

Richmond Sanitary Service...

...serving West Contra Costa communities for 90 years!!

The following information is provided to help us serve you better and to help you know more about solid waste and recyclables management in your community. Our goal continues to be to offer the best possible service to our customers—with excellence as the only acceptable standard in efficiency, cleanliness and courtesy. If we fall short of that goal, please call our Customer Service Office at (510) 262-1610.

For Information and/or requests for service call:

RSS Customer Service	(510) 262-1610	Golden Bear Transfer Station	(510) 233-4330
Commercial Bin Service	(510) 262-1605	Household Hazardous Waste Center	(888) 412-9277
Debris/Roll-off Box Service	(510) 232-5872	Recycling Buy-back	(510) 412-4512

RESIDENTIAL SERVICE

In the absence of an exemption issued by Contra Costa County Environmental Health, all occupied properties are required to have weekly solid waste collection service. Under County Health and Safety Code, property owners may be held liable for costs associated with nuisance abatement resulting from lack of solid waste collection service.

Solid waste are collected weekly; recyclables and yard waste are collected bi-weekly on alternating weeks. Owners or their designated representatives or agents (including managers and tenants) may subscribe for solid waste collection service. It is RSS policy to bill owners unless an agent (property manager, tenant or other representative) has been designated and authorized in writing to receive billings and other information. **To protect property interests and prevent the blight of accumulated waste, owners are strongly encouraged to arrange for waste collection services at their rental properties.**

Containers

Standard service consists of a brown cart for solid waste, one blue 65-gallon cart for recyclables and one green 65-gallon cart for yard waste. All containers are provided and serviced by Richmond Sanitary Service (RSS). Only containers provided by RSS will be serviced. When filled, materials should not extend beyond the container rim and the lid should fit properly when closed. The weight of the containers should not exceed the allowable limit indicated on the cart. If the cart is too full for the lid to close properly, or the waste is compacted, an extra fee will be charged (see "Extra Waste" in the Special Services section of this flyer).

Collection Day

Collections may not be made at the same time on collection day each week. To assure collection, containers must be placed at the curb **by 6:00 a.m. on collection day**. Face carts toward the street with wheels against the curb or gutter. Allow at least 2 feet between carts and 5 feet from other objects (i.e., automobiles, mail boxes, power poles, etc). To minimize spillage in the emptying process, make sure lids are securely shut. In consideration for your neighbors and to keep your community attractive, empty carts should be removed from the curb and placed out of public view by 7:00 p.m. on collection day.

If containers are not put out on collection day, customers have the option to wait until the next week for pick-up or to request a "call back" pick-up. Call-back service is subject to an additional charge. Carts not placed out for collection on time are not eligible for credit.

Holiday Schedule

For customer convenience, our collectors work their regular schedule on some holidays. When holidays occur Monday-Friday and our Collectors do celebrate holidays with their families, collections will be one day late for the remainder of the week following the holiday (with regular Friday collections being made on Saturday).

Regular Collection Holidays

Martin Luther King, Jr. Day
President's Day
Memorial Day
Admission Day
Columbus Day
Veteran's Day

One-day Late Holidays

July 4th Independence Day
Labor Day
Thanksgiving Day
Christmas Day
New Year's Day

Please note: When "One-day Late Holidays" fall on Saturday or Sunday, our collectors work on the following Monday and containers will be serviced on your Regular Collection day.

Residential Rates

Rates are established by the Contra Costa County Board of Supervisors based on **brown** waste cart capacity, and are made up of two elements: Collection service and the "IRRF" Surcharge that includes disposal, recyclables processing, operation, maintenance and bond financing of the West County Integrated Resource Recovery Facility (IRRF). Please call our Customer Service Office at (510) 262-1610 for current rates.

Rates effective January 1, 2007:

<u>Service Level</u>	<u>Collection</u>	<u>*IRRF Surcharge</u>	<u>Total Per Month</u>
35-gallon	\$19.25/month	\$ 9.09/month	\$28.34/month
65-gallon	37.50/month	16.91/month	54.41/month
95-gallon	55.65/month	25.37/month	81.02/month
20-gallon	18.65/month	5.19/month	23.84/month

*The IRRF Surcharge is set annually by the West Contra Costa Integrated Waste Management Authority and covers the cost of waste transportation to Solano County for landfill disposal, recyclables processing and marketing, operation, maintenance and bond financing and WCCIWMA oversight of the West County Integrated Resource Recovery Facility (IRRF).

Billing

For customer convenience and cost containment, residential customers are billed quarterly in advance. Bills are due upon receipt and considered past due at the end of the first month of the billing period. Past due accounts are subject to late payment charges applied at 60 days. **Service will be suspended for non-payment. We are required to report occupied properties without subscription to weekly waste collection service to the County Environmental Health Department.**

Payment may be made by check, money order or credit card by mail, using the tear-off coupon from your bill. Checks returned from the bank for insufficient funds are subject to processing charges as permitted by State law (\$25 for the first check; \$35 for subsequent dishonored checks). Credit card payment also is accepted by telephone at (510) 262-1610. Cash payment can be made at the RSS business office located at 3260 Blume Drive, Suite 100, in Richmond.

GARBAGE COLLECTION

Garbage/Solid Waste Collection—BROWN Cart

Use your **brown** cart for regular household garbage (also referred to as "solid waste"). To take full advantage of your service and help the environment, make sure to maximize use of our recycling and yard waste collection services using the blue and green carts.

What **NOT** to place in brown cart:

- ✓ Explosive, hazardous or toxic material of any kind
- ✓ Hot ashes, sod, dirt, rocks, concrete
- ✓ Liquids or petroleum products (such as oil, gasoline, anti-freeze or similar substances)
- ✓ Car parts, tires, batteries
- ✓ Appliances such as microwave ovens computers, computer screens, TV's
- ✓ Clean lumber, furniture (except small pieces of painted lightweight woods such as wood trim that can fit in the cart with the lid properly closed)
- ✓ Household batteries, mercury-containing items (cell/cordless phones, answering machines, computer parts DVD/VCR players, fluorescent lamps, thermostats, etc.)

On-Call Clean-up—NO EXTRA COST!!!

Each calendar year, residential customers are entitled to two on-call clean-up collections without additional charge. On-call Clean-ups can be used either for trash or **all** green waste (mixed set-outs must be collected and disposed of as solid waste). Please call our Customer Service Office at least two weeks in advance to schedule your collection day. Trash Clean-up collections will be made on the customer's regular collection day; **all** green waste Clean-up pick-ups will be made on the regular green waste collection day. Up to two cubic yards (12 to 15 35-gallon bags) will be picked up on each clean-up collection. **Containers will not be returned**—all items must be bagged. Bags should be no larger than 35-gallons, weigh no more than 30 pounds and be strong enough to hold the materials without breaking.

Mini-can Service

For single-occupant households, or those that generate smaller quantities of waste, 20-gallon "mini-can" service is available.

Residential Rental Units

By local ordinance, although not obliged to underwrite the cost of waste collection service (it can be included in the rent), owners of residential rental units may be held liable for nuisance abatement charges for properties without weekly waste collection service. It is RSS policy to bill owners, or with written authorization their designated agent, property manager or other representative. ***To protect property interests and prevent the blight of accumulated waste, owners are strongly encouraged to arrange for waste collection services at their rental properties.***

RECYCLING SERVICE

Removal (theft) of recyclable items from curbside carts is illegal and makes it more difficult for your community to meet its mandated diversion goals. Please report any incidents of recyclables theft by calling the non-emergency telephone line of your sheriff's department.

Recyclables Collection – Blue Cart

Use your 65-gallon **blue** cart for recycling. Place rinsed recyclable containers and papers loose in the cart—do not bundle or place recyclable materials in plastic or paper bags. Don't put non-recyclables in the recycling cart—place those in the brown waste cart. Contaminated recycling carts are subject to return trip collection and waste (garbage) disposal charges.

What to place in **blue** cart:

- ✓ White, colored & mixed paper
- ✓ Newspaper & cardboard
- ✓ Magazines, catalogs, junk mail
- ✓ Paper bags, envelopes
- ✓ Non-carbon forms
- ✓ Milk, water, soda, juice bottles
- ✓ Aluminum cans, foil pans
- ✓ Glass bottles, jars
- ✓ Steel/tin cans
- ✓ #1 & #2 plastics only

What **NOT** to place in **blue** cart:

- Hazardous, toxic or explosive materials of any kind
- Hot ashes, sod, dirt, rock or concrete
- Household Hazardous Waste
- Food products
- Styrofoam
- Food contaminated paper products
- Painted wood
- Lumber over 4"x 4" x 24" long
- Ferrous metals
- Electronic or mercury-containing items

Additional recycling carts are available at a modest charge. Please call our Customer Service Office for details.

E-Waste and Universal Waste

The Household Hazardous Waste Center at the West County Integrated Resource Recovery Facility (IRRF) accepts TV and computer monitors and universal waste (household batteries, fluorescent lamps, thermostats, CPU's and peripherals, VCR/DVD players, microwaves, radios and CD players, cell phones and telephone answering machines) at no cost to RSS service area residents. There is a fee for business drop-offs. Bring your most recent waste collection service bill and proof of residency. There is a limit of five (5) large electronic items per visit. The HHW Center, located at 101 Pittsburg Avenue (off the Richmond Parkway) in Richmond, is open Thursdays, Fridays and the first Saturday of each month from 9:00 a.m. to 4:00 p.m. (closed 12-12:30 p.m. for lunch break.)

Used Oil Recycling Collection

RSS collects used motor oil and filters from the curb. To obtain an Oil Recycling Kit that includes unbreakable plastic containers with secure screw-on caps and a leak-proof bag for filters, and arrange for a convenient collection date, call our Customer Service Office.

GREEN WASTE SERVICE

Green Waste Collection – GREEN Cart

Place all green waste (also referred to as “yard waste”) directly into your 65-gallon **green** cart. Do not place any materials in plastic bags. Contaminated green waste carts are subject to return trip collection and waste (garbage) disposal charges.

What to place in **GREEN** cart:

- ✓ Yard trimmings
- ✓ Grass clippings
- ✓ Leaves and flowers
- ✓ Pine needles
- ✓ Weeds
- ✓ Uncooked fruit, vegetables, trimmings

What **NOT** to place in **GREEN** cart:

- Palm leaves, bamboo, ivy
- Lawn sod
- Painted wood
- Dirt, rock, sand, concrete
- Pet waste, manure

Additional green waste carts are available at a modest charge. Please call our Customer Service Office for details.

Your annual On-call Clean-ups can be used for **all** green waste collection. Please see “On-Call Clean-up—No Extra Cost” under **GARBAGE COLLECTION**, or call our Customer Service Office for more information.

Christmas Tree Recycling

To help your community meet its state mandated landfill waste diversion goals, *UNFLOCKED, NATURAL* Christmas trees (free of tinsel, ornaments, stands, etc.) will be collected as a part of the green waste recycling program on your scheduled green waste collection day. **Christmas Trees must be placed inside your green cart—cut to size so that contents will fall freely when serviced**—on your scheduled green waste collection day. Please remember that carts with materials extending beyond the rim of the container are subject to extra waste charges.

Flocked and artificial trees, and trees wrapped in cloth or plastic, are not recyclable. Non-recyclable tree pick-up must be scheduled by calling our Customer Service Office at (510) 262-1610. There will be a \$10 pick-up fee for non-recyclable trees. To be collected curbside, non-recyclable natural trees must be cut so that pieces are no longer than 4 feet long. Non-recyclable trees also may be cut to size to fit in the brown waste cart with the lid closed.

RSS customers with recyclable trees that are unable to meet their scheduled green waste collection day may take their Christmas tree to the West Contra Costa Sanitary Landfill to be recycled at NO CHARGE through the first week-end in February. This free service is offered only to RSS customers—**please bring your most recent RSS bill and proof of residency**. Regular disposal charges will apply to artificial trees, trees that are flocked, wrapped in cloth or plastic, contaminated with tinsel or ornaments, and trees with stands attached.

SPECIAL SERVICES

Extra Waste

Refilled containers, carts with compacted waste, carts filled above the rim or additional waste beyond the service subscription level are considered “extra” waste and are subject to additional charge. Please call our Customer Service Office in advance to make arrangements for extra waste collection service. Owners of residential rental units may be liable for extra waste charges and must notify the Customer Service Office if no extra waste is to be taken from a rental unit.

Residential Pre-paid Bag Service

Pre-paid bag service is available for residential customers who occasionally have extra waste. Pre-paid bag ties can be purchased from our Customer Service Office, or by mail. Mail orders are sent Certified Mail with return receipt at an additional cost, plus postage. Mail rates are subject to change. Call Customer Service for more information.

Carry-out Service

Collection rates are based on curbside collection of waste and recyclables. Special arrangements may be made for carry-out service for households where none of the occupants is physically able to move their containers to the curb for collection. A doctor’s certificate documenting the disability is required for this special service and must be renewed annually. For others who prefer on-site collection, carry-out service is available at an additional cost. Please call our Customer Services Office for more information.

Bulky Item Pick-up

Arrangements for special pick-up of bulky items or larger quantities of waste may be made by calling the Customer Service Office. RSS will estimate the cost of special pick-up service in accordance with current rates, which will include a pick-up fee, disposal charge and any applicable special service charges (i.e., refrigerant removal).

Debris Boxes

RSS is the only hauler authorized to collect waste and recyclables in West County. Debris boxes (10 to 40-yard) are available on 3-day rentals for minor household remodeling done by the homeowner, landscape projects, site clean-up or other projects. Debris box rates vary by box size and filled weight.

DROP OFF FACILITIES

Recyclables Buy-Back Center

The Buy-Back Center pays for CRV (California Redemption Value) glass bottles and jars, aluminum cans, metals, soda bottles (PET), milk jugs and HDPE #1 and #2 plastics, all types of paper and cardboard. Located at 101 Pittsburg Avenue, Richmond, the Center is open weekdays, 8:00 a.m. to 3:30 p.m., closed from 12-1:00 pm.

West Contra Costa Composting Facility

Green waste delivered to the Composting Facility is recycled into high-quality compost and soil amendment materials. Located at Richmond Parkway and Parr Boulevard, Richmond, the Facility is open daily from 7:00 a.m. to 5:00 p.m. For more information please call the (510) 233-4330.

Household Hazardous Waste

The West County Household Hazardous Waste Center accepts household hazardous waste at its drive-through drop-off center at no charge to residents of unincorporated West County. The reuse area also offers free materials such as fertilizers, paint and other useful items, as well as information on alternative products less toxic to the environment. Please bring your most recent RSS bill and proof of residency. The HHW Center is located at 101 Pittsburg Avenue (one block east of Richmond Parkway) in Richmond. It is open Thursdays, Fridays and the first Saturday of each month, from 9:00 a.m. to 4:00 p.m. (closed between 12-12:30 p.m. for staff lunch break).

There is a limit of 15 gallons or 125 pounds of total material per visit.

Materials Accepted at the Household Hazardous Waste Center:

- * Expired/surplus medicines
- * Solvents, fuel & oil
- * Reactive waste (drain cleaners, bleaches)
- * Paint and aerosol cans
- * Liquid and solid poisons (pesticides, cleaners, fertilizers)
- * Gas BBQ tanks less than 5 gallons
- * Acids & oxidizers (pool chemicals)
- * Adhesives, resins, putties,
- * Household generated "sharps" (medical syringes)
- * Household batteries
- * Fluorescent lamps
- * Mercury-containing thermostats, timers, etc.
- * CPU's and peripherals
- * VCR/DVD/CD players; radios
- * Cell/cordless telephones; answering machines
- * Computer monitors, TV's (no wood cabinets)

For information on home pick-up of household hazardous waste from seniors (60+) and the disabled, please call the West Contra Costa Integrated Waste Management Authority at 1(800) 449-7587. Collection appointments are grouped on selected days.

For a free copy of the Contra Costa County Reuse and Recycling Guide or other information regarding local reuse and recycling options, visit the County's Recycling Website at www.cccrecycle.org or call the County's Recycling Hotline at 1(800) 750-4096.

COMMERCIAL AND INDUSTRIAL SERVICE

Commercial Bin Service is available for residential apartment complexes and businesses. Roll-off Box Service is available for industrial operations, construction projects, etc. Rates vary depending upon box size and filled weight. To make arrangements for monthly or temporary service, call:

Commercial Bin Service (510) 262-1605
Roll-off Box Service (510) 232-5872

We appreciate your business!!

QUESTIONS, INQUIRIES, COMPLAINTS?

Richmond Sanitary Service strives for absolute excellence in all services provided. If you need information, have questions about your service, suggestions for service improvements—or have service issues or complaints, please let us know right away:

**Richmond Sanitary Service
3260 Blume Drive, Suite 100
Richmond, CA 94806
Telephone: (510) 262-1610**

Unresolved issues or complaints also can be directed to:

Contra Costa County Community Development Department
651 Pine Street, 4th Floor, North Wing
Martinez, CA 94553
Telephone: (925) 335-1238

ILLEGAL DUMPING & UNPERMITTED HAULERS

Illegal dumping messes up the neighborhood, causes blight, damages property values and **costs you money for its clean-up!!** Un-permitted haulers contribute significantly to illegal dumping problems. Richmond Sanitary Service is the only permitted hauler for the unincorporated areas of West Contra Costa County (including North Richmond, El Sobrante, East Richmond Heights, Tara Hills, Bay View, Rodeo and the Cities of Hercules, Pinole, Richmond and San Pablo). Do not order hauling or debris box services by anyone other than Richmond Sanitary Service in those areas. RSS offers a full range of residential, commercial, industrial and temporary debris box services for regular waste and recycling collection as well as construction, home renovation and clean-up projects. For assistance, please call (510) 232-5872.

Do your part - report illegal dumping!!

If you see someone dumping trash on the side of the road or in our creeks:
Call your Police Department or Sheriff

If illegally dumped material is in a public street or right-of-way:
Call (510) 215-9937

For illegally dumped materials or trash accumulations on private property:
Call Contra Costa County Environmental Health at (925) 646-5225
