

San Luis Obispo County

Residential Trash and Recycling Service Guide



Your Service Provider is Changing

WM and Mid State Solid Waste & Recycling are proud to announce the approval from San Luis Obispo County 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?**

Residential 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



Paper



Flattened Cardboard
& Paperboard



Do Not Include:

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

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



Plastic Bags & Film



Diapers



Pet Waste



Clothing & Textiles

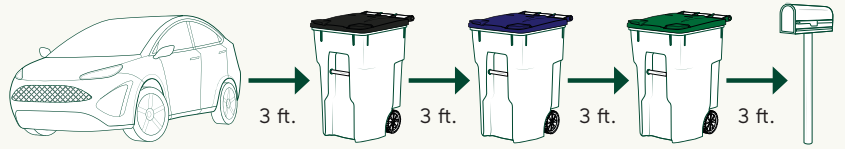


Do Not Include:

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

Service Guidelines

Please place the wheels of each cart toward your house and your carts at least three (3) feet apart and three (3) feet away from any obstacles (trees, cars, mailboxes, etc.) to allow the automatic arm to safely lift and empty your carts.



- Place all trash, recyclables, and organics material in the appropriate containers and make sure that the cart lid is closed.
- Have your carts at the curb the night before or no later than 6 a.m. on your collection day.
- Be aware that an additional charge of \$10.13 per bag will be applied if the household waste cart is overloaded or if extra bags are left for pickup. If you should have extra waste, please call our customer service center at (805) 434-9112 so that we may alert your driver of the additional pickup.



Holiday Schedule

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.

Monthly Rates

Rural SLO County

- **32 Gallon Waste Cart Service \$62.31**
- **64 Gallon Waste Cart Service \$90.70**
- **96 Gallon Waste Cart Service \$119.12**

Urban SLO County

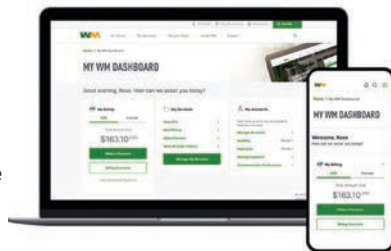
- **32 Gallon Waste Cart Service \$60.16**
- **64 Gallon Waste Cart Service \$88.06**
- **96 Gallon Waste Cart Service \$115.88**

Three container service (Trash, Recycle and Organics). Rates includes 2% County Fee. A complete list of service and rates is available at home.wm.com/SLO-County.

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 collection or holiday schedule, and more. Visit wm.com/mywm or scan the QR code and create your My WM profile. Your My WM profile can also be used with the My WM App available at the Google Play or iTunes App Store.



Clean Up Weeks

Clean-Up Weeks are provided for Templeton Residential Customers twice per year. During these weeks, each residential customer will be able to set out up twelve (12) standard 32-gallon trash bags (not to exceed 40 pounds per bag) on their regular collection day at no additional charge. The Fall Clean Up Week includes bundled yard waste. To dispose of large bulky items, such as furniture and appliances, please contact WM Customer Experience for details and pricing.

Green Waste Collection Event

Thursday, Nov. 16 & Friday, Nov. 17

NO PLASTIC BAGS, please! CLEAN "GREEN" WASTE ONLY

- Please bundle any brush or branches that do not fit in your green organic waste cart.
- Bundles cannot exceed 40 pounds, 4 feet in length, or 24 inches in width.
- Please have your green organic waste cart and green waste extras out by 6 a.m. on your regular collection day.

2 Cubic Yard Limit Per Customer

Fall Clean Up Event

One Day Only: Saturday, Nov. 18, 2023 | 9 a.m. to 2 p.m.

Rural residential customers are invited to bring extra trash and large bulky items to the following locations:

Mid-State Solid Waste & Recycling: 3360 La Cruz Way, Paso Robles (enter from La Cruz Way ONLY)

Creston Rodeo Grounds: 6180 Webster Road, Creston (Corner of Webster/Swayze)

2 Cubic Yard Limit Per Customer

Please do not drop anything off before or after the event!

Additional Services



Additional, Missing or Damaged Carts

Please contact WM Customer Experience to request changes to your service, such as adding an additional recycling cart or to report a damaged or missing cart.



Temporary Bin & Roll-Off Service

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

Special Services

Household Hazardous Waste (HHW)

For more information on accepted HHW items, contact the IWMA at (805) 781-8530 or visit www.iwma.com/recycling-guide.



Free Curbside Oil Recycling

Contact WM Customer Experience at (805) 434-9112 to request free delivery of a 15-quart oil container and oil filter bag. When filled, schedule collection of your used motor oil and filters and we will replace them with an empty container and oil bag at no charge.



Holiday Tree Recycling

Cut trees into pieces 3 feet or smaller and place in your organic waste cart to be picked up on your regular collection day. Please remove all decorations including tinsel, lights, ornaments, and tree stands.



Bulky Item Collection

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

WM Customer Service

Chat: wm.com

Local website: home.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.

Service Issues

Please contact our office at (805) 434-9112, if you have any problems with your service. If you cannot resolve a problem with our staff, please contact the County Solid Waste Coordinator at (805) 781-4357. Our office is located at 3360 La Cruz Way, Paso Robles.

