

City of Chino Hills

Commercial Waste and Recycling Service Guide



WM is proud to offer commercial waste and recycling services in the City of Chino Hills. We are available to assess your waste generation needs and determine the right container sizes and service levels for your business.

Chino Hills Service Information

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.



64-gallon cart

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.

Bulky Item Collection

WM offers bulky item pick-up 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. 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 pick-up.

Collection Times

Collection times for commercial businesses in the City of Chino Hills are from 6 a.m. to 5 p.m., Monday – Friday, and Saturdays from 7 a.m.

Holidays

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

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

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. 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.

Manure

To support the City's recycling efforts, WM offers a weekly manure bin service. WM can provide one (1) cubic yard or three (3) cubic yard* commercial bins that can be serviced on different days of the week. Prices and service days may vary depending on the subscription program. Please note, there is an additional cost for scout service. For more information, please call WM's Recycling Compliance Representative, Tristian Ortega at (909) 925-8216.

** Customers will receive two bins totaling three (3) cubic yards due to unique weight.*



Construction & Demolition Services

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.



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.



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.



Customer Service

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. 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 business.wm.com/chino-hills.

State of California's Mandatory Commercial Recycling Laws

Mandatory Laws	Requirements for Businesses and Multifamily Properties
Commercial Recycling Law (AB 341)	AB 341 requires 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.
Organic Waste Recycling Law (AB 1826)	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.
Commercial Recycling and Organics Bins Law (AB 827)	AB 827 requires businesses subject to AB 341 and AB 1826 to provide in-house recycling and organics containers (along with trash) to collect waste generated from products purchased and consumed on the premises. Containers must be labeled trash, recyclable and organics. For sample signage, visit www.calrecycle.ca.gov/recycle/commercial/organics/prtoolkit
Organic Waste Collection Senate Bill (SB 1383)	SB 1383 was enacted on Jan. 1, 2022, to reduce greenhouse gas emissions and slow climate change by diverting food waste and yard trimmings from landfills. SB 1383 requires monitoring of contamination (non-acceptable items) and an education and enforcement program to help customers recycle properly. Contaminants can ruin an entire load of organics or recyclables, preventing materials from having a second life. For more information, visit CalRecycle at www.calrecycle.ca.gov/organics/slcp/.

How to Establish a Successful Recycling and Organics Program

1. Make sure you have the proper level of service.

WM offers free onsite or virtual visits, assessments and technical assistance. Let our trained staff determine the correct container sizes and service levels to maximize diversion, ensure compliance and be cost-effective. To request a service assessment, please call WM's Recycling Compliance Representative, Tristian Ortega at (909) 925-8216.

2. Train and educate employees, tenants, residents and customers to properly sort all waste.

WM can provide education and resources, like proper container setup and signage, to ensure materials are disposed of properly.

3. Sort waste into proper containers.

Materials should go into the correct container to avoid contamination. The "What Goes Where" chart on the reverse page offers a visual guide that can be posted near your containers for quick and easy reference. Visit business.wm.com/chino-hills for more information.

Organics | Recycling | Trash

Right Materials - Right Container - Know Which Container to Use

What Goes in the Organics Container:



FOOD WASTE &
FOOD SOILED PAPER



YARD WASTE



PRODUCE



64-gallon



MEAT, FISH & POULTRY



DAIRY



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

DO NOT INCLUDE:

PLASTIC BAGS OR 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



FOOD & BEVERAGE
CARTONS



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
OR FILM



DIAPERS



PET WASTE



CLOTHING &
TEXTILES

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