

## ADDITIONAL INFORMATION

### SERVICIOS ADICIONALES

#### AVOID CONTAMINATION & OVERAGE CHARGES

##### EVITE CARGOS POR REBASE

Surcharges will be implemented when contamination and overfilled carts or bins are found (after two warnings). These surcharges help offset costs associated with processing and disposing contaminated materials. Visit [hayward.wm.com](http://hayward.wm.com) for the latest service rates.



WM uses WM Smart Truck<sup>SM</sup> Technology to photograph overfilled carts and contaminants in your curbside carts and bins and will send a notification. See included sorting guide to ensure you are recycling right.

If you regularly have excess materials, call WM at 510-537-5500 to increase your cart, bin size or frequency of service.

#### SAFE DISPOSAL OF HAZARDOUS WASTE:

##### ELIMINACIÓN SEGURA DE DESECHOS PELIGROSOS:

Visit [StopWaste.Org](http://StopWaste.Org) or call 1-800-606-6606 for more information on small business hazardous waste service.

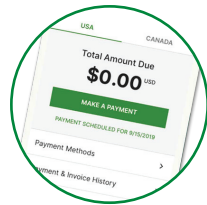
Para más información, visite [StopWaste.org](http://StopWaste.org) o llame al 1-800-606-6606.



#### MANAGE YOUR ACCOUNT ONLINE AT WM.COM

##### ADMINISTRE SU CUENTA EN WM.COM

Log into or register a My WM account to pay bills, access pickup and holiday schedules, save a payment method, enroll in autopay or paperless billing, set notification preferences, and more.



#### CART & BIN SET-OUT REGULATIONS

##### REGLAMENTOS DE COLOCACIÓN DE BOTES Y RECIPIENTES

Carts or bins may not be placed curbside earlier than 6:00 a.m. the day before the regular collection day. Carts must be retrieved and placed on private property and out of view from the street no later than midnight on your scheduled collection day (HMC 5-1.15).

## RECYCLING MANDATES

### ORDENANZAS DE RECICLAJE

California state law (SB 1383) is intended to help keep compostable materials out of landfills. In Alameda County, the **Organics Reduction & Recycling Ordinance will help residents and businesses comply with the new state regulations.**

For more information or to request free help, visit: [www.StopWaste.org/Rules](http://www.StopWaste.org/Rules).

#### PROPERTY OWNERS MUST:

- Ensure that tenants have the required services
- Subscribe to the required collection services
- Provide indoor containers for temporary storage, as well as signage on or near those containers
- Annually provide collection requirements to tenants, employees and contractors

Recyclable and organic materials must be placed in the designated outdoor containers. Please do not place these materials in the green metal trash bin or burgundy cart.

Printed materials available at no charge include labels for your containers and posters for reference by employees or patrons.

#### TOOLS AND SUPPORT

##### On-site Technical Assistance and Recycling Education

WM trained experts can help you right-size your service according to the amount of trash, recycling and organics generated in your building. Businesses can schedule an on-site or virtual recycling education training for staff. Call WM customer service at 510-537-5500 for assistance or to arrange a site visit or training.

##### Indoor Container Grants

Grant funds may be available (up to \$500 per business) to buy indoor containers for separate storage of organics.

Visit [portal.stopwaste.org/freebins](http://portal.stopwaste.org/freebins) to apply.



## BUSINESS GUIDE TO RECYCLING SERVICES

### GUÍA PARA SERVICIOS DE RECICLAJE COMERCIAL



RECYCLING ONLY

ORGANICS ONLY

TRASH ONLY



Waste Management of Alameda County, Inc.:  
(510) 537-5500 • [Hayward.wm.com](http://Hayward.wm.com)  
email: [csnorthbay@wm.com](mailto:csnorthbay@wm.com)



# RECYCLING

RECICLAJE 可回收物



Clean Paper, Magazines, Newspaper, Cardboard, Junk Mail, Paper Beverage Cartons (must be empty)



All Metal Beverage & Food Cans, Empty Aerosol Cans, Clean Aluminum Pans & Foil



Glass Bottles & Jars (Even broken)



Empty Plastic Bottles & Containers (Lids should be left on after emptying contents)



Recyclables should be empty, clean, and dry. Do not bag recyclables.



No polystyrene foam  
No plastic bags/film



No food or liquids.



No hazardous Waste



No food or liquids.



No recyclables



No hazardous waste



No polystyrene foam  
No plastic bags/film



No recyclables



No hazardous waste



# LANDFILL

BASURA 填埋場垃圾



Snack & Chip Bags, Candy Wrappers



Drink & Beverage Cartons, Boxes / Pouches (Multi-material Packaging)



Plastic Wrap, Bags & Other Plastic Film



Polystyrene Foam & Packaging



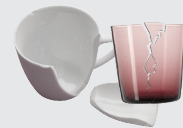
Wax-lined Food Cardboard Boxes



Disposable Gloves & Hairnets



Hoses, Cords & Wire



Broken Glass & Dishes (Please Wrap)



Plastic Lined Paper Cups & Lids, Plastic Utensils & Straws, To Go Containers (Including "compostable" plastic)



### Avoid an Overage Charge

Materials must fit inside a container with the lid shut when serviced or you may be charged. If you regularly have excess materials, call WM at (510) 537-5500 to help you right-size your service.



Food Scraps, Including Egg Shells, Meat & Bones



Food-Soiled Paper, Napkins, Paper Towels, Pizza Boxes, Cardboard Egg Cartons, Non-coated (plastic lined) Take-out Containers & Paper Plates (No surface sheen), Shredded Paper



Coffee Grounds & Tea Bags



Yard Waste, Untreated Wood

Plastic cups, straws, or utensils that are labeled "compostable" or "biodegradable" are not allowed in the Organics containers.



### No Loose Plastic Bags

No loose plastic bags are allowed. Commercial customers may use either clear bags (where the contents are visible) or BPI compostable bags to contain organic material.

State Law SB1383 requires all organics and recyclables to be sorted.