

# 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. A smaller 64-gallon container is also available by phoning 858-694-7000. A \$70 user fee and \$25 delivery charge per container applies. Replacement containers less than 10 years old are prorated.

## 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 that 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 recyclables?

The City Recycling Ordinance now prohibits specified recyclables from black trash containers. Residential customers can obtain a blue recycling cart or an additional container by calling 858-694-7000.

## 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, motor oil, needles or syringes 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. Provide your container number when calling:
  - Report stolen or broken containers.
  - Determine user cost for container replacement.
  - Check availability of containers and desired sizes, arrange pickup or exchange of containers for a different size.
- ✔ To obtain an additional or replacement trash container, call Customer Service at 858-694-7000. A \$70 user fee applies, plus \$25 for delivery. Replacement containers less than 10 years old are prorated. Save the delivery fee by picking up the container in person. Visa, MasterCard, ATM debit cards, and exact amount of cash are accepted. Make check or money order payable to City Treasurer. Please call Customer Service for additional information.
- ✔ 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

Memorial Day

Independence Day

Labor 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/collection/](http://www.sandiego.gov/environmental-services/collection/)

**KEEP FOR YOUR FILES**

This information is available in alternative formats upon request.

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(July 2010)



THE CITY OF SAN DIEGO



# Automated Refuse Collection

- ✔ Safe
- ✔ Fast
- ✔ Inexpensive
- ✔ Clean
- ✔ Efficient



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

# Automated Refuse Collection

## What is it?

Automated Refuse Collection is a service of the City of San Diego that facilitates safe and cost-effective collection of household trash.

## How does it work?

New housing developments participating in the City's refuse collection program are provided one automated refuse container at no cost. Residents can select a 64- or 96-gallon container. Additional or replacement containers are available for a \$70 user fee. This fee may be prorated if a broken container is less than 10 years old. (See back for more details.) You may alternatively purchase an acceptable container at a home improvement store. Approved containers must be used for your weekly trash pickup. Automated refuse collection trucks are equipped with specially-designed arms that grasp, lift and empty the city-approved refuse containers. Trash outside of the automated containers will not be collected.

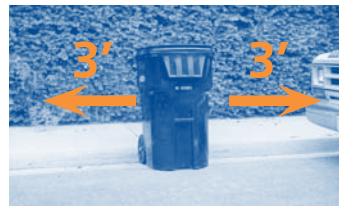
**Participation in Automated Refuse Collection is mandatory – and is as easy as 1 - 2 - 3!**

**1.** Fill your automated container with only household trash. The City Recycling Ordinance now requires that residential customers keep specified recyclables out of the trash. Also, no paint, chemicals, motor oil or other household hazardous waste, construction materials, dirt, rocks, auto parts, major appliances, hot ashes, or coals. Please bag your trash before placing it in the container to reduce litter, keep containers clean and prevent spilling. To ensure collection, containers filled with trash may not exceed the 300 pound weight limit.



**2.** Close lid, grasp container handles firmly with both hands and wheel the container to the curb or point of collection **by 6 a.m. on your collection day.**

**3.** Set your automated container at the curbside or point of collection, **wheels and the handle facing your home.** Make sure your container is **at least three feet** from other containers, parked cars, lamp posts, fences, trees, mailbox posts, or any other structures so that the automated collection truck can pick up your container. After collection, remove your container from the street or alley by 6 p.m.



## Remember:

- ✔ If you receive City curbside collection, please place your containers at your point of collection by 6 a.m. on your scheduled collection day.
- ✔ Please remove your automated collection containers from your point of collection by 6 p.m. on your scheduled collection day.
- ✔ If you move, do not take the automated container with you. It belongs to the City and must remain at the original address.
- ✔ Do not put hot coals, ashes, or lit cigarettes in automated containers.
- ✔ Do not overfill the container. The automated system works best if the lid is completely closed. This helps to prevent trash spilling in your neighborhood.
- ✔ For safety reasons: place both hands on the handles when moving containers to and from points of collection and storage; stay clear of automated trucks while in operation; and do not permit children to play in or with automated containers.
- ✔ Remember that the City Recycling Ordinance requires residential customers to recycle. Call the Environmental Services Department's Recycling Hotline at 858-694-7000 and ask for the Curbside Recycling flyer, a guide that shows what materials are accepted.
- ✔ Be a good neighbor. When not in use, please store your automated container "out of sight" from the street. Your neighborhood will look nicer. You will reduce scavenging, contamination of recyclables and decrease the risk of your container being stolen.

*If you have any additional questions, please call a customer service representative.*

**858-694-7000**

Hours: 6:30 a.m. to 5:00 p.m.

Environmental Services Department's website is [www.sandiego.gov/environmental-services/](http://www.sandiego.gov/environmental-services/)

*Se habla Español.*