

Frequently Asked Questions for Residents



I am a new resident or have recently moved. How do I set up collection services at my home?

Please contact WM to set up an account to begin receiving collection services. All City of Oceanside residents must receive collection services for recycling, organics and landfill from WM. WM issues monthly bills for collection services separate from the City of Oceanside, which bills residents for water.

For questions about services and billing contact:

WM of North County

(760) 439-2824

Email: cssandiego@wm.com

Web: home.wm.com/Oceanside

CART INFORMATION - Set Out, Sizes, Collection

What size carts are available and how many of each can I have at my residence?

Recycling, organics and landfill carts are available in three sizes: 35-gallon, 64-gallon and 96-gallon. With more food materials going into your green organics cart and less going in your landfill cart, you may be able to get by with a smaller sized landfill cart and save money!

Standard residential service includes:

- One 35-gallon landfill cart
- Up to two organics carts
- Up to three recycling carts



Larger sized landfill carts are available for an additional fee. For information about service rates and to request an initial free cart exchange, please contact WM.

What is the collection holiday schedule?

WM observes these six holidays each year: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. When a holiday falls on a weekday, the rest of the week collection is delayed by one day.

January	New Year's Day
May	Memorial Day
July	Independence Day
September	Labor Day
November	Thanksgiving Day
December	Christmas Day

Frequently Asked *Questions* for Residents

What are the instructions for putting out the carts each week?

- Roll carts out to the street by 6 a.m. on your normal service day. Carts are required to be off the street or curb line by 11 p.m. after being serviced.
- To avoid overloaded or overfilled carts refer to the weight limits found on the cart lid and ensure lids can completely close. Place the carts with the handles facing away from the street.
- Carts must have a minimum 2-foot clearance of any obstacles including parked cars, mailboxes and other carts. Make sure carts are clear from trees or other overhead obstructions.

Can I get a new cart if it is damaged or if I want a different size?

Yes. Carts damaged or inoperable by normal wear and tear, or carts that go missing can be replaced at no charge by calling WM. If your cart size does not meet your household needs and a change is necessary, you may exchange your cart for the appropriate size (see above). Fees may apply.

My cart was not collected. Who should I call to have it picked up?

If your recycling, organics and landfill cart was out at the curb by 6 a.m. on your service day and was not picked up by the end of the day, please contact WM. Your cart will be collected by the next business day after notifying WM.

My cart was not collected and there was a tag on it. What does this mean?

Most likely your cart was either overloaded or contaminated.

Overloaded Carts — If one or more of your carts is identified as being overloaded and could not be collected, you will receive a notice of non-collection. If this occurs, simply remove enough material so the cart lid can close and place the cart out the following week for collection. If additional service is needed, please contact WM to schedule. Fees may apply.

Contamination — Materials that are placed in the wrong cart or cannot be accepted, such as household hazardous materials, are considered contamination. When a cart is contaminated, an entire truckload can be negatively impacted. If contamination is identified, a contamination or non-collection notice will be provided to the resident and an additional fee may apply if WM is required to return to service your cart. Please review the acceptable material list below for each cart to prevent contamination.

GREEN ORGANICS CART - Food Scraps, Food-Soiled Paper & Green Waste

When can residents begin putting food scraps and food-soiled paper into the green organics cart along with their green waste??

Starting January 1, 2024, residents can put food scraps and food-soiled paper in the green cart, now referred to as organics.

How often will the green organics cart be picked up by WM?

The green organics cart as well as the recycling and landfill carts are picked up weekly on the same day.

Frequently Asked *Questions* for Residents

What goes into the green organics cart?

✓ YES

The following items should go into the green organics cart:

- Meat, bones, dairy and eggshells
- Bread, rice, beans and pasta
- Coffee grounds, filters, tea leaves and bags
- Food-soiled paper (napkins, cups, bags, pizza boxes)
- Fruits and vegetables
- Lawn clippings
- Tree branches and shrubs
- Leaves and weeds
- Untreated/unpainted wood (must fit in cart with lid closed)

✗ NO

Do NOT put these into the green organics cart:

- Rocks and dirt
- Concrete
- Plastic grocery bags or colored liners
- Treated or painted wood
- Recyclable bottles and cans
- Liquids
- Pet Waste
- Household hazardous waste
- Electronic waste



* Clear and translucent plastic bags/liners and compostable plastic bags are allowed.

How can I keep my green organics cart in good condition and minimize odor?

It is recommended that you layer food scraps between layers of green waste, set the cart out each collection day, even if not full, sprinkle baking soda on top of your organics layer to minimize odors and keep leftovers in your fridge until the day before your collection day.

How do I use my kitchen pail?

The free kitchen pail is provided so you can conveniently capture food scraps and food-soiled paper. Simply add the materials into the pail throughout the day as you prepare food and eat. Empty the contents of your pail into the green organics cart. WM distributed a free pail to each resident prior to the new organics program. If you did not receive one, please contact WM.

Frequently Asked *Questions* for Residents

What happens to the items in the green organics cart?

The organics in the green cart will get a second life by being made into nutrient-rich compost and mulch which is FREE to all Oceanside residents! Pick yours up at the El Corazon Compost Facility.

El Corazon Compost Facility

3210 Oceanside Blvd
Oceanside, CA 92056
Open Monday – Friday
7:30 a.m. – 5 p.m.
Saturday 8 a.m. – 4 p.m.
Web: agriserviceinc.com
(760) 439-9920



Why is the organics program necessary?

California Senate Bill 1383 (SB 1383) requires residents to separate their food waste from the landfill cart. SB 1383 is a statewide effort that requires the reduction of the organic waste disposed of in landfills by 75% by 2025. Many benefits are gained from the new residential organics program, including reducing greenhouse gasses, creating a renewable energy source, producing mulch and compost as well as preserving landfill space. Organic waste in landfills creates a climate super pollutant, 84 times more potent than carbon dioxide, accounts for more than a third of the material in California's waste stream, emits 20% of the state's methane gas, and contributes to heating the planet and global climate change. Thank you for doing your part to help our community and the environment.

BLUE CART - Recycling

What goes into the blue recycling cart?

✓ YES

The following items should go into the blue recycling cart:

- Aluminum and metal cans
- Plastic beverage bottles and containers #1 - #7
- Glass bottles and jars
- Dairy and juice cartons
- Flattened cardboard boxes
- Paperboard boxes (remove plastic liners)
- Magazines, junk mail and mixed paper
- Brown paper bags
- Consolidated plastic bags (shopping, food storage)

✗ NO

Do NOT put these into the blue recycling cart:

- Plastic utensils
- Foam cups/plates/to-go containers
- Metal hangers or wires
- Garden hoses
- Chip bags
- Loose plastic bags or liners
- Food, food scraps and food-soiled paper/pizza boxes
- Green waste
- Household hazardous waste
- Electronic waste

GRAY CART - Landfill

What goes into the gray landfill cart?

YES

The following items should go into the gray landfill cart:

- Plastic utensils
- Foam cups/plates/to-go containers
- Plastic bags and liners
- Chip bags
- Broken glass and ceramics
- Pet waste
- General household trash

NO

Do NOT put these into the gray landfill cart:

- Aluminum or metal cans, plastic beverage bottles and containers #1 - #7, glass bottles and jars
- Cardboard and paperboard boxes
- Food, food scraps, food-soiled paper/pizza box
- Green waste
- Household hazardous waste
- Electronic waste

ITEMS DIFFICULT TO DISPOSE OF - Batteries, Cellphones, Needles, Hazardous Waste

How can I dispose of electronic waste and large, bulky items that cannot be reused?

WM will pick up 5 large items beyond reuse, refurbishment or repair such as furniture and appliances and including electronic waste at the curb 5 times per year at no-charge. Call WM at least 24 hours or one business day in advance of your service day to request a Large Item Landfill Pickup. Residents can schedule additional pickups of broken or soiled items during Landfill Weeks twice each year.

Will WM pick up large, bulky items that cannot be donated?

Up to five large items can be collected five (5) times each year by calling WM.

Will WM pick up cellphones and batteries?

Yes, WM will collect cellphones and batteries on your regular collection day when placed in a sealed, clear storage bag and placed on top of your recycling cart.

What should I do if my cardboard boxes don't fit in the recycling cart?

Flatten and cut cardboard boxes so that it fits into the recycling cart with the lid closed. Additional cardboard boxes can be flattened, tied up/bundled and placed next to the recycle cart if they are not larger than 2' x 3' and tied together.

Frequently Asked *Questions* for Residents

How do I dispose of household hazardous waste?

Paint, used oil, pesticides and other hazardous and toxic materials are illegal to place in ANY of your carts or down the drain. WM will accept these materials every other Saturday by appointment only. Call WM to schedule an appointment at (760) 439-2824.

The following are accepted by WM by appointment.

- Paint, Stain, Varnish, Thinner
- Adhesives
- Auto Products, Used Oil, Filters
- Batteries, Fluorescent Bulbs, CFLs
- Cleaners, Sprays
- Pesticides, Other Garden Chemicals
- Sharps: Needles, Lancets



Seniors or disabled persons only can make a reservation for a free curbside collection of household hazardous waste. An advanced reservation is required and on a first-served basis each month.

How do I dispose of sharps/needles/lancets?

Place sharps/needles/lancets in a rigid container that has a secure and closed lid. Then drop them off at either Oceanside Senior Center located at 455 Country Club Ln. or 3302 Senior Center Dr. during normal business hours.

OTHER SERVICES

Will WM collect items that can be reused?

Gently used appliances, textiles, sporting equipment and more can be donated curbside during the City's biannual donation weeks. Other donation and reuse opportunities can be found at GreenOceanside.org.

What are the instructions for holiday tree collection?

WM collects holiday trees beginning the weekday following Christmas Day for a three-week period. Remove tree stands and/or decorations and place trees in the organics cart with the lid completely closed or place it adjacent to your carts curbside. Flocked trees are accepted, but not recycled.

Will the City of Oceanside's Green Oceanside team still provide zero waste programs?

Yes! Green Oceanside continues to meet the City's zero waste goals and maps out the next decade of zero waste programming, services and compliance with state laws.

For questions about the City's Zero Waste Program or other environmental programs:

Email: GreenOceanside@oceansideca.org

Web: www.GreenOceanside.org