Proper Disposal of Household Hazardous Waste

Household hazardous waste (HHW) is any type of household product that requires special handling under environmental law which prohibits disposal as regular waste. Some of these items are household products labeled with any of the following words: toxic, caution, danger, poison, corrosive, flammable, combustible or irritant. Typical household hazardous waste is items such as used motor oil, oil filters, paint, antifreeze and other automotive products, pesticides, household cleaners, pool chemicals, items containing mercury such as CFLs, thermometers, and thermostats. This also includes electronics waste such as TVs along with household batteries.

Electronic and Universal Waste

Waste Management collects electronic and universal waste as part of its bulky item collection services. Electronic waste includes items such as televisions, computer monitors, computers, VCRs, cellular phones and other electronic devices. Universal waste items include batteries (AA, AAA, C, D, etc.), fluorescent tubes and compact fluorescent (CFL) bulbs.

Household Hazardous Waste Pick Up

The City of Mission Viejo and Waste Management offer free, year-round, door-to-door collection of household hazardous waste and electronic waste through At Your Door Special Collection. Residents are allowed one free pick-up per calendar year. Eligible materials will be picked up between 8 a.m. and 5 p.m. on the scheduled appointment day. Residents do not have to be home when the materials are collected. Senior and disabled residents can request assistance to lift and package their materials for collection. Call At Your Door Special Collection, at (800) 449-7587 or visit the website at www.wmatyourdoor.com to schedule a pick up.

Disposal Options Contact Information (Call for hours and to schedule pick-up services)	Household Hazardous Waste	Electronic Waste	Fluorescent Tubes / CFLs	Batteries (household)	Propane Tanks / Fire Extinguishers	Used Oil / Oil Filters	Sharps / Needles	Non-Controlled Medications
Waste Management of Orange County Bulky Item Service (949) 642-1191		X	X	X				
At Your Door Special Collection (800) 449-7587 www.wmatyourdoor.com	X	X	X	X		X	X	X
Orange County HHW Centers (714) 834-6752 Hotline www.oclandfills.com	X	X	X	X	X	X	X	
Battery Drop-Off Locations (see below) (949) 470-3010				X				
Non-Controlled Medication and Sharps Drop-Off Norman P. Murray Community & Senior Center (949) 470-3062							X	X
Certified Used Oil Collection Centers 12 Centers in Mission Viejo - look them up at www.cityofmissionviejo.org/green						X		

Sharps Drop-Off

Mission Viejo residents can safely dispose of sharps/needles and uncontrolled medication at the Norman P. Murray Community and Senior Center during regular operating hours. Sharps must be placed in a rigid plastic container that is puncture resistant. The container should be sealed at the top with tape. Medications can be placed in plastic bag or in plastic container. It is not necessary for medication to be in its original container.

Norman P. Murray Community & Senior Center
24932 Veteran's Way
Mission Viejo, 92692
949-470-3062 (call ahead for hours)

Battery Drop-Off

Mission Viejo residents can dispose of small quantities of household batteries at the following locations during normal business hours:

- City Hall, 200 Civic Center
- Mission Viejo Library, 100 Civic Center
- Montanoso Recreation Center, 25800 Montanoso Drive
- Sierra Recreation Center, 26887 Recodo Lane
- Marguerite Tennis Center, 23840 Marguerite Pkwy.
- Norman P. Murray Center, 24932 Veteran's Way

WASTE MANAGEMENT

MISSION VIEJO

Residential Recycling and Waste Services Guide-2015

Keep up the great work Mission Viejo!

During 2014, a total of 48,903 tons of residential solid waste was collected and 20,935 tons of materials were processed and recycled. This resulted in an overall diversion rate of 43% for the Residential Recycling Program.

Curbside commingled recycling tonnage was 9,435 tons for 2014 and amounts to 19% of the entire residential waste stream. Green waste recycling tonnage was 11,500 tons for 2014 and amounts to 23% of the entire residential waste stream proving that recycling this material significantly contributes to the success of the residential recycling program.

Also look for our quarterly newsletter "Recycling News" that features service reminders, green tips, and information on how to store hazardous materials before proper disposal.

Please keep this newsletter for reference throughout the year.

Holiday Collection Schedule

Collection will 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, collection will be delayed one day after the holiday for the remainder of the week.

Service Inquiries

If you have any questions regarding your trash or recycling service, or if you should experience any problems with your service, please contact a Waste Management customer service representative at 949-642-1191.

Collection Services for Residential Properties

Automated Collection Services

Waste Management offers three different sizes of wheeled carts – 35 gallons, 64 gallons or 96 gallons – providing you the option to select the size that best suits your needs. Separate carts are utilized for trash, mixed recyclables and green waste. Call the Customer Service Center if one of your carts is not fitting your needs, is damaged or broken. Please have your current cart size available. The size can be found in the first two digits of the imprinted serial number. Use only the wheeled carts supplied by Waste Management for your automated collection services.

Additional Carts

Contact the Customer Service Center to obtain an additional cart. There is a charge for each additional trash cart. For the avid recyclers, you can obtain additional recycling carts and green waste carts at no extra charge.

Billing Information

Residential collection services are billed quarterly by Waste Management. If you move from your current address, please leave the containers for the next resident. Carts are the property of Waste Management and should be used only for automated curbside service. We also offer paperless billing. To sign up, visit our website and click on the "payment center" link to sign up for ezPay.

Special Services

Physically disabled customers unable to take their wheeled carts to the designated collection location can contact the Customer Service Center to request special assistance.

Bulky Item Collection Services

Residents with curbside collection are provided free bulky item collection three (3) times per calendar year with up to 5 items per pick-up. Bulky items include large, hard-to-handle household items such as furniture (couches, tables and chairs) and appliances or up to 20 bags of trash or green waste. Instructions for bulky items:

- Green waste can be bundled or bagged. Bundled green waste must weigh less than 80 pounds and cannot exceed 4 feet in length and 4 feet in diameter.

Residents can also schedule pick-up of electronic waste items as part of the bulky item program. Please refer to the section about electronic and universal waste for acceptable items. Bulky item collection is a special service and collected separately from the automated cart program. Residents must call the Customer Service Center at 949-642-1191 to schedule a pick up.

New residents can schedule a courtesy bulky item pick-up to collect used packing material as part of a move-in special.

Senior Discount

If you are 65 years or older and you are the owner of the property or responsible for the waste bill, you may be eligible to receive a discount on your trash pick-up service. To apply, please call the Customer Service Center or visit our website at www.wmorangecounty.com to obtain a form.

Useful Phone Numbers and Web sites:

Waste Management Customer Service www.wmorangecounty.com	(949) 642-1191 (866) WMRECYCLE
City of Mission Viejo Waste and Recycling Information www.cityofmissionviejo.org/green	(949) 470-3010
At Your Door Special Collection www.wmatyourdoor.com	(800) 449-7587
County of Orange HHW Hotline www.oclandfills.com	(714) 834-6752
CalRecycle www.calrecycle.ca.gov	
Used Oil Program www.calrecycle.ca.gov/usedoil/	(800) CLEANUP
Beverage Container Recycling www.calrecycle.ca.gov/bevcontainer/ www.bottlesandcans.com	(800) RECYCLE

Earth's 911 - www.earth911.org
Freecycle - www.freecycle.org
E-Waste Recycling Information - www.erecycle.org

Christmas Tree Recycling

Waste Management will collect and recycle Christmas trees for the first three weeks following Christmas on your collection day. Trees 6 feet or taller must be cut in half. Please remove all decorations, tinsel, metal ornaments, and metal stands from trees. Flocked trees will be collected but cannot be recycled. You can also recycle your tree by cutting it up and placing it in the green waste cart.

Temporary Bin Services

Have a landscape or remodeling project? Most of these jobs call for more than your average trash service. Depending on the size of the project, it may fall under the City's Construction and Demolition Ordinance. Check with the City first to ensure you meet the ordinance recycling requirements. In addition, Waste Management is the exclusive provider of temporary service.

No matter what the project size, we have a variety of service options available. For smaller jobs, you may order an "insta-bin," a temporary collection bin that is 3 cubic yards, or purchase a Bagster. The Bagster is roughly the same size as an insta-bin but is able to hold more weight. For larger jobs, we have temporary roll-off containers available, which range in size from 10 cubic yards to 40 cubic yards. For pricing and ordering information, please contact the Customer Service Center.

Composting Workshops and Annual Compost Giveaway

Mission Viejo residents will continue to enjoy an annual compost giveaway in conjunction with Earth Day. Look for more information in the spring.

Waste Management sponsors composting workshops in the spring and fall. Call 949-470-3010 for more information.

Recycling Beverage Containers

Recycling bottles and cans makes cents! You can redeem empty California Redemption Value (CRV) beverage containers at buy-back centers located in Mission Viejo (listed below). Visit www.bottlesandcans.com for additional locations.

Tomra Pacific/Re-Planet Locations
(877) 737-5263
- 27730 Santa Margarita Pkwy
- 25104 Marguerite Pkwy
- 23072 Alicia Pkwy
- 26022 Marguerite Pkwy

Next Generation Recycling Location (714) 931-5004
- 27771 Center Drive

What Goes in Your Carts?

Recyclables

Items that can be placed in the recycling cart with the "gray" lid. Place recyclable items loose into the recycling cart. Make sure items are free from liquids and food residue. Additional recycling carts are available at no extra charge.

Paper / Cardboard

- Newspapers, magazines
- Mixed paper (printer, color, all types accepted)
- Telephone books, directories, magazines
- Bulk/junk mail, envelopes, catalogs
- File folders
- Cardboard boxes (please flatten)
- Soft-bound books, hard-bound books (inside only, no cover)
- Paper board - cereal boxes, tissue boxes, shoe boxes, egg cartons, beverage boxes, dry food boxes
- Frozen dinner boxes and other frozen food boxes
- Empty paper towel and toilet tissue rolls
- Shredded paper (must bag before placing in cart)
- Pizza boxes (no food residue)
- Paper towels (must be clean and dry)

Metal

- Aluminum cans
- Tin cans - soup, tuna, vegetable juice, coffee
- Empty aerosol cans (must be empty)
- Pie tins
- Paint cans (must be empty and dried out)
- Hangers

Glass

- Food jars - sauce, mayo, pickles (no residue)
- Beverage glass bottles - wine, beer, liquor, juice

Plastics

- Plastic beverage containers - soda, water, juice
- Plastic containers (#1-7) such as laundry detergent, ketchup, mustard, hair product bottles
- Plastic bags - grocery, dry cleaning, newspaper and other film bags (bundle inside a plastic bag, tie and place in the cart)
- Plastic buckets (#1-7)
- Plastic tubs (#1-7)
- Plastic toys (#1-7)

Most plastics numbered 1-7 are recyclable. To find the number, look for the "chasing arrow" symbol often found on the bottom of plastic items.

Plastic Bag Recycling

Residents with curbside recycling service can place plastic bags in the recycling cart. Please place plastic bags for recycling inside a plastic bag (not loose in the cart) to ensure that all the plastic will not be caught in the sorting process.

Green Waste Recycling

Items that can be placed in the green waste cart with the "green" lid. Please do not use plastic bags, keep the green waste loose in the cart.

- Grass clippings
- Leaves
- Yard and garden pruning
- Small tree branches
- Shrubs
- Small pieces of wood, sawdust
- Christmas trees (cut up)

Residents are allowed to place up to 4 bundles of green waste next to the green waste cart on collection day. More than 4 bundles can be collected as part of the bulky item program. Refer to bulky item section for more information. Additional green waste carts are available at no extra charge.

Trash

Items that are not acceptable in the recycling program should be placed in the trash cart with the "blue" lid.

- Food waste
- Pet waste, items soiled by pet waste
- Disposable diapers
- Expanded polystyrene foam (packing peanuts, cups, egg trays, meat trays)
- Plastics with no numbers (missing #1-7)
- Light bulbs (incandescent)
- Pyrex, ceramics
- Drinking glasses, glass dishware
- Mirrors or window glass
- Clothing (donate if possible)
- Rubber / latex items
- Palm fronds, bird of paradise and other succulent/fibrous plants

Cart Service Reminders

1. Place all waste in the appropriate cart and close the lid.
2. Do not overfill your carts. Carts that are overflowing may litter the area during the automated collection service. Residents are allowed to place up to 4 bags of trash next to trash cart on an occasional basis.
3. Place your carts out into the street against the curb, with handles facing your home. Place the carts a minimum of 2 feet apart and away from parked cars or any overhead obstruction to allow enough room for the automated arm to service.
4. Place your carts at the curb or collection area by 7:00 a.m. on your service day to ensure your carts are not missed due to a late set-out. Help preserve neighborhood aesthetics by storing your carts and keeping them out of sight except on the day of collection.

Bag Lightweight Items!

Small, lightweight items such as packing "peanuts" and shredded paper items must be bagged. When these items are left loose in the cart, they can be carried by the wind during automated service and create a litter problem in the neighborhoods.

- Place bagged shredded paper in the recycling cart. If possible, please use a paper bag.
- Place bagged packing "peanuts" in the trash cart. Or better yet, check with your local office supplier or mailing retailer to see if they can reuse your "peanuts."