

San Luis Obispo County

Business and Multifamily Waste and Recycling Service Guide



Your Service Provider is Changing

WM and Mid State Solid Waste & Recycling are proud to announce the approval County of San Luis Obispo for WM to become your new service provider, effective November 1.

Frequently Asked Questions

- **With this change in providers, are my services changing?**

No, there are no changes to your trash, recycling and organics services.

- **Will my service day change?**

WM will continue to provide services on your same collection schedule and frequency. If there is a need to adjust your collection schedule in the future, you will receive advance communication about the service change.

- **What do I do with my containers?**

There are no immediate changes to your containers. Please continue to use your existing trash, recycle and organic waste containers as you normally would.

- **How do I make changes to my service?**

Commercial customers can make changes to their service by contacting WM Customer Experience by phone: (805) 434-9112 (Monday-Friday, 8 a.m. to 5 p.m.) or contact us by Chat at wm.com.

- **Will my rate change on Nov. 1?**

No, there are no changes to service rates as a result of this transition.

- **Will my current online or automatic billing continue with WM?**

Unfortunately, no. For data security and compliance with privacy laws, you will need to sign up for a My WM profile and wm.com and select your preferences. Instructions are included on Page 3 of this service guide and will be included with your next invoice.

SB 1383: New Statewide Mandatory Organic Waste Collection

Effective Jan. 1, 2022, all California businesses, multifamily complexes, and residences are required to separate organic waste from trash and subscribe to an organics collection program. 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 www.iwma.com/sb-1383.

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



Do Not Include:

- Plastic or Compostable Bags
- Plastic 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



Do Not Include:

- Food Or Liquids
- Plastic Bags or Film
- Foam Containers
- Clothing, Furniture or Carpet
- Batteries
- Electronics
- Hazardous Waste
- Yard Waste



Paper



Flattened Cardboard
& Paperboard

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:

- Organics/Recyclables
- Hazardous Waste
- Electronics
- Batteries, Tires or Paint
- Flammable Material



Plastic Bags & Film



Diapers



Pet Waste



Clothing & Textiles

Commercial Generator Waiver Program

State regulations allow IWMA to grant participation waivers to qualifying businesses and multifamily properties for lack of generation or physical space constraints. For more information or to apply, contact the IWMA at (805) 782-8530 or visit www.iwma.com/business-and-multi-family-waiver.



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.



Additional Disposal Options

Temporary Bin & Roll-Off Service

Large bins and roll-off containers are available to help you dispose of waste from your remodeling, clean out, or landscaping project. For additional information, please contact WM Customer Experience.



Additional Services

Bulky Item Collection

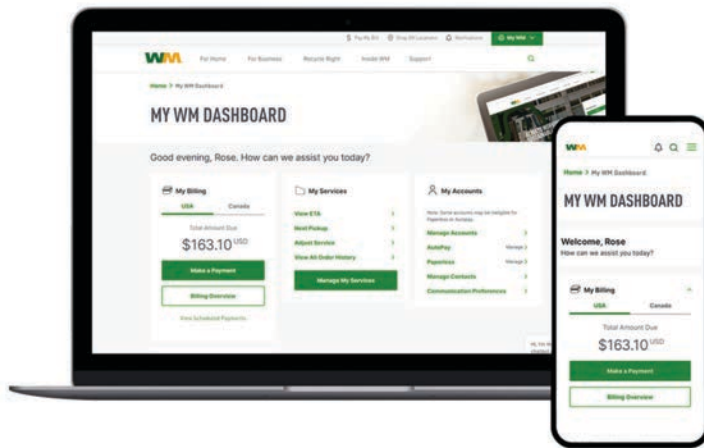
To dispose of large bulky items, such as furniture and appliances, please contact WM Customer Experience for details and pricing.



Additional Services

Cleaning Commercial Bins

Commercial customers are provided with semi-annual bin cleaning at no cost. Additional cleanings are available for a fee. Contact the office for more information or to schedule your cleaning.



Billing and Payment Information

My WM

Do more with a My WM account. Manage your service or pay your bill, sign up for paperless billing, chat with an agent, view your pickup or holiday schedule, and more. Visit wm.com/mywm to create your account or download the My WM App at the iTunes App Store or Google Play.

Monthly Rates

A complete list of all rates is available upon request from our office. Please be advised that there may be rate adjustments in 2024.

WM Customer Service

Chat: wm.com

Local website: business.wm.com/SLO-County

Phone: (805) 434-9112

(Monday through Friday | 8 a.m. to 5 p.m.) If calling after regular business hours, please leave a message and we will return your call the next business day.

