

City of Chino Hills

Residential Waste and Recycling Service Guide



Dear Residents of Chino Hills:

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

Chino Hills Service Information

WM Carts

As part of your automated pick-up service, WM provides 95 gallon trash, recycling and organic waste carts.

- **Trash** - Gray cart w/black lid
- **Recycle** - Gray cart w/blue lid
- **Organic Waste** - Gray cart w/green lid



Proper Cart Placement

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

- Place all trash, recyclables, and organics material in the appropriate containers and make sure that the cart lid is closed.
- Any trash, recyclables, and organic waste outside the cart will not be collected.
- Have your carts at the curb the night before or no later than 6 a.m. on your collection day.

Note: Additional trash, recycle, and organic waste carts are available for a nominal fee. Residents with a cracked or broken trash, recycle, or organic waste cart are eligible for a free replacement. Contact WM Customer Care Center.

Holiday Service Schedule

WM observes the following holidays. If a holiday falls on or before your collection day, service will be delayed by one day that week only.

New Year's Day
Labor Day

Memorial Day
Thanksgiving Day

Independence Day
Christmas Day



Bulky Item Collection

Residents with curbside cart service may request free pick up of household bulky items, three (3) times in a calendar year. Additional bulky item pickups are available at a nominal cost. Call WM Customer Care Center (800) 423-9986 at least 24 hours in advance of your regular collection day to schedule your pickup.

- Residents may place up to ten (10) bulky items or ten (10) bags of yard waste per bulky waste collection request.
- Items are to be placed curbside and will be collected on your regular collection day.
- Bulky items include couches, washers, dryers, refrigerators, and electronic waste. For a full list of acceptable bulky items, please visit: home.wm.com/chino-hills.



Sharps Collection Program

To order a sharps container, please call WM Customer Care Center. Residents are limited to four (4) containers at no additional charge per year. Only one sharps container can be requested at a time.

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

WM provides Qualified Disabled Cart Customers with backyard service at no additional charge. Please contact the WM Customer Care Center (800) 423-9986 to see if you qualify.



Temporary Bins/Roll Offs

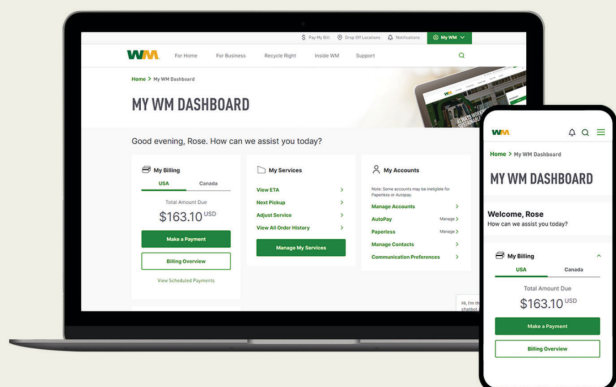
Large bins are available for rent to help you dispose of waste from home remodeling, landscaping, roofing or other big household projects. For rates and other information, please call the WM Customer Care Center.

Used Motor Oil and Used Oil Filter Collection

WM offers free pickup of residentially generated, used motor oil and used oil filters. Oil must be placed in a screw top container to avoid spills. Oil filters must be placed in sealed plastic bags. Call WM Customer Care Center to schedule a pickup.

Household Hazardous Waste (HHW)

Chino Hills residents can drop off their HHW on the 2nd and 4th Saturday of each month from 8 a.m. to 1 p.m. at the City of Chino Public Works Service Center, located at 5050 Schaefer Avenue, Chino, CA 91710.



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 the WM Customer Care Center.