

Overage Monitoring

WM's Smart Truck® Technology will monitor container overages. If a container is repeatedly overfilled, causing the lid not to close, and/or if materials are not contained in the cart, the following steps will be taken:

- The overfilled container will be serviced unless it cannot be done safely, in which case the overage will be tagged.
- If the overfilled container is serviced, a notification letter that includes a photograph of the overfilled container and instructions on how to prevent future overages will be sent to the service address. If the customer's preferred communication method is email, the notification will be sent to the email address on file.
- If overfilling continues, an overage fee may apply. Service levels may also be reassessed, and additional containers may be added.

Household Hazardous Waste (HHW)

WM does not directly handle or dispose of hazardous waste (HHW). HHW is any product labeled toxic, poisonous, combustible, corrosive, flammable or irritant. HHW examples include paint (latex and oil-based), pesticides, pool chemicals, batteries, solvents, and explosive items. WM will not collect solid or liquid HHW.

Please contact the Riverside County Waste Management Department at (800) 304-2226 or (951) 486-3200 or visit www.rcwaste.org/hhw to learn about their HHW programs and collection facilities.

Manure Service

WM offers a "clean manure only" recycling program as part of the new City of Norco Franchise Agreement. This program composts manure to help reduce landfill waste. To subscribe to manure service, contact WM or visit www.wm.com/myaccount.

Manure Cart Service

WM offers manure cart service once a week for an additional fee. Customers can choose either one 96-gallon cart or two 64-gallon carts for a reduced rate of \$31.49 per month.

Manure Non-Collection

If a manure cart is too heavy and deemed unsafe to collect, WM will attach a non-collection notice to the cart and return by noon the next day with the appropriate equipment to safely collect it. If a 96-gallon manure cart is repeatedly found to be overweight, the customer can choose to use two 64-gallon carts at the same cost as one 96-gallon cart. This option is only available for manure collection services.

Manure Bin Service

For larger volumes of manure, WM offers a 2-cubic yard manure commercial bin with service options from once a week to five times (5x) a week service. If your residence requires scout service, manure scout service will be offered at no charge and can be requested by contacting WM or visiting www.wm.com/myaccount.

Manure Roll-Off Service

For customers with substantial volumes of manure, WM offers seven (7) or ten (10) yard manure roll-offs with service options starting with once a week to five times (5x) a week service. For rates and additional information, please contact WM or visit www.wm.com/myaccount.

Avoid Contamination: Clean Manure Only

Keep trash, yard waste, food waste, rocks, dirt, feed, bailing twine, plastic bags or covers, feed bags, glass, cans, horseshoes, needles, lancets, or any other material out of your manure.

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.

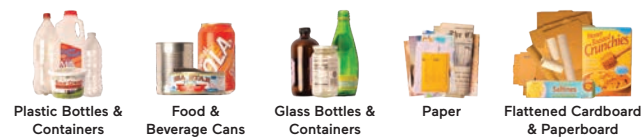
New Year's Day | Memorial Day | Independence Day | Labor Day | Thanksgiving Day | Christmas Day

Connect with WM

- 1. My WM Account:** 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 to get started.
- 2. My WM App:** Download the My WM App from the Google Play Store or the Apple App.
- 3. Live Chat:** Get immediate help at www.wm.com.
- 4. Local Website:** Visit <https://home.wm.com/norco> for the latest service information and to connect with WM Support.
- 5. In Person:** Visit our WM Norco Office at 1640 Second Street, Norco, CA, Monday – Friday, 8 a.m. to 5 p.m.
- 6. Phone:** Call our WM Customer Care Center at (800) 423-9986. Monday – Friday, 8 a.m. to 5 p.m. Hours: Monday – Friday, 8 a.m. to 5 p.m.

A Quick Reference to Your Waste and Recycling Containers

What Goes in the Recycling Container:



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

What Goes in the Organics Container:



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

What Goes in the Trash Container:



What Goes in the Manure Container:

- Keep manure clean and dry.
- Keep manure cart lid closed to minimize exposure to weather (rain, etc).

Do Not Include: trash, green waste, food waste, pet waste, rocks or dirt, horse shoes, feed bags or bailing twine, plastic bags, cans, glass bottles, needles or lancets



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



Do Not Include:
Plastic Bags or Film, Serveware/Utensils, Plastic Containers, Foam Containers, Hazardous Waste, Fats, Oils, or Greases, No Dead Animals



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



1640 Second Street, Suite 201
Norco, CA 92860



City of Norco

Commercial, Multi-Family Dwelling, and Mixed-Use
Development Waste and Recycling Service Guide

Important Information
About Changes to Your Waste, Recycling
and Manure Services

For this information in Spanish, visit <https://home.wm.com/norco>
Para esta información en español, visite <https://home.wm.com/norco>

Dear Norco Commercial, Multi-Family, and Mixed-Used Development Customers,

WM is honored to provide the City of Norco with reliable waste, recycling, organics, and manure collection services. Starting July 1, 2024, WM will begin providing new and enhanced service offerings. This Commercial, Multi-Family Dwelling, and Mixed-Use Development Waste and Recycling Service Guide includes information related to new and enhanced waste, recycling, and manure services, including organic waste collection, to the City of Norco’s commercial, multi-family, and mixed-used development customers to ensure the city is compliant with Senate Bill 1383 (SB 1383).

CUSTOMER TYPES

- Commercial customers include all retail, professional, wholesale, industrial facilities, and other businesses that use garbage bins, carts, compactors, or roll-off containers for their waste.
- Multi-Family Dwelling (MFD) customers refers to any residential building or structure with five (5) or more distinct living units.
- Mixed-Use Development (MXD) customers are those properties that combine commercial units and residential units (five or more) using any type of waste collection containers.

State of California’s Mandatory Commercial Recycling Laws: 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 multifamily 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 organics. For sample signage, visit 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 are required to separate organic waste from trash and subscribe to an organics collection program per State law SB 1383.

Organics consist of food scraps, compostable food-soiled paper, and yard waste. SB 1383 was passed to divert more food waste and yard trimmings from our landfills to further reduce greenhouse gas emissions and slow climate change. For more information, visit CalRecycle at www.calrecycle.ca.gov/organics/slcp/.

SB 1383 also requires contamination monitoring and an education and enforcement program that monitors recycling, organics, and manure containers for contamination. Contamination occurs when non-acceptable items are placed in the wrong container. Contaminants can ruin an entire load of organics or recyclables and prevent these materials from going on to have a second life.

SB 1383 Contamination Monitoring and Enforcement for all Commercial, Multi-Family, and Mixed-used Development Customers

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 WM’s Smart Truck® Technology detects contamination, the following will occur within any rolling twelve-month period of contamination:

First and Second Occurrences

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

Third and Subsequent Occurrences

- Contaminated container will be serviced.
- A notification letter with a photograph of the contaminated container and correction instructions will be sent to the service address or email, depending on customer preference.
- A contamination fee will be applied.

If you have questions or concerns about which cart to properly dispose of a particular item, please visit <https://home.wm.com/norco>.

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 food recovery assistance programs, please contact WM or visit <https://home.wm.com/norco>.

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 at (951) 207-0529 or email LHartman@wm.com to discuss your specific requirements.

SB 1383 Universal Roll-Out

Starting July 1, 2024, all new customers will receive trash, recycling, and organics collection services. Between July 1, 2024, and December 31, 2024, we will expand organics collection to existing customers with trash service who do not yet have recycling and organics service. By January 1, 2025, all customers who pay for waste collection will receive organics service unless the City receives, reviews, and approves a waiver. Waivers may be available on a case-by-case basis if specific criteria are met. To learn more, please contact WM at (951) 207-0529 or email LHartman@wm.com.

SERVICES

Recycle and Organics

WM offers weekly recycling and organics collection using both bins and carts. Commercial recycling bins are available in various sizes: 2-cubic yards, 3-cubic yards, 4-cubic yards, and 6-cubic yards. For customers with space constraints or who generate less material, 96-gallon recycling carts are also available. Commercial organics are collected in 64-gallon carts.

NEW Split-Bin Containers

WM now offers 3-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. For rates and additional information, please contact WM or visit www.wm.com/myaccount.

Container Accessibility

Please ensure that containers are accessible on your regularly scheduled collection day(s), that gates are open or that our driver has a key or gate code. Also, please ensure that cars, delivery trucks, excessive trash or other obstructions do not prevent access to your container.

Scout Service

WM offers scout and push services to ensure we can collect your waste even if your bin storage location is hard to reach. Scout service is available for bins not easily accessible to our standard collection vehicles. We use a heavy-duty truck to move your bins to a designated collection location and then return them to the storage location once emptied. This service is available at an additional charge.

Push Service

Push Service is offered when standard collection vehicles cannot access your containers. In this case, our driver will dismount the service truck, move the containers from the storage location to the truck for collection, and then return the containers after service. This service is also available at an additional charge.

For rates and other information, please contact WM or visit www.wm.com/myaccount.

Back Yard Service for Multi-Family Dwelling Customers

WM offers backyard service at no additional charge for multi-family dwelling units where all adult residents have disabilities that prevent them from placing garbage, recycling, or organics carts at the curb. Drivers will assist by taking the carts to the curb for service and returning them to a designated location. Please contact WM to learn more and determine eligibility.

Locking Bins

WM offers locking bin service and provides the hasp, lock, and servicing of the lock to customers at an additional charge.

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 and 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.

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.

Container Repair

WM is responsible for repairing collection containers. If your container needs repair, contact us, and we will repair or replace it within five business days. If the customer damaged or destroyed the container, a replacement fee may apply. Graffiti removal is also included in our repair service.

Container Exchange

If you need to change your collection container, notify us, and we will deliver a new one within five business days. Each commercial service unit is entitled to one free container exchange per calendar year. Additional exchanges will incur a fee based on the service rate.

Container Cleaning

You can request a free cleaning of your collection containers once per calendar year. If needed, we will clean your containers or replace them with clean ones. Additional cleaning beyond once per year will incur a fee. To request a repair, exchange, and/or cleaning, contact WM.

Bundled Cart Service for Multi-Family Dwelling Customers

WM offers standard cart service to multi-family dwelling customers, including weekly trash collection, recycling, and organics.

Bundled Bin Service for Commercial and Multi-Family Dwelling Customers

WM offers bin service for trash collection in various sizes. Each bin service includes one 96-gallon recycling cart and one 64-gallon organics cart at no extra cost.

Base Recycling and Organic Waste Service for Multi-Family Dwelling Customers

All multi-family service recipients must subscribe to weekly garbage collection, which includes at least one (1) 96-gallon recycling cart and one (1) 35-gallon organics cart. These are included in the bundled rate.

Base Recycling and Organic Waste Service for Commercial and Mixed-Use Dwelling Customers

All multi-family service recipients must subscribe to weekly garbage collection, which includes at least one (1) 96-gallon recycling cart and one (1) 64-gallon organics cart. These are included in the bundled rate.

Bulky Item Collection – Commercial (Non-MFD or Non-MXD)

WM offers on-call bulky waste pickups for commercial premises at a nominal cost. Please schedule online at www.wm.com/myaccount or contact 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:

- Customers may place up to six (6) bulky items, including electronic and universal waste* items, or ten (10) 32-gallon bags at the curb per bulky waste collection request.
- 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 are to be placed curbside or where containers are regularly serviced. Items will be collected on your regular collection day.
- 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 people.

*Universal waste consists of florescent 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/norco>.

Bulky Item Collection for Multi-Family Dwelling Customers

Multi-family dwelling customers may request free pickup of household bulky items three (3) times in a calendar year. Additional bulky item pickups are available at a nominal cost. Please schedule online at www.wm.com/myaccount or contact 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:

- Customers may place up to six (6) bulky items, including electronic and universal waste* items, or ten (10) 32-gallon bags at the curb per bulky waste collection request.
- 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 are to be placed curbside or where containers are regularly serviced. Items will be collected on your regular collection day.
- 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 people.

*Universal waste consists of florescent 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/norco>.

Bulky Item Collection for Mixed-Used Development Customers

Mixed-used development customers may request free pickup of household bulky items three (3) times in a calendar year. Additional bulky item pickups are available at a nominal cost. Schedule online at www.wm.com/myaccount or call the WM Customer Care Center at least two (2) workdays in advance of the next regular collection day to request this service, or the pickup will occur on the next regular collection day.

Guidelines:

- Customers may place up to three (3) bulky items, including electronic and universal waste* items, or ten (10) 32-gallon bags at the curb per bulky waste collection request.
- 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 are to be placed curbside or where containers are regularly serviced. Items will be collected on your regular collection day.
- 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 people.

*Universal waste consists of florescent 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/norco>.

Move In/Out Collection Service for Multi-Family Dwelling and Mixed-Used Development Customers

WM offers new MFD and MXD customers a one-time, no-charge collection of recyclable packaging materials within the first three months of opening their account. The recyclable packaging material must be flattened and bundled together with twine or rope to contain it and make it easy to collect.

Acceptable recyclable materials include cardboard boxes, packaging paper, and newspapers. Non-recyclable materials such as plastic bags, plastic wrap, foam, and packing peanuts will not be accepted. If non-recyclable materials are set out for collection, this may count as one of your free annual bulky item pickups, provided it meets the bulky item collection guidelines. Please ensure recyclables are properly bundled for pickup by the WM team.

Holiday Tree Collection Program for Multi-Family Dwelling Customers

WM will collect and recycle natural, undecorated holiday trees annually for three weeks beginning December 26 each year, at no additional charge. After this period, trees will be collected as a bulky item pickup.

- Holiday trees must be removed from the stands.
- Set holiday trees out at the curb for collection
- Trees longer than six (6) feet must be cut into pieces.
- Trees must be free of ornaments, lights, garlands, tinsel, flocking, or other decorations.
- Flocked trees cannot be recycled and will be collected as trash.