

City of Rolling Hills Estates

Residential Welcome Packet



Dear Residents of Rolling Hills Estates:

WM is proud to be your service provider. We look forward to providing you with courteous and dependable curbside collection and helping to keep Rolling Hills Estates safe, clean, and green.

Rolling Hills Estates Service Information

WM Carts

As part of your automated pick-up service, WM provides 32, 64 and 96 gallon trash, recycling, and organic waste carts.

- **Trash** - Black cart w/black lid
- **Recycle** - Blue cart w/blue lid
- **Organic Waste** - Green cart w/green lid



Billing & Payment Options

Residential services are billed monthly by WM. You may pay online through your My WM Account or as a guest at www.wm.com/us/en/mywm/my-payment/verify or you can pay by phone by calling WM Customer Service.

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. If a holiday falls on a Saturday or Sunday, there will be no delay.

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



Bulky Item Collection

Rolling Hills Estates residents may request four (4) free bulky item pickups per year (up to five items per pickup). Up to ten 32 gallon trash bags can also be accepted as a bulky item pickup.

Acceptable items include: sofas, chairs, washers, dryers, toilets, etc.

Non-acceptable items include: tires, batteries, paints, oils, construction debris, chemicals of any kind, Freon, rocks, sand, gravel, dirt, logs, carpet, hazardous, or medical waste.

Bulky items cannot exceed 8 feet in length, 4 feet in width, weigh more than 150 lbs each, or require more than two people to handle. Please call (800) 774-0222 at least 24 hours in advance of your collection day to schedule a pickup.



Want step by step instructions on how to quickly schedule your next bulky item pickup online?

Scan this QR code for a helpful video.

Holiday Tree Collection Program

WM will collect and recycle holiday trees for three (3) weeks following December 25, at no additional charge. After this period, trees will be collected as a bulky item.

- Holiday trees must be removed from stands.
- Trees longer than six (6) feet must be cut in half.
- Trees must be free of ornaments, lights, garlands, tinsel, flocking, or other decorations.
- Flocked trees will be collected by the trash truck but cannot be recycled.

Backyard Service

Did you know WM provides free valet service to disabled customers who cannot bring their carts to the curb and do not have anyone living with them who can do so? To learn more, please contact WM Customer Service.

Temporary Bins/Roll Offs

Large bins are available for rent to help you dispose of waste from home remodeling, landscaping, roofing or other big household projects. For rates and other information, please call the WM Customer Care Center.



At Your Door Special Collection

Rolling Hills Estates residents can safely dispose of household hazardous waste and electronic waste using WM's At Your Door Special CollectionSM. The materials are collected right from your front door! Common items include pool chemicals, paint products, automotive products, garden chemicals, household chemicals, and electronics.

There are three easy ways to participate:

1. Schedule a collection online

(www.WMATYOURDOOR.com)

2. Call 1-800-449-7587

(Mon.-Fri., 5:00am- 5:00pm)

3. E-mail: AtYourDoor@WM.com

(with your list of items and your contact information)

ORGANICS | RECYCLING | TRASH

Right Materials - Right Cart - Know Which Cart to Use

What Goes in the Organics Cart:



FOOD WASTE AND FOOD SOILED PAPER



YARD WASTE



PRODUCE



MEAT, FISH & POULTRY



DAIRY



BREAD, PASTA, RICE, GRAINS, COFFEE GROUNDS AND FOOD SOILED PAPER



- DO NOT INCLUDE:**
- NO PLASTIC BAGS
 - NO SERVEWARE
 - NO PLASTIC CONTAINERS
 - NO FOAM CONTAINERS
 - NO HAZARDOUS WASTE

Place organics materials directly into your organics cart - **no plastic bags allowed**

What Goes in the Recycling Cart:



PLASTIC BOTTLES & CONTAINERS



FOOD & BEVERAGE CANS



GLASS BOTTLES & CONTAINERS



FOOD & BEVERAGE CARTONS



PAPER



FLATTENED CARDBOARD & PAPERBOARD



- DO NOT INCLUDE:**
- NO LOOSE PLASTIC BAGS
 - NO FOAM CONTAINERS
 - NO CLOTHING, FURNITURE OR CARPET
 - NO HAZARDOUS WASTE

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

What Goes in the Trash Cart:



GARDEN HOSE



BROKEN CERAMIC DISHES & POTS



CANDY, SNACK & FOOD WRAPPERS



CHIP BAGS



DIAPERS



FOAM CONTAINERS



- DO NOT INCLUDE:**
- NO HAZARDOUS WASTE
 - NO ELECTRONICS
 - NO BATTERIES, TIRES OR PAINT
 - NO FLAMMABLE MATERIAL

To Learn More Visit: wm.com

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Recycling Food Waste at Home

As required by state law Senate Bill 1383 (SB 1383), Waste Management (WM) has launched an organic recycling program in partnership with the City of Rolling Hills Estates. All food scraps, food-soiled paper, and yard trimmings must be placed together in your organics cart. To help collect food scraps in your kitchen and transfer them to your organics waste cart, WM has provided each Rolling Hills Estates residential household with a kitchen food waste pail. These pails reduce the moisture and odor-causing bacteria.

How to Use Your Kitchen Food Waste Pail

1. **Keep your food pail on the kitchen counter top or under the sink. Placing your pail in a visible area will help you remember to recycle your organics.**
2. **Place food scraps, or your leftover food-soiled paper items, directly into the pail. The pail can be used as is, or lined with a paper bag or newspaper. Do not use plastic bags of any type, even if they are labeled as biodegradable or compostable. Compostable cups, plates, or utensils are also not acceptable.**
3. **Scrape food scraps and leftovers from your plate or cutting board into your pail. Spoiled or stale food from your fridge and cupboards can also be placed in the pail.**
4. **Empty your pail directly into your organics cart. DO NOT place your small food waste pail out on collection day. Only the full-size organics cart should be placed at the curb.**



✓ Acceptable Items



Food Waste & Food Soiled Paper



Yard Waste (Grass, Leaves, Brush, & Tree Branches)



Produce



Meat, Fish, & Poultry



Dairy



Bread, Pasta, Rice, Grains, Coffee Grounds, & Food Soiled Paper

DO NOT INCLUDE:
PLASTIC BAGS OR FILM
SERVEWARE/UTENSILS
PLASTIC CONTAINERS
FOAM CONTAINERS
HAZARDOUS WASTE
FATS, OILS, OR GREASES



Minimize the use of your garbage disposal

Garbage disposals increase waste that has to be treated at wastewater treatment plants, can clog sewer lines, and increase the amount of water used in your home.