



SINGLE-FAMILY HOUSEHOLD SERVICE GUIDE

FOR RESIDENTS OF: Atherton, Belmont, Burlingame, East Palo Alto, Foster City, Hillsborough, Menlo Park, Redwood City, San Mateo, San Carlos, Parts of Unincorporated San Mateo County, and West Bay Sanitary District



Download the Recology Mobile App to look up or schedule services, pay your bill, set service reminders, and more.



Recology.com
Carts@Recology.com
(650) 595-3900

Para obtener información en español, visite: Recology.com

有關中文信息, 請訪問:
Recology.com



Printed on 100% post consumer paper.
Please recycle again! [12/19]



225 Shoreway Road
San Carlos, CA 94070

RECYCLE

Put recyclable items loose in the blue cart EXCEPT for shredded paper—place that in a paper bag labeled “shredded paper.”

Glass Bottles & Jars



Plastic Containers #1-7



Metals



Clean Paper Products



USED MOTOR OIL & FILTERS

can be placed in a clear screw top container and clear zip-top bag **NEXT TO THE BLUE CART**. You may request a container and bag from Recology.



COMPOST

Put food scraps, food & beverage soiled paper, and yard/landscape materials in the green cart.
No glass and plastics (including Bioplastics).

Food Scraps



Yard Trimmings



Food & Beverage Soiled Paper



Kitchen Pail



Residents are provided small kitchen pails at no charge, to make it more convenient to collect compostable materials at home. Simply use the pail for food scraps and food soiled paper, then empty the contents into your green cart. Certified BPI compostable bags are acceptable.



HOLIDAY TREES

may be placed **NEXT TO YOUR GREEN CART** from Jan. 2 to Jan. 31. Trees longer than 8 ft. in length will need to be cut up and placed next to your green cart. **Smaller trees can be placed in green carts trunk-side up.**



LANDFILL

Put non-recyclable, non-organic, and non-toxic items in the black cart.

Snack Wrappers, Chip Bags, Juice/Soup Boxes



Foam Packaging & Bubble Wrap



Pet Waste & Diapers



Plastic Bags, Film, Cutlery, Straws, & Black Plastic



Broken Ceramics, Mirrors, Toys



USED HOUSEHOLD BATTERIES

and cell phones can go in a clear sealed bag **ON TOP OF YOUR BLACK CART**.

Need more help deciding which items go into what bin? Get answers at:

WHATBIN.COM



OTHER SERVICE INFORMATION

BULKY ITEM COLLECTION

Residential customers receive two curbside Bulky Item Collection (BIC) appointments per calendar year at no additional charge (available Monday – Friday, on your regular collection day) from **Feb. 1 through Dec. 31**.

Please note: November and December are the busiest time for BICs and space is limited. Please plan accordingly when scheduling your BIC.

RECOLOGY WILL COLLECT:

- **Two cubic yards of trash** 3ft. x 3ft. x 6ft. or the equivalent of 12 garbage bags (32 gallon size). All items must be boxed or bundled.
- **PLUS one large non-commercial appliance** such as a washing machine, freezer, or a refrigerator.
- **PLUS one bulky item** such as mattress set, furniture or rimless tires (up to 4 tires).
- **PLUS one e-scrap item** such as a computer, TV, or VCR.

BICs cannot be carried over from year to year. If you exceed your number of free pickups, you may request additional collections for a fee.

CART SET-OUT GUIDELINES

- **Set carts out by 6 a.m.** on your collection day.
- **Place carts curbside** with wheels against the curb or roadside, with arrows on cart lids pointed toward the street.
- Leave **two feet of space between each cart**.
- Make sure **lids are fully closed**.
- **Put carts away once serviced** and/or within 24 hours to avoid a possible fine per Municipal Code requirements of your community.

Para obtener información en español, visite: Recology.com | 有關中文信息, 請訪問: Recology.com

For questions about your garbage bill or to schedule services, contact Recology San Mateo County at Carts@Recology.com or (650) 595-3900



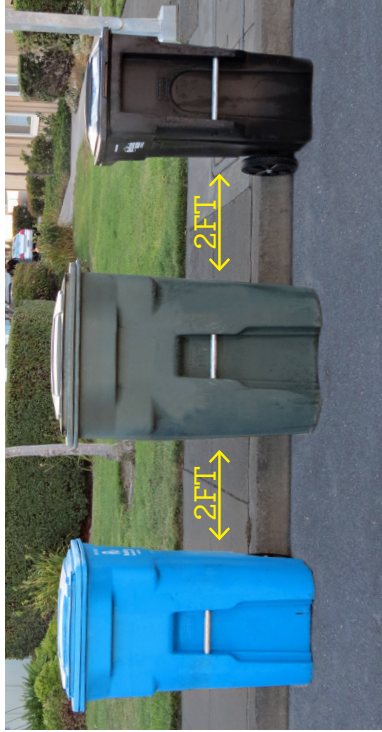
READY TO SCHEDULE?

Choose one of three easy ways to schedule your pickup:

1. Download the **Recology App** on Google Play or Apple Store
2. Submit a Contact Us Form on Recology.com
3. Call Recology at (650) 595-3900

When scheduling your bulky item collection, you must:

- **Tell us** what you will put at the curb for collection. If you have more materials than allowed in a single BIC, you can request both of your two free BICs for the same day by letting Recology know when you make your appointment.
- **Contain** any loose items in bags or boxes.
- **Place** items at the curb by 6 a.m. on the day of your scheduled collection.



HOLIDAY SCHEDULE

Collection services do not occur on Christmas Day and New Year's Day. If your regular collection day falls on or after one of these holidays, your collection day will be provided on an alternate day. Customers affected by these two holidays will be notified in advance. **There are no service disruptions on any other holiday.**

COMMUNITY EVENTS

Free Shred (Document Destruction) and **E-Scrap** (i.e., Computers, TVs, and other Electronics) **Recycling Events** are available at participating Member Agencies each year. Visit RethinkWaste.org/communityevents for a list of events.

SAN MATEO COUNTY OFFERS FREE HAZARDOUS WASTE PROGRAMS

Household Hazardous Waste (HHW) such as cleaners, pesticides, and propane tanks cannot be disposed of in any of your three carts. San Mateo County's HHW Program helps residents responsibly dispose their HHW for free. **Residents must schedule an appointment at smchealth.org/hhw or by calling (650) 363-4718.**



SHOREWAY ENVIRONMENTAL CENTER



SHOREWAY ENVIRONMENTAL CENTER IS LOCATED AT: 333 SHOREWAY ROAD, SAN CARLOS, CA 94070

TRANSFER STATION:

Mon – Fri: 6 a.m. – 6 p.m. | Sat – Sun: 8 a.m. – 5 p.m.
Closed on Thanksgiving, Christmas, & New Year's Day.

The Transfer Station accepts the following from residents and commercial vehicles and are subject to charge:

- Garbage & Organics
- Construction & Demolition debris
- Appliances
- Up to 5 mattresses or box springs can be dropped off by residents at no charge
- Discounted rates for clean green waste & lumber

Full list of items and rates can be found at:

RethinkWaste.org/Rates



PUBLIC RECYCLING CENTER:

Mon – Sat: 8:30 a.m. – 4:00 p.m. | Sun: Closed
Closed on Thanksgiving, Christmas, & New Year's Day.

The Public Recycling Center accepts the following items free of charge:

- Household batteries & cell phones
- Cooking oil
- Used motor oil, oil filters, & antifreeze
- Electronics & fluorescent lights
- Paint (latex & oil-based)
- Sharps/Needles (must be in sealed container)

Full list of accepted items can be found at:

RethinkWaste.org/PRC



COMPOST AT SHOREWAY

What you put in your green Compost Cart comes back to residents as FREE compost! Available in the Transfer Station for residents, schools, and community groups in our service area. More information is available at RethinkWaste.org/Compost.



SHOREWAY TOURS

RethinkWaste offers free tours of the Shoreway Environmental Center. More information on how to schedule a tour at RethinkWaste.org/Tours or contact RethinkWaste at (650) 802-3508 or email tours@rethinkwaste.org

The Shoreway Environmental Center is owned by RethinkWaste and operated by South Bay Recycling.



For questions about the Shoreway Environmental Center, contact South Bay Recycling at (650) 802-8355.

Learn more at

RethinkWaste.org/Shoreway



610 Elm Street, Ste 202
San Carlos, CA 94070
(650) 802-3500

RethinkWaste.org
info@RethinkWaste.org

RethinkWaste is a joint powers authority of the following twelve public agencies in San Mateo County:

- Atherton
- Belmont
- Burlingame
- East Palo Alto
- Foster City
- Hillsborough
- Menlo Park
- Redwood City
- San Carlos
- San Mateo
- Parts of Unincorporated San Mateo County
- West Bay Sanitary District