

# Questions & Answers

## Do I have to use a City approved container?

Yes! Only trash placed in City approved refuse containers will be collected.

## Are different-sized containers available?

Yes. The standard 96-gallon automated refuse container has the capacity of three regular trash cans — ample space for the average household. Smaller 64- or 32-gallon containers are also available by phoning a customer service representative at 858-694-7000. A \$70 user fee per container applies. Delivery charge is \$25 per container.

## Do I take the containers with me if I move?

No! Do not take automated containers with you when moving. They are the property of the City of San Diego. Containers are numerically registered to the address which they are originally delivered, and it is recommended that residents record container numbers. Customers are responsible for container storage and cleanliness.

## What can I do with household hazardous waste?

It is dangerous — and illegal — to toss hazardous or flammable materials in the trash or down the drain. Do not place electronics, fluorescent lights, paints, pesticides, pool chemicals, or motor oil in automated containers. Call 858-694-7000 to learn how to safely and legally dispose of hazardous wastes.

Record Container I.D. #(s) Here:

- ✔ Please call the Environmental Services Department's Customer Service Center at 858-694-7000 for the following information:
  - Determine user cost for container replacement.
  - Check availability of containers and desired sizes, arrange pickup or exchange of containers for a different size.
  - Report stolen containers.
  - Report damage done to your container. Please include your container number when providing this information.
- ✔ To obtain an additional container, you must send \$70 for each container (add \$25 each if delivered). Please include your name, address, phone number and size of container desired. We accept Visa, MasterCard and ATM debit cards. We can also take cash for the exact amount if being picked up in person. Make check or money order payable to City Treasurer, and mail to:  
**Environmental Services Department Operations Center**  
8353 Miramar Place  
San Diego, CA 92121
- ✔ For further information, service requests and on-line services, log on to [www.sandiego.gov/environmental-services/](http://www.sandiego.gov/environmental-services/).

## Holiday Schedule

Trash is not collected on following holidays:

New Year's Day

Dr. King's Birthday

President's Day

Cesar Chavez Day

Memorial Day

Independence Day

Labor Day

Veteran's Day

Thanksgiving Day

Christmas Day

Starting the day of the holiday, trash is collected one day later for the remainder of that week. When holidays fall on Sundays, there is no Monday pickup and trash collection is delayed one day for the rest of that week.

For a downloadable Automated Refuse Collection brochure, please go to:  
[www.sandiego.gov/environmental-services/refuse/index.shtml](http://www.sandiego.gov/environmental-services/refuse/index.shtml)

## KEEP FOR YOUR FILES

This information is available in alternative formats upon request.

 Printed on recycled paper



THE CITY OF SAN DIEGO



# Automated Refuse Collection

✔ Safe

✔ Fast

✔ Inexpensive

✔ Clean

✔ Efficient



Customer Service: **858-694-7000**