

## 2010 NEW EXPANDED RESIDENTIAL COLLECTION SERVICE

### Frequently Asked Questions

**Q: How will my garbage service change in October 2010?**

**A:** Right now, most single-family residences in Oakley have weekly collection of either a 96-gallon wheeled garbage container OR a 40-gallon metal or plastic garbage can, AND two recycling bins AND the option of five 33-gallon plastic bags or two 40-gallon cans of yard waste and clippings. The Garbage and Recycling is picked up weekly, however the Green Waste is bi-weekly. In the new 2010 expanded garbage collection service, each single-family household will have one garbage container, one recycling container and one yard waste container. Every household will receive a 64 gallon blue wheeled recycling container and a 96 gallon wheeled yard waste container. (PLEASE NOTE: If you currently have a 96-gallon green garbage container, that container will become your yard waste container. Oakley Disposal will label the green container for your convenience.) Every household will be asked to choose their own size wheeled garbage container: Either a 96-gallon garbage container, a 64-gallon garbage container, or a 32-gallon garbage container. PLEASE NOTE: Your Green Waste pick up will continue to be picked up every other week. You will receive a green waste calendar that shows you the weeks you will be picked up throughout the year.

**Q: What are the benefits of this new expanding service?**

**A:** This new expanded residential collection system will be all-wheeled, easier to maneuver, with lids to control theft and littering. It will offer residents a greater choice of garbage service levels, a greater opportunity to increase household recycling, and easier disposal of yard clippings. .

**Q: How much will the new expanded service cost?**

**A:** The rates include 3 all-wheeled containers: a brown garbage container, a blue recycling container and a green yard waste container – based on the size of the garbage container you select.

The new 2010 monthly rates are as follows, and will not go into effect until you receive your garbage, recycling and yard waste containers. Recycling and yard waste are part of this service.

32-gallon weekly service	\$24.95 per month
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64-gallon weekly service	\$34.90 per month
96-gallon weekly service	\$39.60 per month

**Q: Will I continue to be billed quarterly?**

**A:** No, Oakley Disposal will begin to bill monthly, when you receive your new containers.

**Q: Will I continue to have weekly service? What about the bi-weekly Green Waste service?**

**A:** Yes, you will continue to have weekly garbage and recycling service. As in the past, you will continue to have your green waste picked up every other week (bi-weekly).

**Q: Will I continue to have service on the same day of the week I currently have garbage service?**

**A:** Yes, under the new service your garbage, recyclables and yard waste will be collected on your current service day.

**Q: How do I select and order the size wheeled garbage container that is best for my household?**

**A:** In the next couple of months, you will be receiving an Informational Brochure in the mail which describes this new expanded residential service. You will also be receiving a separate card in the mail from Oakley Disposal Service (New Container Order Form) asking you to order the size garbage container you prefer for the new 2010 expanded service. The new wheeled garbage container sizes are: 96-gallons, 64-gallons and 32-gallons. Simply fill out the postage-paid card and return it in the mail to Oakley Disposal Service.

**Q: When will this new 2010 expanded garbage collection service begin?**

**A:** Beginning in October 2010, Oakley residents will begin receiving their all-wheeled garbage, recycling and yard waste containers. Your brown garbage and blue recycling containers will be picked up weekly, while your green yard waste container will be picked up every other week. The new service will be phased-in

so that all single-family households are on-line with the new service by the end of October.

Each household will receive a notice when their wheeled containers will be delivered. **If you currently have a green 96-gallon garbage container, it will be used for green waste when your new 2009 service begins.** If you do not currently use a green 96-gallon container, we will be delivering one to you, along with your garbage and recycling containers.

**Q: How will I know which container is for what items?**

**A:** The **BROWN container will be for garbage.**  
The **GREEN container will be for green waste**  
The **BLUE container will be for recycling.**

**Q: Will I be able to use my old garbage and green waste cans under the new service?**

**A:** Under the new 2010 service, you will no longer be able to use your personal metal and/or plastic garbage cans. All Oakley households will be using the new all-wheeled containers for weekly collection service, with no exceptions.

**Q: How will I dispose of my old garbage and green waste cans?**

**A:** Oakley Disposal will be happy to pick up and dispose of your old personal garbage and/or green waste can(s). Simply place your old metal or plastic cans empty at the curb **THE WEEK AFTER YOU RECEIVE YOUR NEW CONTAINERS**, on your regularly-scheduled garbage collection day, and they will be picked up by Oakley Disposal. Please put a note that says, "Please Recycle".

**Q: What if I order a specific size garbage container and I change my mind and want a different size after I try out the new service?**

**A:** Oakley Disposal advises you to try out the size garbage container you ordered under the new service. If after a month you would like to change the size of your new garbage container, please call Oakley Disposal at 925-757-7660.

**Q: What if I need an additional wheeled recycling or green waste containers?**

**A:** If you need an additional wheeled recycling container or green waste container, call Oakley Disposal Service at (925) 757-7660.

**Q: What do I do if I have extra garbage?**

**A:** If you have extra garbage or appliances, please call Oakley Disposal Service to schedule a special pick up or bring it to the Recycling Center and Transfer Station at 1300 Loveridge Road in Pittsburg. The Recycling Center and Transfer Station is open 7:00 am to 6:00 pm every day of the year, except Christmas and New Years. Please call for prices at (925) 473-0180 or visit the website: [www.contracostawaste.com](http://www.contracostawaste.com)

**Q: What items cannot be disposed of safely in the garbage?**

**A:** Many products in your home contain hazardous material. It is ILLEGAL and UNSAFE to throw away household hazardous waste in your garbage container, on the ground or down storm drains. Examples of household hazardous waste are: Polishers and cleaners, oven cleaners, drain openers, lighter fluid, syringes, cosmetics, fluorescent bulbs, batteries, insecticides, pool chemicals, fungicides, herbicides, paint, paint thinner and strippers, photo chemicals, glues, cements, gasoline, fuel additives, wood preservatives, grease and rust solvents, wood and metal cleaners, used oil and oil filters, antifreeze, transmission fuels, and carburetor cleaners. IF YOU NEED TO DISPOSE OF ANY OF THESE MATERIALS, PLEASE CALL THE DELTA HOUSEHOLD HAZARDOUS WASTE COLLECTION FACILITY AT 925-756-1900 or click on the link below:  
[http://www.ddsd.org/hhw/hazardous\\_waste.html](http://www.ddsd.org/hhw/hazardous_waste.html)

**Q: How will I recycle my newspapers, bottles, cans and cardboard under the new service?**

**A:** Under the new 2010 service, you will no longer have to sort out or separate your recyclables. All recyclable items will be placed TOGETHER in your 64-gallon blue container. You will no longer need to cut, bundle and tie your recyclable cardboard, as all cardboard will be placed in the wheeled BLUE recycling container with the other recyclables. The new container will make it easier for you and your family to recycle.

**Q: Why won't I have to separate out my recyclables under the new 2010 service?**

**A:** Mt Diablo Recycling Center, where your recycling will go, is the largest new, state-of-the-art recycling center in Contra Costa County. Mt. Diablo Recycling Center, located at 1300 Loveridge Road in Pittsburg, provides state-of-the-art, ultra-efficient new equipment which automatically sorts all of your recyclables. If you would like a tour of Mt. Diablo Recycling, please contact Nicole Adler at [Nicole@Garaventaent.com](mailto:Nicole@Garaventaent.com) or call Nicole at 925-692-2224.

**Q: What items can I place in my recycling container under the new 2010 service?**

**A:** Because we now have a state-of-the-art recycling facility that automatically sorts your recyclables. When the new service begins, you will be able to place all your recyclables in ONE container. Here is a list of recyclable materials you can place in your blue recycling container. PUT IT ALL TOGETHER!

**PAPER PRODUCTS:** Boxes/Packages, Cardboard, Catalogs, Chipboard (cereal boxes, shoe boxes, etc.), Colored Paper, Construction Paper, Copy Paper, Coupons, Egg Cartons (Non-Styrofoam), Envelopes with Metal Clasps, Junk Mail, Loose Newspaper, Magazines, Manila Folders, Newspaper Inserts, Paper, Paper Bags, Paper Packaging, Paper Towel Tubes, Shredded Paper (in plastic bags), Telephone Books, White Paper

**PLASTIC PRODUCTS:** California Redemption Plastic #1-#7, HDPE #2, Detergent Bottles, 5-Gallon Buckets, Juice Jugs/Cartons, Milk Jugs/Cartons, Plastic Bags, Plastic Laundry Baskets, Plastic Water Jugs, Plastic Pot Plants Rinsed Salad Dressing Bottles, Rinsed Yogurt & Margarine Containers, Shampoo & Bleach Bottles, Soda Bottles, Soft Drink Bottles: PET #1, Toys such as Plastic Tricycles, Water Bottles.

**ALL CONTAINERS SHOULD BE RINSED & EMPTIED with NO LIDS ON CONTAINERS.**

**METALS:** Aluminum Cans, CLEAN Aluminum Foil, Aluminum Pie Plates  
CLEAN Food Cans, Pet Food Cans, Steel Cans, Tin Cans

**GLASS:** Glass Jars & Bottles

**Q: What should I do with my old blue and white recycling bins?**

**A:** You are welcome to keep your old blue and white recycling bins for storage or other personal use, but they will no longer be accepted for curbside recycling once your new 2010 service is up and operating. If you would like Oakley Disposal to collect and recycle your blue and white bins, please leave them, **EMPTY** at the curb the **SATURDAY** after you receive your containers. A separate truck will pick them up and they will be recycled.

**Q: How will I dispose of grass and yard clippings under the new service?**

**A:** Under the new service, Oakley Disposal will no longer be accepting yard clippings in plastic bags or in your personal garbage cans. All grass and yard clippings will be disposed of directly into the wheeled green yard waste container. **PLEASE DO NOT PLACE PLASTIC BAGS INTO THE GREEN WASTE CONTAINERS**, as they are not recyclable. If you have a gardener who mows your lawn, please be sure to advise him/her when the new service begins to place all yard clippings directly into the green container, without bagging it.

**Q: What items can I place into the new wheeled green waste container under the new service?**

**A:** Under the new service, the following items can be placed in your green waste container:

Ground Clippings, Leaves, Tree Trimmings, Yard Debris, Brush, Wood Chips, Weeds, Straw, Hay, Garden Trimmings, Cactus, Grass, Flower & Flower Cuttings, Pruning, Shrubbery, House Plants and Tree Twigs & Branches 6" or less in diameter & 3ft or less in length. All material must be contained in the container.

**Q: How should the new garbage, recycling and yard waste containers be placed at the curb under the new 2010 service?**

**A:** Under the new service, you will no longer have to carry heavy recycling bins or green waste bags or cans to the curb for collection. You will have an all-wheeled set of three containers that can easily be wheeled to the curb on the evening before or by 5 a.m. on the day of your garbage collection service. All containers should be placed at the curb, three-feet apart from one another – not obstructed by or close to any parked vehicle or any other object. This will allow

Oakley Disposal's new automated trucks to pick-up and empty the containers without damage to any property.

**Q: What if I have further questions about the new 2010 expanding residential collection service?**

**A:** If you have specific questions about the new expanding residential service, feel free to call Oakley Disposal's new service hotline at 925-692-2291 or you can go to our website: [www.oakleydisposal.com](http://www.oakleydisposal.com). In addition, you are always welcome to call us at (925) 757-7660.

We are here to serve you! Thank you for your time.