

### 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.

### Commercial and Multi-Family Container Overages

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

### Monitoring Overages

Container overages will be performed utilizing WM's Smart Truck® Technology. WM's Smart Truck® Technology records the waste in the container as it is collected. If the Smart Truck identifies that your container is overfilled or WM has to clean up spilled waste from an overflowing container more than once within a 12-month rolling period, an overage fee will be charged.

A container is considered overfilled if the lid is more than 12 inches from the top. If this occurs, WM will send you a letter notification with a photograph of the overfilled container and inform you of the issue and the consequences. If your preferred communication method is email, the notification will be sent to your email address on file. If overfilling continues, WM will discuss your service needs and may provide a larger container or increase the service frequency, adjusting rates accordingly.

### GENERAL INFORMATION

#### Collection Times

Collection times for commercial businesses in the City of Corona are from 6:00 a.m. to 7:00 p.m., Monday – Saturday.

#### 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.

**New Year's Day** | **Memorial Day** | **Independence Day** | **Labor Day** | **Thanksgiving Day** | **Christmas Day**

#### Connect with WM

A My WM account makes it easy for you to pay your bills, set up autopay and paperless billing, view your service and holiday schedule, request services, and much more. Visit [wm.com/mywm](http://wm.com/mywm) to get started.

**My WM App:** Download the My WM App from the Google Play Store or the Apple App.

**Live Chat:** Live Chat assistance is available at [www.wm.com](http://www.wm.com).

**Local Website:** Visit your dedicated website at <https://home.wm.com/corona> for up-to-date service information and to connect with WM Support.

## Organics | Recycling | Trash

Right Materials - Right Container - Know Which Container to Use

### What Goes in the Organics Container:



Food Waste



Yard Waste



Produce



Meat, Fish & Poultry



Dairy



Bread, Pasta, Rice, Grains, Coffee Grounds



64 Gallon

**Do Not Include:**  
Plastic Bags or Film  
Serveware/Utensils  
Plastic Containers  
Foam Containers  
Hazardous Waste  
Fats, Oils, or Greases

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

### What Goes in the Recycling Container:



Plastic Bottles & Containers



Food & Beverage Cans



Glass Bottles & Containers



Paper



Flattened Cardboard & Paperboard



**Do Not Include:**  
Food or Liquids  
Plastic Bags or Film  
Foam Containers  
Clothing, Furniture or Carpet  
Batteries  
Electronics  
Hazardous Waste  
Yard Waste

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



**Do Not Include:**  
Food Waste  
Recyclables  
Hazardous Waste  
Electronics  
Batteries, Tires or Paint  
Flammable Material



Plastic Bags & Film



Diapers



Pet Waste



Clothing & Textiles



800 South Temescal Street  
Corona, CA 92879

**Important Information**  
About Changes to Your Waste and  
Recycling Services



## City of Corona

Commercial and Multi-Family Waste  
and Recycling Service Guide

To review this information in Spanish, visit <https://home.wm.com/corona>.  
Para ver esta información en español, visite <https://home.wm.com/corona>.

### Dear Corona Commercial and Multi-Family Customers,

WM is honored to provide the City of Corona with reliable waste, recycling, and organics collection services. Since January 1, 2024, WM began providing new and enhanced service offerings. This Commercial and Multi-Family Waste and Recycling Service Guide includes information related to your new and enhanced commercial waste and recycling services, including organic waste collection to Corona commercial and multi-family customers, to ensure the city complies with Senate Bill 1383 (SB 1383).

### State of California’s Mandatory Commercial Recycling Laws: Assembly Bill (AB) 341, AB 1826, AB 827, and SB 1383

#### Mandatory Commercial Recycling (AB 341)

California’s Mandatory Commercial Recycling Law (AB 341) requires businesses and multi-family properties to recycle. 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 must have a recycling program in place.

#### Mandatory Organics Recycling (AB 1826)

California’s Mandatory Organic Waste Recycling Law (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.

#### Mandatory Commercial Recycling and Organics Bins (AB 827)

California’s Mandatory Commercial Recycling and Organics Bins Law (AB 827) requires businesses subject to AB 341 and AB 1826 to provide customers with accessible recycling and organics containers. The recycling and organics containers must be placed adjacent to each in-house trash container and accessible to customers to collect waste generated from products they purchase and consume on the premises. Containers must be labeled trash, recyclable, and organic waste. For sample signage, visit [www.calrecycle.ca.gov/recycle/commercial/organics/prtoolkit](http://www.calrecycle.ca.gov/recycle/commercial/organics/prtoolkit).

#### New Statewide Mandatory Organic Waste Collection (SB 1383)

Effective January 1, 2022, all California businesses, multi-family complexes, and residences must separate organic waste from trash and subscribe to an organics collection program per State law SB 1383.

Organic waste consists of food scraps, compostable food-soiled paper, and yard waste. SB 1383 was passed to divert more food waste and yard trimmings from landfills, further reducing greenhouse gas emissions and slowing climate change. For more information, visit [www.calrecycle.ca.gov/organics/slcp/](http://www.calrecycle.ca.gov/organics/slcp/).

SB 1383 also requires contamination monitoring and an education and enforcement program to help customers recycle properly. Contamination occurs when non-acceptable items are placed in the incorrect container. Contaminants can ruin an entire load of organic waste or recyclables and prevent these materials from having a second life.

### SB 1383 Contamination Monitoring and Enforcement: Commercial and Multi-Family Premises

Contamination monitoring will be performed utilizing WM’s Smart Truck® Technology. WM’s Smart Truck® Technology will help comply with the SB 1383 requirements by photographing and recording the waste in your bin or carts as they are emptied. If the Smart Truck finds an issue with your container due to contamination, the following will occur within any rolling twelve-month period of contamination:

#### First Occurrence

- Contaminated container will be serviced.
- A notification letter with a photograph of the contaminated container and prevention instructions will be sent to the customer. The notice will also inform customers that a commercial contamination fee may apply after the second occurrence. If the customer prefers email, the notification will be sent to the email address on file.

#### Second and Subsequent Occurrences

- Contaminated container will be serviced.
- A notification letter with a photograph of the contaminated container and prevention instructions will be sent to the customer or email, depending on customer preference.
- A commercial contamination fee will be applied.
- If contamination continues, the customer will be contacted to determine whether to increase container sizes or collection frequency.

#### Food Recovery Assistance

Under SB 1383, commercial customers that meet the definition of Tier One and Tier Two commercial edible food generators are required to recover the maximum amount of edible food that would otherwise be disposed of by arranging for food donation and collection through contracts or written agreements with food recovery organizations or services and maintain food donation records. To learn more about the city’s edible food recovery program requirements, please contact the city at (951) 736-2234 or via email at [CoronaRecycles@CoronaCA.gov](mailto:CoronaRecycles@CoronaCA.gov).

#### Special Notification

Under SB 1383, businesses and multi-family housing complexes must have three collection containers: one for trash, one for recycling, and one for organic waste. This complies with the State’s mandatory commercial recycling laws (AB 341, AB 1826, and SB 1383). If your business or complex does not have recycling and organic waste services, please contact WM to discuss your specific requirements.

Waivers may be available on a case-by-case basis if specific criteria are met. To learn more, please contact the city at (951) 736-2234 or via email at [CoronaRecycles@CoronaCA.gov](mailto:CoronaRecycles@CoronaCA.gov).

#### SERVICES

WM offers a weekly trash, recycling, and organic waste collection service for commercial and multi-family premises. The service consists of commercial bins and carts. Commercial trash bins are available in various sizes, ranging from 2-cubic yards to 6-cubic yards.

#### Recycle and Organics

WM offers a weekly bin and cart recycling and organics collection. Commercial recycling bins are available in sizes ranging from 2-cubic yards to 4-cubic yards. Commercial 64-gallon and 96-gallon carts are also available for customers with space constraints or generators who generate low quantities of these materials. Commercial organics are collected in 64-gallon carts.

#### NEW Split-Bin Containers

WM now offers 3-cubic yard or 4-cubic yard split bins, with one section for trash and the other for recyclables. This is ideal for customers who cannot accommodate two bins due to space constraints, as determined by WM.

#### Construction and Demolition

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 the WM Builders Direct Desk at (866) 445-8296.

#### Permanent Roll-Offs

WM offers roll-offs in various sizes for trash or recycling services, as well as compactor services for commercial and industrial customers who need to manage large volumes of material. For rates and additional information, please contact WM or visit [www.wm.com/myaccount](http://www.wm.com/myaccount).

#### Temporary Bins

No matter your project’s size, WM has various service options, from three (3) cubic yard bins for smaller jobs to temporary roll-offs for larger jobs. For rates and other information, please contact WM or visit [www.wm.com/myaccount](http://www.wm.com/myaccount).

#### Scout Service

WM offers a scout service when our collection vehicles cannot access your bin storage location. This service uses a heavy-duty truck to move your bins to a designated collection location and then returns them to the storage location once they have been emptied. This service is available at an additional charge.

#### Locking Bins

WM offers locking bin service and charges customers an additional fee for the hasp, lock, and lock servicing.

#### ENHANCED On-Call Bulky Waste Collection – Commercial (Non-Multi-family)

WM offers on-call bulky waste pickups for commercial premises at a nominal cost. Please schedule online at [www.wm.com/myaccount](http://www.wm.com/myaccount) or with WM Customer Care Center at least two (2) workdays before your regular collection day to schedule this service, or the pickup will occur on the next collection day.

#### Guidelines:

- Up to six (6) bulky items per pickup, up to five (5) e-waste items per pickup, and up to fifteen (15) universal waste\* items per pickup.
- When scheduling a bulky item pickup, customers must indicate what items will be scheduled for removal.

- Bulky items include couches, mattresses, washers, dryers, refrigerators, and electronic waste. Mattresses must be wrapped in plastic or covered with a mattress cover.

- Items must be placed by enclosures or where bins are located for service.

- The following items will not be accepted as bulky items: car bodies, construction and demolition waste, tires, hazardous waste, or any other large items that cannot be handled by two persons.

- An additional fee will apply for items exceeding these amounts.

\* Universal waste consists of fluorescent light tubes, cell phones, and household batteries (alkaline, nickel, silver, and mercury batteries ONLY).

For a complete list of acceptable bulky items, please visit <https://home.wm.com/corona>.

#### NEW On-call Bulky Waste Collection – Multi-family

WM offers on-call bulky waste pickups for multi-family premises at a nominal cost. To schedule a pickup, the account holder, property manager, or tenant should schedule online at [www.wm.com/myaccount](http://www.wm.com/myaccount) or with WM Customer Care Center at least two (2) workdays before your regular collection day to schedule this service, or the pickup will occur on the next collection day.

WM will work with property managers to streamline the service ordering and billing process, enabling them to charge tenants accordingly. WM will also inform both tenants and property managers about the availability of this service. If a tenant requests it, the invoice will include the tenant’s name and unit number.

#### Guidelines:

- Up to six (6) bulky items per pickup, up to five (5) e-waste items per pickup, and up to fifteen (15) universal waste\* items per pickup.

- When scheduling a bulky item pickup, customers must indicate what items will be scheduled for removal.

- Bulky items include couches, mattresses, washers, dryers, refrigerators, and electronic waste. Mattresses must be wrapped in plastic or covered with a mattress cover.

- Items must be placed by enclosures or where bins are located for service.

- The following items will not be accepted as bulky items: car bodies, construction and demolition waste, tires, hazardous waste, or any other large items that cannot be handled by two persons.

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