

City of Palmdale

Residential Waste and Recycling Service Guide



Proud to Serve Palmdale

Waste Management and the City of Palmdale are proud to present you with this service guide to your waste and recycling service. Services and rates are effective July 1, 2020.

Cart Service

Recycling

Your Green Cart is for Recycling Collection.



Plastic Bottles & Containers



Food & Beverage Cans



Glass Bottles & Jars



Paper



Flattened Cardboard & Paperboard



Food & Beverage Cartons

Green Waste



Your Grey Cart is for Green Waste Collection. 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, food waste or animal waste

Trash



Your Blue Cart is for Trash Collection. Trash guidelines:

- Trash is household waste that cannot be recycled
- Cart weight is not to exceed 250 lbs.
- Material should be loosely packed to empty easily



NO paint, batteries, CFL bulbs, oil, electronics or needles

Cart Service Reminders

1. Place all waste and recycling in the appropriate container and close the lid.
2. Trash, green waste and recyclables left outside the carts will not be collected.
3. Place your carts at the curb by 6:00 a.m. on collection day. Emptied carts must be removed from curbside by 6:00 p.m. on the same day.
4. 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.
5. Green waste and recyclables should be left loose and not bagged.

Super Saver Program

Residential customers can request a 32-gallon "Super Saver" trash cart in place of their 96-gallon trash cart and will receive a 20 percent discount from standard trash service. Customers who opt for this service will have the smaller trash cart delivered and must return their larger trash cart. Ideal candidates for this program only fill their existing 96-gallon trash cart about 1/3 full on a weekly basis.

Additional Carts

Additional recycling and green waste carts are available upon request at no charge. Additional trash carts are available for a nominal charge. Visit home.wm.com/Palmdale to request additional carts.

Holiday Schedule

Waste collection 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, your collection will be delayed by one day for the remainder of the week. If a holiday falls on Saturday or Sunday, there will be no delay in service.

Account Management, Discounts & Special Services

Invoices & Payments

Waste Management residential customers are billed for service on a quarterly basis. You can conveniently and securely pay your bill and manage your account on Waste Management's website, home.wm.com/Palmdale, or through the WM Mobile app for your Apple or Android device. Payments can also be made by mail, in-person via drop box and over the phone:

Website: home.wm.com/Palmdale

Mail: Waste Management, P.O. Box 541008, Los Angeles, CA 90054-1008

In-person via Drop Box: 1205 W. City Ranch Rd., Monday through Friday, 8:00 a.m. - 5:00 p.m.

Phone: (661) 947-7197

Low Income Senior Discount

Waste Management offers a reduced monthly service charge for qualified low-income senior citizens with a single-family residence. To apply, please download an application from home.wm.com/Palmdale or contact Customer Service at (661) 947-7197.

Note: The Low Income Senior Discount does not apply to the residents with Super Saver (32-gallon) trash service.

Annual Payment Discount

Waste Management offers a 5% discount to residential customers who pay for service in one annual payment.

Walk-Out Service for Disabled Customers

Waste Management offers a walk-out service at no charge for qualified disabled customers with a single-family residence. To request this service, contact Customer Service at (661) 947-7197.

Residential Shred Service Days

Document destruction services are available to City of Palmdale residents every second Saturday of an odd month at the Antelope Valley Recycling and Disposal Facility in Palmdale (1200 W. City Ranch Road) from 9:00 a.m. - 12:00 p.m. (subject to change). Proof of residency and account in good standing is required. No commercial waste accepted and a maximum of 5 banker boxes are permitted. No metal clips, binders, plastic cover sheets accepted.



Additional Services

Bulky Item Collection

Residential customers are entitled to four free bulky item pick-ups, of no more than four 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.



Acceptable Bulky Items — furniture, appliances, electronic waste, tree branches, clothing and scrap wood.

Unacceptable Bulky Items — household hazardous waste (such as paint, oil and batteries), spas, pianos, camper shells, items requiring more than two persons to safely handle.

Extra Bags

Residential customers may place up to three (3) bags at curbside for collection, up to two (2) times per year at no additional charge. Please contact Customer Service at least 48 hours in advance of your regular service day to schedule the bags for pick-up. Additionally, up to three (3) extra bags may be placed for collection during Environmental Pride Week in April and for three weeks beginning December 26 at no charge.

Christmas Tree Collection

Unflocked trees will be collected and recycled on customers' regular service days during the first two weeks in January at no additional cost. Please remove all decorations including tinsel, lights, ornaments and tree stands.



Household Hazardous Waste (HHW)

The Antelope Valley Environmental Collection Center, located at 1200 W. City Ranch Road in Palmdale, is open on the 1st and 3rd Saturday of each month, from 9:00 a.m. until 3:00 p.m., for residents to dispose of household hazardous waste (HHW) at no cost. Acceptable items include residential HHW: paint, oil, batteries, CFL bulbs, TVs, monitors, computers and printers. Non-acceptable items include commercial or industrial hazardous waste.



Landfill e-Vouchers (Trash and Soil)

Residents can make two visits to the Antelope Valley Recycling and Disposal Facility (1200 W. City Ranch Rd.) per year for trash disposal and one visit per year for turf/soil disposal. Electronic vouchers are added to each account in July and are valid for twelve months. Residents will need to provide identification matching the account holder information at landfill scale house to redeem.

Trash – Acceptable items include household trash, bulky items and/or green waste not to exceed one (1) ton or 2,000 lbs. of material per visit. Non-acceptable items include commercial, industrial or household hazardous waste (HHW).

Soil – Acceptable materials include up to two (2) tons of clean inert turf or soil generated from residential landscaping projects.

Residential Oil Collection

Residents are entitled to one collection per year of up to ten (10) gallons of used motor oil and up to five (5) used oil filters. To schedule a collection, please call 1-800-449-7587.



Sharps

Residents can safely dispose of their sharps using Waste Management's Sharps Mail Back Program. Contact Customer Service at 661-947-7197 to order your no cost kit. A second kit is available for a \$5.00 co-pay upon request. Limit two (2) per year. Acceptable items include needles, lancets and other sharps.



Street Sweeping

City of Palmdale street sweeping is provided by Waste Management. To view your street sweeping day, visit <https://cityofpalmdale.org/173/Environmental-Technology> or download the Recycle Coach App for your Apple or Android device.

Monthly Residential Cart Service Rates

Standard Service includes one Trash, one or more Recycling and one or more Green Waste Carts. All carts are 96-gallon (unless otherwise specified).

Rates Effective July 1, 2020	
Standard Service	\$25.78
Low-Income Senior Rate	\$20.64
Super Saver Rate	\$20.64
Mobile Home Service (64-gallon trash & 64-gallon recycling)	\$20.84
Mobile Home Service (64-gallon trash, 64-gallon recycling & 64-gallon green waste)	\$23.52
Mobile Home Service (96-gallon trash, 64-gallon recycling & 64-gallon green waste)	\$24.87
Additional Trash Cart — above one	\$13.54
Additional Recycling Cart	No charge
Additional Green Waste Cart	No charge
Other Residential Rates and Services* (Charged in Addition to Monthly Cart Service Rates)	
Locking Cart Option (per cart)	\$0.42/month
Bulky Item Pick-up (in excess of 4 per year)	\$21.29 per pick-up
Residential Account Reactivation Fee** (only if carts were removed for nonpayment)	\$77.40

*All service rates include street sweeping (unless service is on a private road or is otherwise excluded by the City of Palmdale).
 (1) Super Saver Rate includes one 32-gallon trash cart, one 96-gallon recycling cart and one 96-gallon green waste cart.

**One-time \$50 discount applied upon enrollment in automatic payment plan.



Yes in Recycling Cart:



Plastic Bottles & Containers



Food & Beverage Cans



Glass Bottles & Jars



Paper



Flattened Cardboard & Paperboard



Food & Beverage Cartons

Please do not include:



NO Food Waste



NO Plastic Bags & Film



NO Foam Cups & Containers



NO Needles



NO Batteries



NO Green Waste