



City of Eastvale

New Commercial and Multi-Family
Waste and Recycling Service Guide

Dear Eastvale Commercial and Multi-Family Customer,

Starting July 1, 2022, WM is proud to provide the entire City of Eastvale with reliable waste and recycling collection services. For those of you that are new to WM, we welcome you to the WM Family! We are excited to serve you all and look forward to helping the City you do business in be as clean and green as possible!

This Commercial Service Guide includes information about your commercial waste and recycling services and the service transition for our new WM customers. Just as important is the information regarding State recycling mandates which require commercial accounts to have a recycling program in place to be in compliance with the new laws.

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 multi-family 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 Jan. 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 to be in place to help customers recycle properly. 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. WM Smart TruckSM Technology will help the customers comply with this part of the law.

What is WM Smart TruckSM Technology?

WM trucks are fitted with cameras to capture footage of the contents in your bin or carts as they are emptied. You may receive a notice if contamination is identified in your recycling or organics cart or if any of your carts are overfilled, and the lid does not close, along with education on how to properly use each cart. If contamination or overages become excessive, fees may apply.

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 find out more about food recovery assistance programs, please contact the City at (951) 703-4405 or via email at Recycle@eastvaleca.gov.

Special Notification

Under SB 1383, businesses need to contact WM to subscribe to recycling and organics services by Oct. 1, 2022. Otherwise, they will be automatically enrolled to receive services to comply with the State's mandatory commercial recycling laws AB 341, AB 1826 and SB 1383. Please contact WM at (951) 532-1715 to discuss your specific business-sector requirements.

SERVICES

WM's trash, recycling and organics service collection consists of bins and carts for commercial properties. Commercial services are available using bins that range in size.

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 WM Builders Direct Desk at (866) 445-8296.

Permanent Roll-Offs

WM has roll-offs in various sizes for trash or recycling services as well as compactor services for commercial and industrial customers who need to handle large volumes of material.

Recycle and Organics

WM offers weekly bin and cart recycling and organics collection. Recycle carts are provided to customers with space constraints or who are low-material generators. Commercial organics are collected in 64-gallon carts.

Temporary Bins

No matter your project's size, WM has various service options for you - from three (3) cubic yard bins for smaller jobs to temporary roll-offs for larger jobs.

SPECIAL SERVICES

Scout

WM offers a scout service when a commercial trash truck cannot access your business location. WM will determine if a smaller vehicle is necessary to service your site and provide this service to your business at an additional charge.

Locking Bins

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

Commercial Customer On-Call Bulky Item Pickup

WM offers bulky item pickup service to all commercial customers at a nominal cost. WM will collect items on your regular collection day.

Bulky items include: couches, washers, dryers, refrigerators, and electronic waste.

The following items will not be accepted as bulky items: car bodies, construction and demolition waste, tires, hazardous waste or any single item that two workers cannot pick up.

For a complete list of acceptable bulky items, please visit home.wm.com/eastvale.

Advance notice is required to schedule bulky item pick-ups. Please contact the WM Customer Care Center at (800) 423-9986 at least 24 hours before your regular collection day to schedule a pickup.

Container Accessibility

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

Weight and Volume Limits and Overflowing Containers

Please make sure not to overfill your bins or carts. All waste must be placed inside of the containers with the lids closed. Any material or bags placed alongside or above the sides of containers will not be collected. Do not overfill the cart by tightly packing it; all items inside the cart must freely fall out when emptied. Dirt, rock, concrete, and other construction debris are not allowed in waste containers. To maximize the capacity of your container, please break down all cardboard boxes. Please request additional collection service if necessary.

GENERAL INFORMATION

Collection Times

Collection times for commercial businesses in the City of Eastvale are from 5:30 a.m. to 6 p.m., Monday – Friday, and Saturdays.

Holidays

WM observes the following holidays:

- New Year's Day (January 1st)
- Memorial Day (last Monday in May)
- Independence Day (July 4th)
- Labor Day (first Monday in September)
- Thanksgiving Day (fourth Thursday in November)
- Christmas Day (December 25th)

When your collection day falls on/or after one of these holidays, your collection will be delayed by one day that week only.

CUSTOMER SERVICE

Do More with My WM

Powerful My WM capabilities are available to help you manage your service online. Pay your bill online, sign up for paperless billing, chat with an agent, view your pickup schedule and more by signing up for your online account today. Visit wm.com/us/en/user/register or scan this QR code.



Access all the functionality of your My WM account on your phone via the My WM app available for either iOS (iTunes App Store) or Android (Google Play) phones.

Online: wm.com | WM Virtual Assistant chatbot

Phone: WM Customer Care Center (800) 423-9986

Monday – Friday 8 a.m. to 5 p.m. | Saturday 8 a.m. to noon

For updates and additional information,
please visit home.wm.com/eastvale or scan this QR code.



WM Customer Care Center

Please contact the WM Customer Service Center at (800) 423-9986

Monday – Friday 8 a.m. to 5 p.m. or Saturday 8 a.m. to noon, for service questions, to subscribe to organics, and recycling collection or order roll-offs or temporary bins.

Will my bin and/or cart color change?

Part of SB 1383 requires waste carts to have a uniform color across the state. With the new service contract, all commercial customers will receive new SB 1383 compliant bins and or carts.



What Goes in the Organics Container:



FOOD WASTE & FOOD SOILED PAPER



YARD WASTE



PRODUCE



MEAT, FISH & POULTRY



DAIRY



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

Place organics materials directly into your organics cart -

To reduce odor, put food waste in a paper bag.

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

What Goes in the Recycling Container:



PLASTIC BOTTLES & CONTAINERS



FOOD & BEVERAGE CANS



GLASS BOTTLES & CONTAINERS



FOOD & BEVERAGE CARTONS



PAPER



FLATTENED CARDBOARD & PAPERBOARD

Place recyclables directly into your recycling cart -

Don't bag your recycling materials.



DO NOT INCLUDE:
 FOOD OR LIQUIDS
 PLASTIC BAGS OR FILM
 FOAM CONTAINERS
 CLOTHING, FURNITURE OR CARPET
 BATTERIES
 ELECTRONICS
 HAZARDOUS WASTE
 YARD WASTE

What Goes in the Trash Container:



FOAM CUPS & CONTAINERS



GARDEN HOSE



BROKEN CERAMIC DISHES & POTS



CANDY, SNACK & FOOD WRAPPERS



PLASTIC BAGS OR FILM



DIAPERS



PET WASTE



CLOTHING & TEXTILES



DO NOT INCLUDE:
 ORGANICS/RECYCLABLES
 HAZARDOUS WASTE
 ELECTRONICS
 BATTERIES, TIRES OR PAINT
 FLAMMABLE MATERIAL

SERVICE TRANSITION DETAILS

Do I need to set up an account with WM if I am currently not serviced by WM?

No, WM has already set up an account for you, with the information provided to us by your current service provider. The transition will be automatic and there is no required action on your part.

Will we experience any service day change?

No, WM will continue to service you on your current service day(s). We do not anticipate route changes to your weekly waste and recycling services. However, the service time may change.

When will we be getting our new container(s)?

In collaboration with your current service provider, WM is working on a bin exchange plan. We ask that you continue using your existing container until you receive your WM container.

When will WM start servicing?

On July 1, 2022, WM will begin servicing its new customers. Until then, you will continue to be serviced by your current service provider.

When will we get our first invoice from WM?

WM will send its first invoice for commercial services in July and in August for roll-off services. You should receive your last invoice from your current service provider in July for June services. We ask that you please review your WM invoice to confirm that your account and service information is accurate, as accounts were set up using information from your current hauler. Please contact the WM Customer Care Center if your account requires updates, corrections, or changes.

Will our rates change?

Yes, starting July 1, 2022, the City will have new rates. Please visit home.wm.com/eastvale for information on the City's new Trash and Recycling rates.



For updates and additional information,
please visit home.wm.com/chino-hills
or scan this QR code: