

# City of Murrieta

## Residential Waste and Recycling Service Guide



## Proud to Service Murrieta

WM and the City of Murrieta are proud to present you with this updated service guide to your recycling, organic waste and trash collection services to comply with California State Senate Bill (SB) 1383.

### Residential Cart Service

Standard residential service includes one 96-gallon recycling cart, one 96-gallon organic waste (formerly green waste) cart, and one 96-gallon trash collection services. Make sure you check the lid or label for instructions on how to use the container correctly and avoid contamination.

### Additional Carts

Residents can request additional carts for a monthly charge. 95-gallon and 64-gallon are available.

### Cart Service Reminders

1. Place all waste and recycling in the appropriate container and close the lid so that it fits tight to the cart body. Trash, organics, and recyclables left outside the carts will not be collected.
2. Place your carts at the curb by 6 a.m. on collection day. Emptied carts should be removed from curbside following service.
3. Roll carts into street and place them against the curb with the handles facing your home. Place carts at least three feet apart from other carts and objects.

### Holiday Schedule

Waste collection does not occur on the following holidays:

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

When a holiday falls on a weekday, collection will be delayed one day for the remainder of the week. If a holiday falls on a Saturday or Sunday, there will be no delay in service.

## Account Management, Discounts and Special Services

### Invoices and Payments

Residential customers are billed quarterly by WM. For billing and service questions, please contact WM at (800) 423-9986. For convenience, you may pay your invoice by signing up at [www.wm.com/myaccount](http://www.wm.com/myaccount) or you can pay over the phone for a small fee. For updates and further information, please visit: [www.wm.com/us/local/ca/Murrieta/residential](http://www.wm.com/us/local/ca/Murrieta/residential)



[home.wm.com/Murrieta](http://home.wm.com/Murrieta)

WM Customer Service: (800) 423-9986



## Additional Services

### Bulky Item Collection

Residents with curbside cart service may request two times in a calendar year, the free pick up of household bulky items and extra green waste.

Additional bulky item pick ups are available at a nominal cost.

**Bulky items include:** couches, washers, dryers and refrigerators.

Bulky items do not include large items such as car bodies or construction and demolition waste, hazardous waste or any other items that cannot be handled by one person. For a full list of acceptable bulky items, please visit: [home.wm.com/murrieta](http://home.wm.com/murrieta).

### Holiday Tree Collection

WM will collect and recycle Christmas trees for the first two weeks following Christmas at no additional charge.

- Trees longer than six (6) feet must be cut in half.
- Please remove all decorations including tinsel, lights, ornaments and tree stands.
- Flocked trees will be collected by the trash truck but cannot be recycled.

### Disposal of Motor Oil/Filter

WM offers free pickup of residentially generated used motor oil (a maximum of two gallons per week are accepted). Please contact WM customer service (800) 423-9986 at least 24 hours in advance of your regular collection date to schedule.

### Sharps

To order a Sharps container, please call (800) 423-9986 and one will be delivered to your home. Once the container has been filled, simply place it in the mail-back box and give it to your mail carrier. Residents will receive one free Sharps Mail-Back container per year. Additional containers are available for a nominal fee.



### Disposal of Electronic Waste

Residents may have up to three (3) items per year picked up with bulky items at no charge. A fee will be charged for more than 3 items.

Advance notice is required. Please contact WM customer service (800) 423-9986 at least 48 hours in advance of your regular collection date to schedule.

### Battery Program

Contact city for battery disposal facilities.

### Household Hazardous Waste (HHW)

Household hazardous waste cannot be collected by WM. For more information on collection locations and how to safely dispose of these

items, please call the Riverside County Waste Management Department at (800) 304-2226 or (951) 486-3200, or you can visit them on the web at [www.rcwaste.org/hhw](http://www.rcwaste.org/hhw). Household hazardous waste includes used oil filters, paint, antifreeze, batteries, propane tanks, pesticides, household cleaners, pool chemicals, health care products and fluorescent bulbs.



## Don't Miss Out!

Take advantage of the opportunities provided by Community Cleanup, Document Shredding, and Compost Giveaway Events. Stay informed about when these events occur throughout the year by checking your monthly invoices or visiting our local website at [home.wm.com/Murrieta](http://home.wm.com/Murrieta), in addition to your regular services.



[home.wm.com/Murrieta](http://home.wm.com/Murrieta)

WM Customer Service: (800) 423-9986



## SB 1383: What is it?

The California State Legislature passed Senate Bill 1383 (SB 1383), which requires cities to reduce organic waste disposal by 75% by 2025. Effective January 1, 2022, all California businesses, multifamily complexes, and residences are required to sort food scraps and yard debris from trash and recycling into an organics cart.

### Container Color Transition

California State Senate Bill (SB) 1383 requires collection containers to be uniform in color across the state by 2036. In the City of Murrieta, carts will be gradually transitioned to the new color scheme—recycling containers will have a blue lid, organic waste carts will have a green lid, and trash containers will have a black lid. We will make these changes gradually to minimize disruption to your service.

#### Recycling



Your gray cart [Old] or dark gray cart with a blue lid [New] is for recycling collection.

#### Organic Waste



Your green cart [Old] or dark gray cart with a green lid will be for organic waste collection.

#### Trash



Your burgundy cart [Old], or dark gray cart with a black lid [New] is for trash collection.

### SB 1383 cart monitoring and enforcement

SB 1383 also requires that carts be monitored for contamination and that an education enforcement program be in place to help residents reduce contamination in the recycling and organic collection carts. Keeping organics waste streams clean will help ensure that the organic material can be properly processed and composted.

### What is contamination?

Contamination happens when you place the wrong material in the wrong cart. Contaminants can damage processing equipment, harm employees, and turn other recyclables and organics into trash. Only place acceptable materials in your recycling and organics carts so they can be made into new products.

WM will be working in partnership with the City of Murrieta to help you and the city achieve best sorting practices. Starting 03/06/24, WM will begin a 60-day grace period to allow the Community the chance to get used to this new way of sorting their solid waste with no penalties.

Smart Truck Technology: Information will be sent to your household to help you recycle right and prevent overfill in your waste carts. During this campaign, you may receive a notification if contamination is spotted in your recycling and/or organics cart or if a trash, recycling and/or organics cart is overfilled. During this education campaign no contamination fees will be applied.

### What to expect

Starting 05/06/24, if the WM Smart Truck finds an issue with your cart due to contamination or an overfilled cart, the following will take place (occurrences within a calendar year):

#### 1st & 2nd Incident

- Contaminated/Overfilled Cart will be serviced
- Letter mailed to service address that states subsequent incidents may be fined a Contamination/Overfilled Cart Fee
- Letter will contain photographic documentation of the Contaminated/Overfilled Cart

#### 3rd & Subsequent Incidents

- Contaminated/Overfilled will be serviced
- Letter will contain photographic documentation of the Contaminated/Overfilled Cart
- Contamination/Overfilled Cart Fee will be applied



To Learn More Visit:

[www.wm.com/us/en/sb1383](http://www.wm.com/us/en/sb1383)



# Organics | Recycling | Trash

## Right Materials - Right Container - Know Which Container to Use

### What Goes in the Organics Container:



Food Waste



Yard Waste



Produce



Food Soiled Paper,  
Coffee Filters & Tea Bags



Meat, Fish & Poultry



Dairy



Bread, Pasta, Rice,  
Grains, Coffee Grounds

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



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

### What Goes in the Recycling Container:



Plastic Bottles & Containers  
and Caps



Food & Beverage Cans



Glass Bottles & Containers  
and Bottle Caps



Paper



Flattened Cardboard  
& Paperboard

Place recyclables directly into your recycling cart -  
Don't bag your recycling materials.



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

### What Goes in the Trash Container:



Foam Cups &  
Containers



Garden Hose



Broken Ceramic Dishes  
& Pots



Candy, Snack &  
Food Wrappers



Plastic Bags & Film



Diapers



Pet Waste



Clothing & Textiles



**Do Not Include:**  
Organics/Recyclables  
Hazardous Waste  
Electronics & CFL Bulbs  
Batteries, Tires or Paint  
Flammable Material



To Learn More Visit:  
[www.wm.com/us/en/sb1383](http://www.wm.com/us/en/sb1383)