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 are items such as used motor 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 their bulky item collection services. This service 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 a contract with Curbside, Inc. 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 Curbside, Inc., at (800) 499-7587 or visit their website at www.curbsideinc.com to schedule a pick-up. You may also email atyguardoor@wm.com.

Disposal Options

<table>
<thead>
<tr>
<th>Household Hazardous Waste</th>
<th>Electronic Waste</th>
<th>Fluorescent Tubes / CFLs</th>
<th>Batteries (Household)</th>
<th>Propane Tanks / Fire Extinguishers</th>
<th>Used Oil / Oil Filters</th>
<th>Sharps / Needles</th>
<th>Non-Controlled Medicines</th>
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<tr>
<td>Waste Management of Orange County, Bulky Item Service, Call for Appointment (949) 642-1191</td>
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<td>Curbside, Inc. Door-to-Door HHW Collection (800) 449-7587 <a href="http://www.curbsideinc.com">www.curbsideinc.com</a></td>
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<td>Orange County HHW Centers (714) 834-6752 hotline <a href="http://www.ocandifbs.com">www.ocandifbs.com</a></td>
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<td>Sharps Disposal By Mail Kits Participating Locations (see below)</td>
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<td>Battery Drop-Off Locations (see below) (949) 470-3010</td>
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<td>Non-Controlled Medication Drop-Off Norman P. Murray Community and Senior Center (949) 470-3062</td>
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<tr>
<td>Certified Used Oil Collection Centers 12 Centers in Mission Viejo – look them up at <a href="http://www.calrecycle.ca.gov/usedoil/">www.calrecycle.ca.gov/usedoil/</a></td>
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Mission Viejo Sharps/Needle Disposal Program

Mission Viejo residents are able to drop off needles, lancets, and other home-generated sharps waste at the Norman P. Murray Community & Senior Center in a secure drop-box. There is no charge for doing so. For everyone’s safety, residents must place sharps waste in a rigid and puncture-resistant container (e.g., laundry detergent bottle, soda bottle or medical sharps container) before leaving home. Loose materials cannot be accepted.

• Address: 24932 Veterans Way

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 Veterans Way

Keep up the great work Mission Viejo!

Thanks to all of the residents of Mission Viejo for their continued efforts in recycling and diverting waste from the landfill. During 2019, residents diverted over 19,500 tons of recyclables! With your continued participation in recycling programs, the City of Mission Viejo continues to meet the State of California’s waste reduction and recycling diversion goals. The City of Mission Viejo has diverted 68% of its waste, thereby exceeding the State of California’s mandate.

This newsletter offers useful information about your recycling and solid waste services offered by Waste Management of Orange County. You will also find important information to help you properly dispose of hazardous waste, electronic waste, and hypodermic needles and other “sharps.” Please keep this newsletter for reference throughout the year.

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.

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, 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 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. They 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.

Holiday Collection Schedule

Collection will not occur on the following holidays:

- New Year’s Day
- Independence Day
- Labor Day
- Memorial 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.

Residential Recycling and Waste Services Guide

Waste Management of Orange County • 1-888-WMRECYCLE • (949) 642-1191 • www.wm.com

Mission Viejo

Thank you for choosing Waste Management of Orange County as your recycling and solid waste service provider.
Residents can also schedule pick-up of electronic waste items as appliances or up to 20 bags of trash or green waste.

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 20% discount on your trash pick-up service. To apply, please call the Customer Service Center at (949) 642-1191 or visit our website at home.wm.com/mission-viejo.

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

**Senior Discount**

**Useful Phone Numbers and Web sites:**

- Waste Management Customer Service [www.wmorangecounty.com](http://www.wmorangecounty.com) 1-888-WMRECYCLE (888) 642-1191
- www.thinkgreen.org 1-800-449-7587
- City of Mission Viejo [www.cityofmissionviejo.org](http://www.cityofmissionviejo.org) 1-800-449-7587
- Curbside, Inc. [www.curbsideinc.com](http://www.curbsideinc.com) 800-449-7587
- County of Orange HHW Hotline [www.ocwaste.com](http://www.ocwaste.com) 714-834-6752
- Cal Recycle [www.calrecycle.ca.gov](http://www.calrecycle.ca.gov)
- Used Oil Program [www.calrecycle.ca.gov/usedoil/](http://www.calrecycle.ca.gov/usedoil/)
- Beverage Container Recycling [www.calrecycle.ca.gov/bevcontainer/](http://www.calrecycle.ca.gov/bevcontainer/)
- Bottles and Cans [www.bottlesandcans.com](http://www.bottlesandcans.com)
- Earth’s 911 - www.earth911.org
- Freecycle - www.freecycle.org
- E-Waste Recycling Information - [www.erecycle.org](http://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.

As part of the new franchise agreement, Waste Management will sponsor a composting workshop in the spring and fall. Watch for more information in the spring.

**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.

**Recycling Beverage Containers**

Recycling bottles and cans makes cents! You can redeem empty California Redemption Value (CRV) beverage containers at buy-back centers listed below in Mission Viejo. Visit [www2.calrecycle.ca.gov/BevContainer/RecyclingCenters/](http://www2.calrecycle.ca.gov/BevContainer/RecyclingCenters/) for additional locations.

**Mission Viejo Shred Events**

Waste Management has proudly partnered with the City of Mission Viejo to sponsor free quarterly shredding events for Mission Viejo residents and business owners! Disposal of up to 10 banker-size file boxes (24" wide x 12" high) is permitted. Please ensure all documents and boxes are free of binders, paper clips, plastic sleeves and metal butterfly clips. Items not accepted include CDs, credit cards, three-ring binders, wire dividers, newspapers, magazines and spiral notebooks. Check your mail for your quarterly newsletter to find out more information about the next event, or visit home.wm.com/mission-viejo.

**Cart Service Reminders**

1. Place all waste in the appropriate cart and close the lids.
2. Do not overload your carts. Carts that are overloading 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.

**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
- Frozen dinner boxes and other frozen food boxes
- Empty paper towel and tissue rolls
- Shredded paper (must bag before placing in cart)
- Pizza boxes (no food, grease residue)

**Plastics**

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

**Metal**

- Aluminum cans
- Tin cans - soup, tuna, vegetable juice, coffee
- Empty aerosol cans (must be empty and dried out)
- Pet waste, items soiled by pet

**Glass**

- Light bulbs (incandescent)
- Pyrex, ceramics
- Drinking glasses, glassware
- Mirrors or window glass
- Clothing (donate if possible)
- Rubber / latex items
- Palm fronds, bird of paradise and other succulent/fibrous plants

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**Bag Lightweight Items!**

Small, lightweight items such as Styrofoam “peanuts” and shredded paper items, cannot 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 Styrofoam “peanuts” in the trash cart. Or better yet, check with your local office supplier or making retailer to see if they can reuse your “peanuts.”