

SOLANO COUNTY Customer Service Guide

NEW! New Services Available in 2015

Residential Curbside Recyclables

These materials are to be placed in cart with **BLUE** lid.

Paper – Should Be Clean (No Food Contamination)

- Cardboard (corrugated)
- Chipboard (cereal boxes, shoe boxes and other like containers)
- Computer paper
- Envelopes
- Forms (non-carbon)
- Junk mail
- Magazines
- Newspapers
- Office paper (white, colored)
- Paper bags (grocery, lunch)
- Phone books



Glass Materials – Clear, Brown or Green

- Beverage containers (beer, juice, soda, wine)
- Food containers (mayonnaise, pickle, sauces, etc.)



Plastic Materials – Plastic Containers to **NEW!**

- Clear containers (soda, water, and juice bottles)
- Color or non-clear containers (detergent, bleach, milk orange juice containers, shampoo bottles)



Metal/Aluminum Materials

- Aluminum cans (soda or beer containers)
- Aluminum foil and disposable pans (disposable pie plates, lasagna pans, etc.)
- Bi-metal containers (dog/cat food, vegetable cans)



**Blue Lid
Recyclables**

Some Examples of Unacceptable Materials

- Carbon paper • Ceramic goods
- Diapers • Glass flower vases
- Packing paper • Pizza boxes
- Plastic grocery bags
- Pots or pans • Window glass

Please do **NOT** place recyclables in plastic bags.

Household Batteries **NEW!**

Place batteries in clear plastic bag, i.e. Ziploc. Call customer service at (707) 437-8900 for pickup and place bagged batteries on top of recycling cart.

Recycle plastic bags at your grocery store and retailers that accept plastic bags for recycling.



Green/Food Waste Material

These materials are to be placed in cart with **GREEN** lid.

Acceptable Materials

- Flowers
- Grass cuttings
- Leaves
- Small tree and brush trimmings
- Weeds
- Yard trimmings
- Bones
- Coffee grounds
- Egg shells
- Fish
- Grain products and baked goods
- Meat
- Other decomposable matter
- Soiled paper products



Not Acceptable

- Bamboo
- Dead animals
- Dirt, rock and sand
- Lawn sod
- Manure and pet waste
- Palm fronds
- Plastic bags
- Wood, coated or painted
- Wood from construction projects



Free Compost **NEW!**

Residents can pick up one (1) yard of free compost per year from Republic Services. Please call customer service at (707) 437-8900 for details.

Plastic bags cannot be composted. Collect plastic bags and recycle them at your grocery store or other retailers that accept plastic bags for recycling.



**Green Lid
Green/Food Waste**

Please be careful not to contaminate the green waste cart with unacceptable material.

Service Guidelines and Billing Information

Cart Guidelines

Please be sure your carts are not overflowing and the lids are closed, when you place them out, to insure a clean and proper pickup. Drivers will not pick up anything outside the cart.

Monitoring for Contamination

Please do not contaminate the recycling and green/food waste containers.

Each of our trucks is equipped with a video camera that allows the driver to view what is being dumped from each cart. If there is contamination of your recyclables or green/food waste, you will receive a notification tag on your cart and may be charged for an extra garbage pickup.

Moving Policy – Cancellation

If you move, please cancel your service and leave your carts at the old address. Even if you are moving to another Solano County location, you must still cancel your service, leave your existing carts at the old address and start new service at your new address.



Billing

You will receive your garbage bill from Republic Services. You will be billed quarterly in advance of service being provided. For example, your January 31st bill will include February, March and April services. **If you do not have a garbage cart, call (707) 437-8900 to request one.**

Senior Citizen Lifeline Discount **NEW!**

Qualifying low-income, senior citizen households are eligible for a 15% rate discount. Call (707) 437-8900.

Payment Options

Customers have four ways to pay their garbage bills: 1) By phone, toll-free, at (877) 692-9729; 2) By mail, using the envelope provided with your bill; 3) Online at www.solanorecycles.com or call us at (707) 437-8900 to set up an auto bill-pay account; 4) Pay in person at the Republic Services office, 2901 Industrial Court, Fairfield, CA, Monday-Friday, 8 a.m. -5 p.m.

Cart Size	Monthly Fee
NEW! 35 gal.	\$21.84
95 gal.	\$36.52

The monthly garbage cost includes your green/food waste and recycling carts at no additional charge.

Add'l Carts	Monthly Fee
95 gal. Trash	\$24.92
95 gal. GW	\$7.28
65 gal. Recycle	FREE
95 gal. Recycle	FREE

Household Hazardous Waste Collection

The Household Hazardous Waste (HHW) collection facility is open the 2nd and 4th Saturday of each month.

Drop-off is **by appointment only**. Proof of residency is required.

The HHW drop-off is **FREE** to all residents of Solano County. For more information and registration assistance, call the **Household Hazardous Waste Hotline at 437-8971**.

Restrictions

No single container larger than five gallons will be accepted. Maximum allowable quantity of 15 gallons or 125 pounds per trip.

Examples of Materials Accepted

- Auto fluids, batteries, oil filters
- Batteries (AA, AAA, C, D, button)
- Garden products (pesticides, herbicides, fertilizers)
- Household cleaners and sprays
- Light bulbs (fluorescent tubes, CFLs)
- Mercury gauges (thermometers, barometers)
- Needles (see box below)
- Paint products (oil, latex paints, thinners, varnishes, adhesives)
- Other chemicals (photographic, pool, roofing, flammable liquids)



Electronic Waste Collection

State law bans electronics in garbage. Electronic waste must be taken to a licensed facility.

Solano Recycles accepts e-waste from Solano County residents at its facility at 2901 Industrial Court, Fairfield.

The facility is open 8 a.m. to 4 p.m. (closed 12-1 p.m.) Monday through Friday, and 9 a.m. to 12 p.m. Saturday. For information call 437-8900.

All batteries must be removed from electronic devices.

For more e-waste recycling locations and information visit www.earth911.com or www.solanorecycles.com.

- Carts should be placed at the curb with the lid openings facing the street.
- Make sure lids are closed. Over-loaded carts may not be served.
- Place carts two (2) feet apart side by side.
- Place carts out by 6 a.m. on collection day.
- Remove empty carts from curb by 10 p.m. day of collection. Store in location not visible from any public right-of-way, excluding alley.



Used Motor Oil, Filters – Curbside Collection

Used motor oil and oil filters are picked up curbside **FREE**. Used oil is picked up in special gallon jugs provided by Republic Services. Store filters in a sealable plastic bag, i.e., Ziploc. Place jugs and bagged filters next to cart. Do not place in cart. To request jugs call **SGC at 437-8900**. No other containers will be accepted. We replace the full jug with a clean one.

BOPA Facility

The **BOPA – Batteries, Oil (motor & cooking), Paint (latex), Anti-Freeze** – collection facility, 2901 Industrial Court, Fairfield, is open 8 a.m. to 4 p.m. (closed 12-1 p.m.) Monday through Friday and 9 a.m. to noon Saturday.

Restrictions

Maximum quantity allowed is 5 gallons latex paint, 5 gallons motor oil, 3 pounds household batteries and 3 car batteries per person per month. Oil and anti-freeze must be in a sealed clear container. Proof of residency is required.

Needles and Sharps

Needles and other medical sharps **CANNOT** be placed in garbage carts. They must be sealed in a clear, rigid container and taken to the household hazardous waste facility. Visit www.solanorecycles.com to find additional facilities.



Special and Extra Services

Landfill Coupons: Now Up to 3 Free Trips to Potrero Hills **NEW!**

Each household in Solano County will now receive a total of three (3) free Landfill Coupons annually. Each coupon is good for one (1) free trip to Potrero Hills Landfill for disposal of up to three (3) cubic yards of waste. **Please review the coupon for restrictions and the list of items that you can take to the landfill for free.**

Landfill Coupons are mailed to households in January and are valid through December 31.

Free Bulky Waste Collection **NEW!**

Each household is entitled to one (1) free Bulky Waste pickup per year. Each pickup can include two (2) bulky waste items (sofa, washer, dryer, refrigerator or stove). The pickup must be requested by phone. Call (707) 437-8900.

Service is provided seven days after the request. Items must be placed at the curb for collection.

Recycling Resource

For more recycling tips, visit the Solano Garbage Company – Republic Services website at: www.solanorecycles.com.

CRV Buyback Center

Solano Garbage Company – Republic Services' Buyback Center accepts all California Redemption Value (CRV) beverage containers including #1 through #7 plastic beverage containers, glass and aluminum and tin containers.

You may also drop off non-CRV materials such as cardboard, mixed paper, newspaper and phone books at no charge.

No packing paper accepted.

The Buyback Center is located at 2901 Industrial Court, Fairfield, and is open 8 a.m. - 4 p.m. (closed 12-1 p.m.) Monday - Friday.

Wheel Out Service

Republic Services will provide free Wheel Out Service to eligible residents who are physically unable to move the carts as verified by a medical certificate and who sign a sworn statement annually that they live in a residence with no one else capable of moving carts.

