



Serving Residents in Calabasas

www.WM.com

800-675-1171

Dear Calabasas Residents,

In March 2009, the City of Calabasas awarded Waste Management with the exclusive residential franchise agreement. WM, a leader in environmental services and solutions, has been providing world-class service to the community for over 20 years. WM is committed to not only "Think Green" but also being green.

We are proud to not only provide curbside pickup, but also provide additional programs and services for your benefit.

Please remember to practice the 3R's -

REDUCE, REUSE, RECYCLE!

The City of Calabasas has set the aggressive 75% diversion goal by 2012. Waste Management and the City of Calabasas are asking for your participation.



SERVICE

Residents should place all carts at curbside no later than 7:00 am on your scheduled service day. Place carts at curbside with the lid opening towards the street and side-by-side at least 12"-18" apart. Clearance should be 3 feet in each direction away from parked cars or freestanding objects.

BULKY ITEM PICKUP

"Bulky Items" means items that cannot typically be accommodated within a cart.

Bulky Item Pickup is available two times per year:

Saturday, April 21, 2012

Saturday, October 27, 2012

Appointments are required by noon on the Friday prior to the bulky item collection event. Please call customer service to arrange for this complimentary service.

Acceptable items: furniture, mattresses, water heaters, appliances, and bundled green waste in a container no larger than four feet by four feet by two feet (4' x 4' x 2') and weighing no more than 60 pounds.

Unacceptable items: household hazardous waste, construction material and debris.

MOVE-IN COLLECTION SERVICE

New residents to the community can call for a one (1)-time pickup of extra packaging materials such as cardboard boxes, styrofoam and newspaper. Must call within 3 months of service activation and appointment required.

Service Level	Trash Cart (blue)	Yard Trimmings (green)	Recycle (gray)
Super Recycler	32 gallon	96 gallon	96 gallon
Basic Service	64 gallon	96 gallon	96 gallon
Basic Plus	96 gallon	96 gallon	96 gallon

Additional recycling carts are available at no charge. Additional trash carts are available for an extra monthly fee.



RESIDENTIAL SERVICES

HOLIDAY SCHEDULE

Waste Management observes six (6) holidays that may affect trash and recycling services.

*New Year's Day / Memorial Day / Independence Day
Labor Day / Thanksgiving Day / Christmas Day*

If the holiday falls on a weekday, services will be delayed by one day for that week only. Your regular schedule will resume the following week. For example: If the holiday falls on Thursday then Thursday services will be provided on Friday and Friday services on Saturday, etc.

CHRISTMAS TREE RECYCLING

Waste Management offers free collection and recycling of real Christmas trees beginning December 26, 2012 through January 4, 2013. Please remove all tinsel, garland, ornaments, lights and stands. Cut your tree in half and place in your yard trimmings cart or place along side your cart.

WATER BASED PAINT & USED OIL ROUND-UP

Calabasas residents can recycle paint and used oil the 2nd Saturday of every other month for free at: Calabasas City Hall, 100 Civic Center Way from 10 am - 2 pm.

This event only accepts motor oil, oil filters, antifreeze, latex paint and automobile batteries – 50 pound or 15-gallon limit. No appointment necessary and no business waste accepted.



ELECTRONIC WASTE ROUND-UPS

Recycle your electronic waste for free! Open to residents and businesses two times per month. Acceptable items include: TV's, batteries, computers, lap tops, keyboards, fax machines, cell phones, ink jet cartridges, digital cameras and copiers



FIRST Saturday of each month
Albertsons Shopping Center
26521 Agoura Rd. 23381 Mulholland Dr.
Off 101 Fwy, Las Virgenes exit
10 am - 3 pm

THIRD Saturday of each month
Vons (El Camino Shopping Center)
Off 101 Fwy, Mulholland/Valley Cr. Exit
10 am - 3 pm

SHARPS

As of September 1, 2008, you can no longer dispose of sharps in your trash containers. WM's new MedWaste TRACKERSM is a convenient and cost-effective used needle disposal recycling program. This easy-to-use system requires "Sharps" users to place their used instruments in one of the safe plastic containers provided by Waste Management. When a container is filled, users just seal it and put it in the mail. Postage is pre-paid. To order a container, please call (866) 931-6321 or visit healthcare.wm.com. The City of Calabasas offers a free Sharps disposal at the Lost Hills Sheriff Station.





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RECYCLING (GRAY CART)

Recycling is important to WM & the City of Calabasas. The State of California requires each municipality to reduce their waste by 50%. We are proud to have exceeded that goal and now we are working with the City to reach a 75% diversion goal by the end of 2012.

Recyclable: All aluminum and steel cans • All colors of glass bottles and jars • Clear, colored, and white plastic containers • Newspapers and inserts
Junk mail • White ledger paper • Cardboard • Magazines • Colored and construction paper • Cereal boxes (plastic liners okay) • Telephone books
Pizza boxes (clean)

Non-Recyclable: Milk/juice cartons • Food boxes (non-cardboard)
Food waste • Yard waste • Paper towels • Napkins • Tissue • Waxed paper
Tires • Disposable diapers • E-waste (computers, monitors, cell phones)
Household hazardous waste (oil, paint, batteries) • Compact florescent bulbs (CFL's)
Dirt, cement or rock • Animal waste • Animal waste bags • Cat litter

YARD TRIMMINGS CART (GREEN CART)

Place yard trimmings directly into cart. Do not use plastic bags. Do not put dirt, rocks, trash or recyclables in this cart. All material must fit in cart or will not be collected.

Acceptable: Grass clippings • Branches • Leaves • Garden trimmings
Horse Manure • Shrubs

Non-acceptable: Palm fronds • Yucca • Ice Plants • Plastic Bags
Plastic Flower Pots • Animal waste • Cut Flowers • House plants
Wood (untreated) • Wood Chips • Dead plants • Weeds • Soil/dirt
Rocks • Treated wood • Recyclables • Trash

TRASH (BLUE CART)

Trash goes into your Blue cart. All materials must fit inside your carts or containers.





SOLID WASTE FRANCHISE PROGRAM FREQUENTLY ASKED QUESTIONS

For your convenience we have listed commonly asked questions and answers.

Q. What are the benefits of entering into an exclusive franchise system to the City?

A. The goal of a waste franchise system is to guarantee the best service to residents at the best possible rates. The franchise agreement increases recycling and trash collection efficiency. It provides a uniform collection service for residential recycling and trash collection and eliminates duplicate trash collection services along city roads, resulting in less large vehicular traffic and associated wear and tear on City roads. Additionally to adhere to our city mantra of “Clean Air Calabasas” the franchise agreement states that all trash collection vehicles must run on 100% alternative fuel by the year 2012. **WM achieved this goal in July 2009!**

Q. How can I reduce the cost of my trash bill?

A. The best and most efficient way to save money is through recycling. The trash collection rates are based on the size of your trash (blue) can, not the size of your recycling or green cart. In fact, the smaller your trash can, and larger your recycle, the more you can save. You have three options for trash cans: 32 gallons, 64 gallon and 96 gallons. A typical household doesn't need more than a 32-gallon trash can if recyclable materials and green (organic) wastes are separated and disposed of properly. Please see the rate table below:

Service Level	Trash Cart (blue)	Yard Trimmings (green)	Recycle (gray)	Monthly Rate
Super Recycler	32 gallon	96 gallon	96 gallon	\$15.41
Basic Service	64 gallon	96 gallon	96 gallon	\$23.11
Basic Plus	96 gallon	96 gallon	96 gallon	\$28.24

By switching from “Basic Service” to “Super Recycler”, you can save \$7.70 per month, and \$12.83 by switching from “Basic Plus” to “Super Recycler”.

Q. Can I save any money by switching to smaller recycling and green waste carts?

A. No. Your rates are based on your trash can and not the other two cans. You can have 3 different sizes of recycling or green carts (32, 64 or 96 gallon), but they are all bundled into the same trash rate.

Q. How can I switch to “Super Recycler” service?

A. It takes one phone call to Waste Management, Inc. at 1-800-675-1171.

VALET SERVICE

Q. What is “valet service”?

A. Valet service is an extra service provided by Waste Management to some residents at an extra charge to pick up cans from the backyard to the curb and return them after they are emptied.

Q. I live in a gated community and I have a valet service. Can I opt out?

A. You can't opt out individually, but if the majority of residents in the same HOA vote to opt out, and then the HOA should notify Waste Management to stop the valet service. This service is offered to HOAs as a community, not to individual homes within a gated community.

Q. How much is the collection rate with valet service included?

A. Please see rate table below:

Service Level	Trash Cart (blue)	Yard Trimmings (green)	Recycle (gray)	Monthly Rate
Super Recycler	32 gallon	96 gallon	96 gallon	\$33.07
Basic Service	64 gallon	96 gallon	96 gallon	\$40.77
Basic Plus	96 gallon	96 gallon	96 gallon	\$45.90

Q. I no longer want “valet service” how do I switch?

A. If you are not a member of any homeowner association, you can opt out by calling Waste Management, Inc. (1-800-675-1171). However, if you are a member of a homeowner association, you can't switch individually. The decision must be made collectively through the HOA Board of Directors.

GREEN WASTE

Q. I have been dumping my yard waste into my trash can. What's wrong with it?

A. The City of Calabasas Municipal Code requires all residents to separate their green waste and recyclable materials from trash. Yard waste is not trash and should not be dumped in landfills. Waste Management has a new facility to recycle yard waste and produce organic compost from it. Recycling organic waste reduces the need for new landfills and extends the life of our valuable resources. Additional green waste carts are available at no charge.

BULKY ITEM, ELECTRONIC WASTE AND HAZARDOUS WASTE COLLECTION

Q. Will Waste Management offer additional bulky item collection services?

A. In the past, WM offered one FREE bulky item pick up a year. The new franchise agreement requires two FREE bulky item pick-up services: one on the third Saturday of April and one on the fourth Saturday of October. To schedule a free pick-up, you need to call WM by noon on the Friday prior to the bulky item collection event.

Q. What items are accepted and not accepted in FREE bulky item collection events?

A. Accepted items include Furniture, Mattress, Carpet, Washer, Dryer and other Kitchen Appliances. Unaccepted items include Yard Waste, Construction Material and Debris, Chemicals and any kind of Hazardous Waste.

Q. Does Calabasas have special recycling and community events?

A. The City hosts several FREE events on a monthly basis to keep toxics out of our local ecosystems. Round-ups for Electronic waste, or E-Waste, occur on the first Saturday of every month at Albertsons Shopping Center (26521 Agoura Road) from 10 am to 3 pm. Another E-Waste round-up is held on the third Saturday of every month at the Vons Shopping Center (23381 Mulholland Drive) from 10 am to 3 pm. The Water-Based Paint and Used Oil Round-up is held on the second Saturday of every other month at Calabasas City Hall (100 Civic Center Way) from 10 am to 2 pm.

RECYCLING

Q. What can and can't go into my recycle can?

A. Recyclable items include all clean, dry paper (junk mail, newspaper, cardboard, magazines, etc.); cans (aluminum, tin, steel); glass bottles and jars; and plastic containers (soda, water, detergent, milk, juice, etc.). Trash items include food-soiled paper or napkins, dirt, diapers, and wet household garbage.

Q. I don't participate in the recycling program. Can I be billed just for garbage collection?

A: No; the fee for garbage collection services is the same regardless of which services you choose to use. Furthermore, the City of Calabasas Solid Waste Ordinance provides that all residents and businesses must participate in City's recycling program in order to achieve the 75% diversion goal by 2012.

Q. What do I do with my horse manure?

A. You may place your horse manure into your organic (green) can. Additional green carts are provided for free by Waste Management. Horse owners have a special responsibility, not only for the health and well-being of their horses, but for preventing manure and pastures from contributing to runoff pollution.

WASTE REQUIREMENTS

Q. Can I hire any other hauling company to collect my trash?

A. No. The franchise agreement gives exclusive rights to Waste Management, Inc. to operate in residential and commercial sectors in Calabasas. Using another waste hauler to collect solid waste from property is a violation of the City's Municipal Code, Chapter 18.16. In order to protect residents, property owners and to reach environmental goals, the City has no choice but to enforce franchise violations. Please note that the use of the construction and demolition roll-off container is governed through the franchise agreement with Crown Disposal Co., Inc. (1-800-633-9933). Crown Disposal Co., Inc. is the City's exclusive franchise contractor to haul away construction and demolition debris and to provide temporary/roll-off collection services.

Q. Are all residents and businesses required to obtain and maintain garbage service?

A. The City requires all residences to maintain and pay for minimum garbage service.

FOOD WASTE RECYCLING

Q. What is food waste recycling and how does it work?

A. Food waste recycling is basically composting (turning food scrape into soil). All food waste is biodegradable/compostable and, under the pilot food waste program, will be mixed in with green waste. This mix will be taken to Agromin, a composting facility in Port Hueneme, where it will be turned into various forms of soil.

Q. What are the benefits of food waste recycling?

A. There are many benefits. Food waste recycling diverts compostable trash from landfills. Food waste makes up a significant portion of the waste stream because it is wet and heavy. Recycling food scraps saves landfill space and turns valuable organic resources into compost to be reused. Food waste recycling also helps keep our sewer lines working. Grease and foodstuff dumped into sink drains leads to the sewer system. These build up as sludge and cause clogging and illicit discharges in the sewer system, which present health hazards to the community. Food waste recycling can also save money. By eliminating organics from your trash stream, you may be able to downsize your trash can and reduce your trash bill. Fewer illicit discharges will result in less taxpayer money going toward sewer maintenance, cleanup and repair. To participate in the City's Free food waste recycle program please call Waste Management to arrange delivery of your free food waste pail.



For more information, please visit the City Environmental Services website at <http://www.cityofcalabasas.com/departments/environmental.html>



Waste Management
195 W. Los Angeles Ave.
Simi Valley, CA 93065

Residential Service Information

DID YOU KNOW?

All of WM's trucks in Calabasas operate on liquefied natural gas (LNG), a cleaner burning fuel?

www.WM.com

Customer Service: (800) 675-1171

BILLING

Payment is Due by the 10th of the month. Accounts not paid by the end of the month are subject to late charges and stop of service.

PAYMENTS

Check, Visa, MasterCard, American Express or cash are accepted.

PAYMENT METHODS

Phone: (800) 675 -1171 (transaction fee will be applied)

Website: www.KeepingVenturaCountyClean.com, click on the E-Z Pay Link

Walk In: 195 W. Los Angeles Ave, Simi Valley, CA 93065

Mail: Waste Management, P.O. Box 541008, Los Angeles CA 90054-1008

CUSTOMER SERVICE

(800) 675 -1171

195 W. Los Angeles Ave.

Simi Valley, CA 93065

www.WM.com

FUN FACT:

Waste Management is North America's largest recycler of household-generated recyclables, recycling enough newspaper, office paper and cardboard last year to save more than 41 million trees.