



Santa Clarita

Residential Service Information



Welcome Santa Clarita Residents!

With standard residential service, Waste Management provides you with three wheeled carts: one for recyclables, one for green waste and one for trash. Please use this guide to tell you what items go in each cart.

RECYCLING

(Green Cart or Lid)

Recyclables include:

- Newspapers
- Cardboard
- Mixed Paper
- Junk Mail
- Cereal Boxes
- Magazines & Phone Books
- Aluminum Cans
- Tin/Steel Cans
- Plastic Bottles
- All colors of Glass / Plastic Containers

GREEN WASTE

(Grey Cart or Lid)

Green Waste includes:

- Grass/Leaves/Brush
- Shrubs/Tree Branches
- Plants/Weeds
- Garden Trimmings/Sawdust
- Manure
- NO palm fronds, cactus/yucca, paper, plastic, metal, soil, rocks or food waste

TRASH

(Blue Cart or Lid)

Trash includes:

- Household waste that cannot be recycled
- Cart is not to exceed 250 lbs.
- Material should be loosely packed to empty easily
- NO paint, batteries, CFL bulbs, oil, electronics or needles



**RECYCLE OFTEN.
RECYCLE RIGHT.™**

1. Recycle empty plastic bottles, cans, glass, paper and cardboard
2. Keep foods and liquids out of the recycling
3. Don't bag your recyclables and return loose plastic bags to retailers

NOTE: Additional carts for disposing of recycling, green waste or manure are available at no charge. Additional trash carts are available for a fee of \$13.71 per month. Contact Customer Service for more information.

CART SERVICE REMINDERS

1. Place all waste in the appropriate container and close the lid.
2. Trash, green waste and recyclables left outside the cart will not be collected, unless arrangements are made in advance.
3. Roll carts into street and place them against the curb with the handles facing your home. Place carts at least three feet apart from other carts and objects.
4. Place your carts at the curb by 6:00 a.m. on your service day. Emptied carts must be removed from curbside by 6:00 p.m. on the same day.

HOLIDAY SCHEDULE

Collection service does not occur on the following holidays:

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

When a holiday falls on a weekday, service will be delayed one day for the remainder of the week. If a holiday falls on a Saturday or Sunday, service will not be affected.

MANAGING YOUR ACCOUNT

Waste Management offers customers several options for managing their account:

Website: Visit wm.com or KeepingSCVClean.com, click on the “My Account” tab

WM Mobile App: Available for Apple and Android mobile devices

Mail: Waste Management, P.O. Box 79168, Phoenix, AZ 85062-9168

Walk In: WM Santa Clarita Facility, 25772 Springbrook Road, Monday through Friday 8 a.m.–5 p.m. (closed on listed holidays)

Phone: Waste Management Customer Service (661) 259-2398

SPECIAL PROGRAMS

Waste Management offers Santa Clarita residential customers the following special programs (one per customer*):

Super Saver: Residential customers who opt for the Super Saver **35-gallon trash cart** receive a 20% discount from standard service.

Senior/Low-Income Resident: A senior citizen/low-income resident discount of 20% is available to customers that are either 60 years of age or older and are considered to be the head of their household, or qualify for and receive lifeline telephone service.

Bulk Billing: Customers in a mobile home park, condominium complex, or homeowners’ association (HOA) can receive an 8% discount on all units when billed together, except for the first unit billed.

Green Waste Exemption: Customers who have a green waste exemption and do not have a green waste cart are eligible for a \$2.00 per month discount. To qualify for a green waste exemption, contact the City of Santa Clarita at (661) 286-4098.

Annual Prepayment: Customers that pay in advance for 11 months of service shall receive a credit for the 12th month of service at the current rate.

BULKY ITEMS COLLECTION

Customers are entitled to four (4) bulky item pick ups, of no more than three items each, per year at no additional charge. Please contact Customer Service at least 48 hours in advance of your regular service day to schedule items for pick up. **Accepted Bulky Items**—furniture, appliances, electronic equipment, tree branches, scrap wood, sod and tires. **Unaccepted Bulky Items**— household hazardous waste (such as paint, oil and batteries), spas, pianos, camper shells or items requiring more than two persons to safely handle. Additionally, bulky items, including electronic waste, can be dropped off at no charge at the Waste Management facility located at 25772 Springbrook Road, Monday through Friday from 8:00 a.m.– 5:00 p.m.

EXTRA BAGS

Residential customers with standard service may place up to three bags at curbside for pick up, up to eight times per year (four times per year for Super Saver customers), at no additional charge. Please contact Customer Service at least 24 hours in advance of your regular service day to schedule extra bags for pick up.

SHARPS COLLECTION KIT

Residents can safely dispose of needles, lancets and other sharps using the WM Sharps Mail Back Program. Contact Customer Service for your FREE container, and one will be delivered to your home. On an annual basis, residents can request one container at no cost (two for seniors). One additional container is available for a \$5 co-pay. Additional containers are available at full price.

MANURE RECYCLING

Recycling carts for disposing of manure are available at no additional charge. Contact Customer Service to request containers.

HOLIDAY TREE RECYCLING

Waste Management will collect and recycle unflocked trees beginning December 26th through the second Saturday in January at no additional cost. Trees longer than six (6) feet should be cut in half. Please remove all decorations, including lights, ornaments and stand.

*One discount per account, unless property is designated by the City of Santa Clarita as a 55 and older community, then the customer is eligible for the senior discount and one additional discount of their choice if the customer meets the qualifications. Contact Customer Service for eligibility.