
Cardboard (must fit in cart)
Catalogs
Colored and construction paper
Computer paper
Copy paper
Coupons
Detergent boxes
Egg cartons (paper only; no Styrofoam)
Envelopes with metal clasps
Envelopes (plastic windows OK)
Gift wrap (non-metallic)
Junk mail
Magazines
Manila folders
Newspapers and inserts
Office paper
Paper bags
Paper packaging with remnant tape
Paperboard boxes (i.e., cereal and shoe boxes)
Paper towel and toilet paper tubes
Pet food bags
Post-its
Shredded paper (in a paper bag)
Telephone books

Tissue paper (gift type)

Metal

Aluminum cans
Aluminum foil (clean)
Aluminum pie plates
Cookie sheets
CRV beverage cans
Food cans (clean)
Pet food cans
Steel cans
Tin cans

Glass

(Rinsed; all colors; lids, caps OK)
Bottles
CRV beverage containers
Jars

Plastic

(Containers only; empty; rinsed; with chasing arrows #'s 1-5 & 7; lids, caps OK)
Baby wipe containers
Bleach bottles
Buckets without handles
CRV beverage containers (soda, water, juice)

Detergent bottles
Food containers (no Styrofoam)
Household cleaning containers (empty)
Lids and caps
Milk jugs
Prescription bottles (empty)
Salad dressing bottles (rinsed)
Shampoo and conditioner bottles
Tub containers (yogurt, cottage cheese, margarine, #1-#7)
Water jugs



Leave carts out by 6 a.m. and keep carts 2 feet apart.



REMINDERS

- The burgundy carts permit recycling of paper and paper products commingled with glass, plastic, tin and aluminum containers. The lid label shows what materials are acceptable.
- Place all recyclables in the burgundy recycling cart, and be sure all materials fit in the cart with lid closed.
- Collections occur the same day as garbage service. Place cart at the curb by 6 a.m. on your collection day or the night before.
- Emptied carts must be stored on your property out of public view.
- Before discarding items, consider reusing or donating.
- Extra cardboard can be recycled by scheduling an on-call recycling-only cleanup.
- If you routinely have more than 64 gallons of recyclables, you can request another 64-gallon recycling cart for an additional fee. Call 925-935-8900.
- The Walnut Creek Recycling Center at 480 Lawrence Way provides drop-off and buyback of recyclables. It is open 8:30 a.m.-5 p.m. Tue.-Sat. Free 24-hour drop-off is available for many recyclables. Call VWM at 925-935-8900 for more information or check out the CCCSWA website at www.wastediversion.org.

DON'T PLACE IN BURGUNDY CART:

- Plastic bags, plastic film wrap, Styrofoam, paper or plastic cups, paper towels, Kleenex or other facial tissues, plastic utensils, sharps, metal or plastic hangers, mirror glass and disposable diapers.
- Garbage, organic or green waste materials.



GREEN CART

Yard Waste Service Provided by VWM

OK FOR YOUR YARD CLIPPINGS CART

Brush	Straw
Flower cuttings	Tree twigs and branches 6 inches or less in diameter and 4 feet or less in length
Flowers	
Garden trimmings	
Hay	
House plants	Weeds
Lawn clippings	Wood chips
Leaves	Yard waste
Prunings	
Shrubbery	

NOT ACCEPTABLE in your yard waste cart or on-call yard waste cleanup:

- 1) Plastic bags
- 2) Rocks, concrete, sod and dirt
- 3) Cactus, succulents
- 4) Large tree trunks and stumps greater than 6 inches in diameter or more than 4 feet in length
- 5) Palm fronds or bamboo
- 7) Poison oak/poison ivy
- 8) Pet waste or manure

Lots of Yard Waste Every Week?

If you routinely have more than 64 gallons of yard waste per week, you can request a 96-gallon green cart or an extra 64-gallon green cart for a fee.

For details call Valley Waste Management (VWM) at 925-935-8900.

On-Call Recycling and Yard Waste Cleanups

Wondering what to do with all your moving boxes? Or extra yard clippings?

Schedule an on-call recycling-only cleanup!

Valley Waste Management provides on-call recycling-only cleanups at no extra charge.

What to Do

To request the service, call 925-603-1144, and press 2 to arrange an appointment.

You will then be sent a yellow postcard containing detailed instructions.

You can recycle a maximum of 2 cubic yards (about fourteen 32-gallon bags or similar sized bundles) of recyclable paper products and/or yard clippings.

Bag or bundle these materials separately. Do not use your carts. Branches must be 4 feet or less in length. Also, no single limb can be more than 6" in diameter. No bundle can weigh more than 30 pounds.

Place extra yard waste and recyclable paper at the curb before 6 a.m. on the day of your scheduled appointment or the night before.



REMINDERS

- Collection is WEEKLY on the same day as your garbage service.
- Be sure all materials fit inside the cart with lid closed.
- Carts must be placed at the curb the night before or by 6 a.m. on your collection day.
- Emptied carts must be stored on your property out of public view.
- No garbage or non-organic materials including recyclables like plastics, glass, metal and paper in your green cart.



BLUE CART

Garbage Collected by Allied Waste

Rates Based on Garbage Cart Size

Allied Waste Services provides garbage collection services. The all-inclusive rate for garbage, recycling and yard clippings collection depends on the size of your **BLUE** garbage cart. Garbage cart size options include 20, 32, 64 and 96 gallons. For rate information call 925-603-1144 and press 1 or log on to www.wastediversion.org.

Cart Sizes

Carts are available in the following sizes:

Size	Height	Width	Depth	Footprint
20 gal.*	38.5"	19.0"	22.0"	2.0 sq. ft.
32 gal.	38.5"	19.0"	22.0"	2.0 sq. ft.
64 gal.	42.0"	25.5"	27.0"	2.5 sq. ft.
96 gal.	46.5"	26.5"	33.5"	3.0 sq. ft.

*20-gallon volume in a 32-gallon cart shell.

Service day: Garbage, recycling and yard clippings are collected weekly on the same day. Place carts curbside or streetside at least 2 feet apart from each other with the wheels facing the curb.

Collection location: Standard service location is curbside or streetside. However, you can request on-property service (garbage and yard clippings only) for an additional monthly fee. On-property carts will be collected from a designated area on the resident's property within 75 feet of the road. Recycling will continue to be collected curbside or street side.

Hard-to-serve areas: If your home is on hilly terrain or has long driveways, steep or narrow streets or overhead trees and wires, you may be in a hard-to-serve (HTS) area and may be charged an additional fee. A smaller, non-automated truck will provide collection in these areas.

No hazardous waste: Do not place household hazardous waste, batteries (including alkaline), fluorescent light bulbs or electronics in any of your carts. See Toxics page.

Garbage-Only Cleanups

As part of your annual solid waste service, Allied Waste Services provides two scheduled "community" garbage cleanups and one on-call "individual" garbage cleanup per year.

You will be notified by mail at least two weekends in advance of your community cleanups. For your on-call cleanup, please call two weeks in advance or visit us at www.awsgcc.com and schedule your pickup online.

Cleanup material may not exceed 2 cubic yards (equivalent to fourteen 32-gallon bags, maximum 50 pounds per bag). No single item may weigh more than 200 lbs.

No large appliances or furniture will be collected. Branches and wood must be bundled and be 4 feet or less in length and 24 inches or less in diameter. Hazardous materials will not be collected. Do not place in blue cart. The container in which your materials are placed will also be taken away.

REMINDERS

- Be sure all materials fit inside your cart with the lid closed.
- Before discarding items, consider reusing or donating them.
- Place trash only in your garbage cart.
- Do not place recyclables, yard waste or hazardous waste in your garbage cart.
- Carts must be placed at the curb the night before or by 6 a.m. on your collection day.
- Emptied carts must be stored on your property out of public view.
- Leave at least two (2) feet of space between your garbage cart and any other object including your yard waste and recycling carts and any street obstacles such as mailboxes, cars or portable basketball hoops.



Leave cart out by 6 a.m. and keep carts 2 feet apart.



REUSE

An Alternative to Garbage Cleanups

Instead of throwing away unwanted items, you can conserve landfill space through the Central Contra Costa Solid Waste Authority's "Reuse and Cleanup Days" program. Place unwanted items out curbside the day before either of your two annual community cleanup days. Pacific Rim Recycling will collect your reuseable items, which will be distributed to non-profit and charitable organizations. Allied Waste Services will mail the guidelines for both reuse and cleanup collections to you two weeks in advance of your community's scheduled reuse and cleanup days.

Acceptable Reuse Items

- ♻️ Art materials: canvas paintings, pictures, art books, sculptures, frames, blank paper.
- ♻️ Audio and video items including CDs, jewel cases, DVDs, audio and video tapes, records and record players.
- ♻️ Bicycles.
- ♻️ Books — all kinds.
- ♻️ Chairs, tables, lamps, cabinets, child-sized and other *lightweight* furniture in good condition.
- ♻️ Clocks, watches: the older the better (broken OK).
- ♻️ Clothing, vintage accessories.
- ♻️ Computer CPUs, computer monitors, peripherals and tabletop TVs (limit of 5 per household; non-working OK).
- ♻️ Garden items: wood or metal lawn furniture, flower pots (ceramic and terra cotta only), planter boxes, watering cans and statuary.
- ♻️ Household items: ceramic, metal and glass kitchenware, vases and knick-knacks, utensils, placemats, tablecloths, cutting boards (nothing plastic).
- ♻️ Ladders: metal and wood only.
- ♻️ Leather and scrap leather.
- ♻️ Luggage — wheeled only.
- ♻️ Musical instruments.
- ♻️ Paper goods, magazines.
- ♻️ Rugs: patterned area rugs in good condition rolled to 6-foot lengths.
- ♻️ Small household electronics (non-working OK; radios, blenders, toasters, mixers, blow dryers, etc., but no microwave ovens).
- ♻️ Skis and bowling balls (no exercise machines).

- ♻️ Shoes, purses and belts.
- ♻️ Textiles, bed spreads and pillows, blankets, comforters, fabrics, sheets, towels, decorations, notions, vintage items and unique handcrafted items.
- ♻️ Tools: hand, power and electrical for home and garden.
- ♻️ Toys (wood and tin only; no plastic) and stuffed animals.
- ♻️ Wood (decorative): solid hardwood, softwood (i.e. moldings, shutters), high-grade plywood, unpainted lumber. (No particle board)
- ♻️ Wrought iron & unusual metal items: gates, grates, furniture — the older the better.

Not Acceptable

- ❌ No console or big-screen TVs. No more than 5 monitors/TVs per household. Call Allied Waste Services at 925-603-1144 for collection at a nominal fee.
- ❌ No large furniture, mattresses or throw pillows. No refrigerators, microwaves or large appliances. **No items more than 100 lbs or longer than 4 ft.**
- ❌ No construction or demolition debris. No particle board or particle board furniture. No stained or painted lumber. No rocks, dirt or concrete.
- ❌ No tires or auto parts.
- ❌ No BBQs, lawnmowers or garden umbrellas.
- ❌ No plastic toys or plastic furniture. No cribs, strollers or car seats.
- ❌ No exercise machines.
- ❌ No hazardous waste including paints, chemicals, solvents, motor oil or batteries.
- ❌ No non-wheeled luggage.

For additional information regarding the acceptability of an item or to request a tax donation receipt, call Pacific Rim Recycling at 1-800-999-6067. Additional reuse options are available at www.cccrecycle.org.

TOXICS

Household Hazardous Waste



Household Hazardous Waste: Two Options for Disposal or Recycling

Household hazardous waste should **NEVER** be placed in garbage, recycling or yard waste carts.

Following are two options to recycle or dispose of such waste.

Option 1

You can recycle household hazardous waste such as car batteries, latex paint, anti-freeze, fluorescent bulbs, motor oil and oil filters at the Allied Waste Services Recycling & Drop-off Center, 444 N. Buchanan Circle, Pacheco.

Hours are 8 a.m. - 4 p.m. Monday-Friday and 9 a.m. - 1 p.m. Saturday.

Option 2

All hazardous wastes, including solvents, cleaners and pesticides, can be taken to the Central Contra Costa Sanitary District's facility at 4797 Imhoff Place, Martinez. Call 1-800-646-1431 for information and hours or visit the district's website at www.centralesan.org.

More Oil Recycling Options

Many auto service stations, auto parts stores and oil changers accept used motor oil and oil filters for recycling.

Look for this symbol at participating businesses or call Contra Costa County's recycling hotline at 1-800-750-4096 for your nearest location.



Recycling Used Motor Oil

Motor oil is a household hazardous waste that can be recycled curbside.

- Pour used motor oil into Valley Waste Management-provided containers. Call 925-935-8900 to request one.
- Place the container beside your burgundy recycling cart.
- Maximum 2 gallons of oil per pickup.



Walnut Creek Recycling Center

You may recycle used motor oil as well as anti-freeze at the Walnut Creek Recycling Center for a fee.

Operated by Valley Waste Management, the Center is located at 480 Lawrence Way, Walnut Creek. Call VWM at 925-935-8900 for more information or visit the Central Contra Costa Solid Waste Authority website at www.wastediversion.org.

The Center provides drop-off and buyback of recyclable materials.

In addition to motor oil and anti-freeze, the Center accepts yard clippings and wood debris for a fee. Compost made from yard clippings is also sold at the Center.

The Center offers buyback of aluminum cans and glass and plastic containers from 8:30 a.m. - 5 p.m. Tuesday-Saturday. Free 24-hr. drop-off is available for aluminum cans, glass, paper, junk mail, magazines, catalogs, flattened cardboard, tin, phone books and #'s 1-5 and 7 plastic containers.

Televisions, Monitors & Electronics (E-Waste)

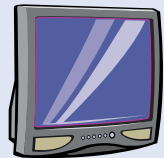
State law prohibits putting CRT-containing devices (computer monitors and TVs) in the garbage.

Pacific Rim Recycling will accept, at no charge, CCCSWA service area residents' computer equipment and TVs at its Benicia facility, 3690 Sprig Road, from 8 a.m.-1 p.m. Monday-Friday. Maximum of five (5) items per car.

CRT devices are accepted free of charge as reuse items during either of your area's two annual Reuse & Cleanup collections. You may set out up to five (5) electronic waste items (computer processor, keyboard, mouse, printers, etc.) for this collection.

If you cannot wait for a reuse collection, a curbside pickup of electronic waste is available for a fee through Allied Waste Services. Call 925-603-1144, ext. 1, to arrange a pickup. The fee covers disassembly, removal and recycling of hazardous materials.

For additional E-waste recycling options, visit the CCCSWA website at www.wastediversion.org/ewasteoptions.htm.



PARTNERS

CCCSWA, VWM, Allied Waste

Dear Customer,

As a Central Contra Costa Solid Waste Authority resident you are eligible for a wide range of solid waste and recycling collection services and you have choices to make.

The Central Contra Costa Solid Waste Authority (CCCSWA) — the regional public agency responsible for providing solid waste and recycling collection services in Danville, Lafayette, Orinda, Moraga, Walnut Creek, and parts of unincorporated Contra Costa County — contracts with Allied Waste Services for automated garbage collection and Valley Waste Management (VWM) for single-stream recycling and yard clippings collection. This partnership provides you with high quality services at reasonable rates.

Inside you will find information about your wheeled 64-gallon recycling cart, your garbage cart size options, and your choice of yard clippings cart sizes.

The benefits of this solid waste program include:

- Availability of a 20-gallon mini garbage cart;
- Commingled collection of a broad range of recyclable materials;
- Separate yard clippings collection for composting;
- Optional extra yard clippings/paper recycling-only cleanups; and
- Three garbage-only cleanups annually.

Additionally, in Lamorinda, one VWM truck collects both recyclables and yard clippings, reducing the number of collection trucks on neighborhood streets from three to two. This reduces traffic, air pollution, and wear and tear on streets.

Although two different companies provide your collection services, this comprehensive solid waste program is designed with customer convenience in mind:

- Garbage, recycling, and yard clippings collection are provided weekly on the same day.
- You receive one bill for all three services.
- There is one customer service number, 925-603-1144 to reach both companies, (press 1 for Allied Waste Services and 2 for Valley Waste Management).

We are confident that you will love this comprehensive and convenient program. We look forward to serving you.



Your Solid Waste & Recycling Partners

- CCCSWA, 1280 Civic Drive, Ste. 210, Walnut Creek, CA 94596.
Ph: 925-906-1801; Fax: 925-906-1805; www.wastediversion.org.
- Allied Waste Services, 441 N. Buchanan Circle, Pacheco, CA 94553.
Ph: 925-603-1144, Fax: 925-685-8153; <http://awsgcc.com>.
- Valley Waste Management, 2658 N. Main St., Walnut Creek, CA 94596.
Ph: 925-935-8900; Fax: 925-935-1617; www.valleywaste.com.

Allied Waste Services of Contra Costa County

441 N. Buchanan Circle
Pacheco, CA 94553



Place out curbside by 6 a.m. with 2 feet of space around carts.

Presorted
First-Class
U.S. Postage
PLEASANT HILL, CA
PERMIT NO. 122

Cover photo of Mt. Diablo by Larry Kramm