



Los Altos Hills Residential SERVICE GUIDE

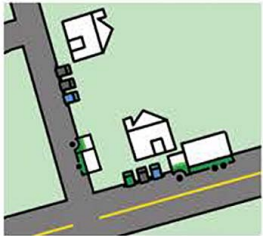


Note: Green Carts are only applicable for three-stream sorting

MY GREENWASTE SERVICE

Cart set-out locations and available collection services vary based on the accessibility of your property and whether you subscribe to *On-Premise* collection.

Street Accessibility



GRAY, **BLUE** and **GREEN** carts may be set out along streets accessible by **STANDARD** vehicles.

GRAY and **BLUE** carts may be set out along streets accessible by **SMALL** vehicles.

GREEN carts must be taken to a road accessible by **STANDARD** vehicles (*Curbside*).

On-Premise Service (additional charge)



On-Premises service, a concierge private property service, is available to all customers for an additional charge. Only **GRAY** and **BLUE** carts are collected *On-Premise*.

BASE SERVICES include:



one (1) 20-, 32-, 64- or 96-gallon **GRAY** cart



+ one (1) 96-Gallon **BLUE** cart



+ up to two (2) 96-gallon **GREEN** carts
(Note: **GREEN** carts are only collected *Curbside*)



On-Premise & Small Truck Only customers may trade their two (2) **GREEN** carts for one (1) 96-gallon **GRAY** cart

Restrictions apply.

CART SET-OUT GUIDELINES



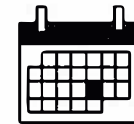
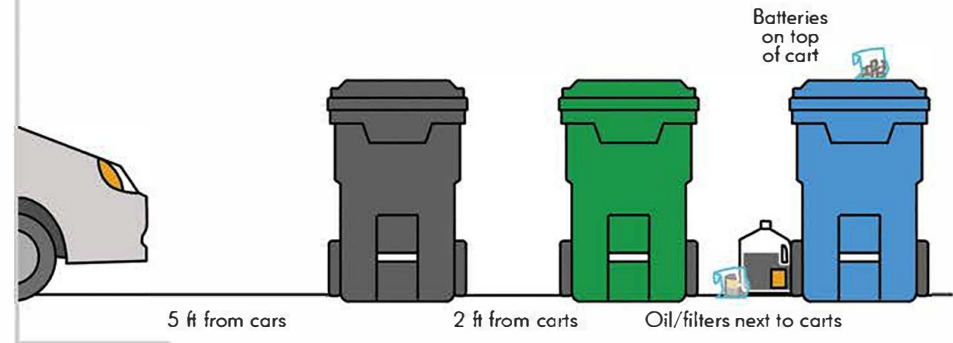
Weekly collection requires the use of GreenWaste-issued carts.



Please set carts out by 8am on your service day.



Contents cannot exceed the weight limits listed on the cart or 150 lbs. (whichever is less).



HOLIDAYS

Collection will not occur on New Year's Day (January 1), Thanksgiving (4th Thursday in November) or Christmas (December 25). If your regular collection day falls on or after one of these holidays, your collection will be moved to the next day.



HOLIDAY TREES

On service day, place unornamented trees (cut to no longer than five (5) foot lengths) *Curbside*, next to your service carts for *Yard Trimmings* collection. Trees are collected for no additional charge in the first twenty-eight (28) calendar days following December 26th.



DIVERTING WASTE FROM LANDFILL

GreenWaste owns and operates a Materials Recovery Facility in San Jose, where all of Los Altos Hills's material is processed. The end results of processing include separated recyclables, landscape compost, and OMRI certified compost.

THE EXTRAS



ON-PREMISES SERVICE

Request that GreenWaste perform *Drive-on* and/or *Walk-on* Service to collect your carts on your property for an additional charge.



ON-CALL CLEAN-UPS

Request up to two (2) On-Call Clean-ups per year at no additional charge. Call at least 48-hours in advance to schedule collection of either two (2) bulky items OR three (3) cans of *Yard Trimmings*.



BULKY ITEM

Request the collection of bulky items (beyond those included in your On-Call Clean-Up) for a charge. Call at least 48-hours in advance.



YARD TRIMMINGS VOUCHER

Use your four (4) vouchers (provided by mail annually) to periodically set out up to 96-gal of extra material at no additional charge.

Note: **GRAY CART SWAP** customers will receive two (2) *Mixed Compostables* vouchers in place of the four (4) *Yard Trimmings* vouchers.



EXTRA MATERIAL/PICK-UP

Place extra material in labeled 32-gal cans or bags* for collection at an additional charge.

Further charges apply for collection of extra material on a day other than your regularly scheduled service day.

*If using bags: *Recyclables* must be in a clear or translucent bag, and *Yard Trimmings* must be in a paper bag.

COMMUNITY PROGRAMS



TOWN-WIDE CLEAN-UPS

GreenWaste provides Town-wide Clean-up service to residents three times per year at no additional cost. Look for event dates and details on GreenWaste-distributed postcards.



FIRE DISTRICT CLEAN-UPS

GreenWaste accepts and processes extra yard trimmings on the 3rd Saturday of each month at Foothill College.



COMPOST GIVEAWAY

GreenWaste delivers finished compost every Friday at the intersection of Elena Rd. and Purissima Rd. This compost is available for residents to use at their own homes.



BRUSH CHIPPING PROGRAM

Twice a year, the Fire District will come to your home and remove prepared brush and tree branches. Call the Fire District for more information at 650.949.1044.



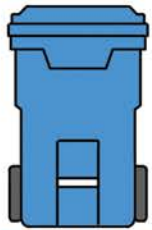
HOUSEHOLD HAZARDOUS WASTE PROGRAM

The County of Santa Clara provides the opportunity for residents to dispose of Household Hazardous Waste (HHW). Learn more at www.hhw.org or call 408.299.7300.

The following materials are examples provided of HHW – do NOT place these materials in your GreenWaste carts.

- Auto and brake fluids
- Car batteries
- Fuel tanks
- Grease and cooking oil
- Medications and sharps
- Paints and polishes
- Pesticides and spa chemicals
- Solvents

WHAT GOES WHERE?



RECYCLABLE MATERIALS

ALL MATERIALS MUST BE CLEAN AND DRY



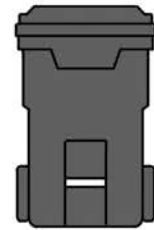
METAL

aluminum foil & trays, small metal appliances, food & beverage cans, empty aerosol cans



PAPER

cardboard & boxes, newspaper & magazines, clean cartons, paper & junk mail



MIXED COMPOSTABLES



PAPER

soiled paper & cartons, napkins, paper towels, photographs, waxed paper & cardboard

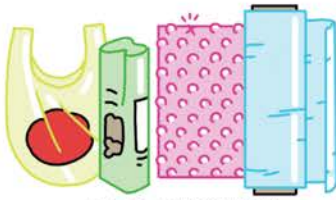


PLASTIC

coffee cup lids, compostable plastic, gloves, hoses, pvc pipe



*ITEMS MUST BE BUNDLED & KNOTTED



FILM PLASTIC*

bags (bread, produce, etc.), bubble wrap, case & shrink wrap



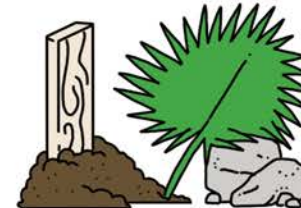
PLASTIC

bottles (caps on), food containers, take-out containers, buckets, baskets



FOOD WASTE

meat, poultry, bones, dairy products, eggs, coffee grounds, filters, fruit, vegetables, grains



OUTDOOR WASTE

dirt, soil, ashes, palm fronds, pampas grass, bamboo, rocks, wood waste



MISCELLANEOUS

styrofoam/polystyrene, snack packaging, fabric, textiles, diapers, kitty litter, pet waste



*NO ITEMS CONTAINING MERCURY OR LEAD



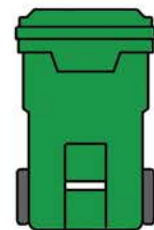
E-WASTE*

appliances, laptops, tablets, printers, scanners, cell phones, cameras



GLASS

beverage bottles, food jars, cook/dishware, ceramics, mirrors, windows



YARD TRIMMINGS



YARD TRIMMINGS

branches, trimmings, flowers, shrubs, grass clippings, cactus, flax, ivy

*If you do not have a GREEN Cart, all yard trimming material should go in your GRAY Cart.

BILL PAY

GreenWaste mails quarterly bills to all customers approximately one month into the billing cycle. Payment is due one month from the date the bill is mailed.



BILLING ADDRESS

Pay by mail:

GreenWaste Recovery
P.O. Box 11089
San Jose, CA 95103-1089



ONLINE BILLING

Pay your bill online!

Visit <https://portal.greenwaste.com>
to pay your bill, sign up for e-billing, check your
service day, and more!

CART DIMENSIONS



- **20 & 32-gal:** Height - 38 in., Width - 20 in., Depth - 25 in.
- **64-gal:** Height - 43 in., Width - 26 in., Depth - 30 in.
- **96-gal:** Height - 46 in., Width - 28 in., Depth - 34 in.

CONTACT US



PHONE: 650.947.4994 (8am – 5pm) Monday - Friday



EMAIL: customerservice@greenwaste.com



WEBSITE: www.greenwaste.com



SOCIAL MEDIA: @goGWR, GreenWaste Recovery