FREQUENTLY ASKED QUESTIONS

Q. Can I use carts other than the carts provided by Waste Management?
A. No. The carts are serviced by automated collection trucks; other containers do not work with our trucks.

Q. Should I set out my carts if they’re not full?
A. Yes. Your trash should be set out weekly, even if they are not full.

Q. What size cart options are available?
A. Trash carts are available in three sizes: 35-gallon, 64-gallon and 96-gallon. Recycling and organics carts are only available in the 96-gallon size.

Q. How often are recycling and organics collected?
A. Recycling and organics are collected every other week. Place out your recycling and organics cart on your service day.

Q. Do I need to rinse out my recyclables prior to placing them in my recycling cart?
A. Yes. Food and liquids spoil the recyclability of paper and cardboard. If necessary, scrape or wipe to remove food from containers.

Q. What will happen if I use my recycling cart as a trash cart?
A. Trash can ruin an entire load of recyclables. If you place trash in your recycling cart, you will be billed an additional charge.

Q. What do I do if I miss my pickup?
A. Contact customer service by calling (530) 662-8748 to replace or repair your cart.

Q. What happens if a cart is stolen or damaged?
A. Contact customer service by calling (530) 662-8748 to schedule a special pickup for an additional charge, or wait until your next service day.

Q. What if I want an additional cart or different size?
A. If you decide you need a different cart size(s), contact customer service at (530) 662-8748 to discuss your options and rates. Customers may also request an additional organics cart at no cost. Customers may not request a reduction in service for contamination and overage charges.

Q. What if a cart is full or damaged?
A. Contact customer service by calling (530) 662-8748 to discuss your options and rates. Customers may also request an additional organics cart at no cost.

Q. How do I clean my cart?
A. If you want to clean your cart, simply rinse, drain excess water into grass or other landscaping, and allow to dry.

Q. What do I do if I miss my pickup?
A. Contact customer service at (530) 662-8748 to schedule a special pickup for an additional charge, or wait until your next service day.

Q. How often are recycling and organics collected?
A. Recycling and organics are collected every other week alternating between recycling and organics. See your collection calendar magnet for correct service week.

Q. What size cart options are available?
A. Trash carts are available in three sizes: 35-gallon, 64-gallon and 96-gallon. Recycling and organics carts are only available in the 96-gallon size.

Q. Where can I pay my Waste Management bill?
A. Managing your account is easy. There are options to pay your bill:
• Pay your bill online. Go to WM.com and click on the PAY YOUR BILL link at the top right.
• Mail in your payment to the address indicated on the payment coupon of your current invoice.
• Drop off payment in person at the Waste Management of Woodland office.
• Contact the call center at (530) 662-8748, Mon. - Fri., 8 a.m. to 5 p.m.

Q. What time should I place my cart(s) at the curb?
A. Please place your carts at the curb by 5 a.m. on the day of your service.

Q. Where can I find my recycling and organics cart collection calendar magnet for correct service week?
A. Customers get vouchers via mail in April and September. Customers may order additional magnets for $4.00 per magnet. Place magnets at the curb by 5 a.m. on your service day.

Q. Can I use bulky items other than the County Landfill?
A. Please place your carts at the curb by 5 a.m. on the day of your service.

YOLO COUNTY BULKY DROP OFF PROGRAM

All customers receiving trash service will receive two (2) vouchers each year for the free disposal of bulky items at the Yolo County Landfill.

• Free drop off events occur in May and October.
• Customers get vouchers via mail in April and September.
• Allows for free disposal of bulky items at landfill or designated transfer station.
• Each bulky voucher is good for free disposal of up to two items, two appliances, two pieces of furniture and two electronics.
• Qualifying senior citizens can receive curbside bulky service. Please call 530-662-8748 for more information.

HOLIDAY PICKUP SCHEDULE

Trash Management does not operate on the following holidays: New Year’s Day, Fourth of July, Labor Day, Thanksgiving and Christmas. See your collection calendar magnet for affected holidays. If the service day occurs on a holiday, service is provided next day.

CONTAMINATION CHARGES:
After three (3) contamination notices on your recycling cart, an additional charge will occur to the customer.

OVERAGE CHARGES:
When you place the right materials in the right cart, and do not overfill them, it benefits you and your community and protects the environment. Be sure to follow the guide on the reverse side to recycle right, and avoid contamination and overage charges.
Keep household hazardous waste (HHW) out of our landfills. They don’t belong in trash, recycling or yard waste carts. Yolo County residents may safely dispose of HHW for free at the Yolo County Central Landfill on Fridays and Saturdays, from 7:30 a.m. to 3:30 p.m. The Yolo County Central Landfill is located at 44090 County Road 28H (east of CR 102).

Acceptable HHW items:
• Automotive products
• Batteries
• Fluorescent bulbs/tubes
• Household cleaners
• Paint
• Pharmaceuticals (non-controlled)
• Syringes/needles (containerized)
• Used motor oil and filters

For a complete list of acceptable HHW items or visit yolocounty.org.

Consider reuse before buying new – it saves money and the environment by not sending more discarded items to the landfill.

The Big Blue Recycling Barn Thrift Store at the Yolo County Landfill is open the third Friday & Saturday of each month from 9 a.m. to 3 p.m. The Barn also accepts donations daily.

While none of the items donated to the barn are repaired, they all are in good enough condition to reuse. Some items may need a little tinkering.

The barn is located at:
Yolo County Landfill
44090 County Road 28H