

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, 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. 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 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) 449-7587 or visit their website at www.curbsideinc.com to schedule a pick up. You may also email atyourdoor@wm.com.



Residential Recycling and Waste Services Guide

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 landfills. 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.

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.

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 Medicines
Waste Management of Orange County, Bulky Item Service, Call for Appointment (949) 642-1191		X	X	X				
Curbside, Inc. Door-to-Door HHW Collection (800) 449-7587 www.curbsideinc.com	X	X	X	X		X	X	X
Orange County HHW Centers (714) 834-6752 Hotline www.oilandfills.com	X	X	X	X	X	X	X	
Sharps Disposal By Mail Kits Participating Locations (see below)							X	
Battery Drop-Off Locations (see below) (949) 470-3010				X				
Non-Controlled Medication Drop-Off Norman P. Murray Community and Senior Center (949) 470-3062								X
Certified Used Oil Collection Centers 12 Centers in Mission Viejo – look them up at www.calrecycle.ca.gov/usedoil/						X		

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

STOCK #754852

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 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.



Bulky Item Collection Services

Residents with curbside collection are provided free bulky item collection three (3) times per calendar year, 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:

- Bags must be 35-gallon size or smaller and weigh less than 50 pounds.
- Green waste can be bundled or bagged. Bundled green waste must weigh less than 50 pounds and cannot exceed 4 feet in length and 2 feet in diameter.
- Heavy tree trunks and construction material are not accepted in this program.

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 to schedule a pick up at 949-642-1191.

New residents can schedule a courtesy bulky item pick-up to collect all your 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 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.

Useful Phone Numbers and Web sites:

Waste Management Customer Service www.wmorangecounty.com www.thinkgreenfromhome.com www.wmatyourdoor@wm.com	(949) 642-1191 (866) WMRECYCLE www.thinkgreen.com 1(800)-449-7587
City of Mission Viejo Waste and Recycling Information www.cityofmissionviejo.org	(949) 4 70-3010
Curbside, Inc. www.curbsideinc.com	(800) 449-7587
County of Orange HHW Hotline www.oilandfills.com	(714) 834-6752
Cal Recycle www.calrecycle.ca.gov Used Oil Program www.calrecycle.ca.gov/usedoil/ Beverage Container Recycling www.calrecycle.ca.gov/bevcontainer/ www.bottlesandcans.com	(800) CLEANUP (800) RECYCLE

Earth's 911 - www.earth911.org
Freecycle - www.freecycle.org
E-Waste Recycling Information - www.ecycle.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 the spring.

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.

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/ 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.

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 or grease residue)

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)



Cart Service Reminders

1. Place all waste in the appropriate cart and close the lids.
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.

Glass

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



Plastics

Plastics come in a variety of shapes, colors and chemical formulations - all with different recycling needs. The code number does not mean the plastic can be recycled. It is simply a way to identify the resin, or plastic type.

How can you tell what kinds of plastic to put into your recycling bin? Recycle by shape! Bottles, jars, and jugs - is the best way to know what is accepted.

Plastic Bag Recycling

Plastic grocery and produce sacks can get stuck in the machines at the materials recovery facility and cause the entire line to shut down. To avoid this and ensure 100% recycling of this specific commodity, grocery stores often collect plastic bags in barrels and convert them into plastic lumber.

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 an occasional basis. 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
- Styrofoam (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



Bag Lightweight Items!

Small, lightweight items such as Styrofoam "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 Styrofoam "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."