Proud to Service Palmdale

WM and the City of Palmdale are proud to present you with this updated service guide to your trash, recycling, and organic waste collection services. Services and rates are effective July 1, 2023.

Service Overview

Businesses and multifamily properties must subscribe to recycling, organic waste, and trash collection services unless issued a waiver by the City of Palmdale as noted below.

Container Color Transition

SB 1383 requires collection containers to be uniform in color across the state by 2036. In the City of Palmdale, carts and bins will gradually transition to the new color scheme to minimize disruption to your service. Ensure you check the lid or label for instructions on using the container correctly and avoid contamination. See below for information regarding the new color scheme.

Recycling Collection

Per Assembly Bill 341, California’s Mandatory Commercial Recycling law, businesses that generate at least four (4) cubic yards of solid waste, or multifamily properties with five or more units must participate in a recycling program by subscribing to recycling services or self-hauling recyclables to an approved facility. To assist businesses and multifamily properties in complying with AB 341, WM is proud to offer commercial recycling services for Palmdale businesses and multifamily complexes at a reduced rate. Containers are available in various sizes, including 96-gallon carts and 1.5, 3 and 6-cubic-yard dumpsters. Roll-off containers and compactor services are also available. Contact Customer Service to schedule a site visit with a Recycling Coordinator to get started.

Organic Waste Collection

Also, in accordance with State Senate Bill 1383, California’s Short-Lived Climate Pollutants Reduction law, businesses and multifamily properties must participate in a program to recycle their organic waste (food, food-soiled paper and green waste) by subscribing to organic waste recycling service, self-hauling organic waste to an approved facility or receiving a waiver from the City of Palmdale. To assist businesses and multifamily properties in complying with SB 1383, WM is proud to offer organic waste recycling services to meet your needs. To get started, contact Customer Service to schedule a site visit with a Recycling Coordinator.

Regardless of the size of your business or multifamily property, we can create a customized collection program that meets your needs and protects the environment. Trash containers are available in a variety of sizes, including 96-gallon carts and 1.5, 3 and 6 cubic yard dumpsters. Roll-off containers and compactor services are also available.

City of Palmdale - Commercial Generator Waiver Program

State regulations allow the City of Palmdale to grant participation waivers to qualifying businesses and multifamily properties for lack of generation, alternative service, or physical space constraint. For more information or to apply, contact the City of Palmdale at (661) 267-5300 or visit www.cityofpalmdaleca.gov/1202/Trash-Recycling-and-Organics.

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WM Customer Service: (661) 947-7197
Why SB 1383?

SB 1383 aims to slow climate change by diverting organic materials from landfills, recovering 20% of edible food, and redirecting it to food-insecure Californians. Disposing of organic waste rather than composting it creates 20% of California’s methane emissions. Methane is a climate super pollutant and is 84 times more potent than carbon dioxide.

What Goes in the Organics Container:

- Food Waste
- Yard Waste
- Produce
- Meat, Fish & Poultry
- Dairy
- Bread, Pasta, Rice, Grains
- Food Soiled Paper, Coffee Filters & Tea Bags

Place organics materials directly into your organics cart - To reduce odor, put food waste in a paper bag.

What Goes in the Recycling Container:

- Plastic Bottles & Containers
- Food & Beverage Cans
- Glass Bottles & Containers
- Food & Beverage Cartons
- Paper
- Flattened Cardboard & Paperboard

Place recyclables directly into your recycling cart - Do not bag your recyclables.

What Goes in the Trash Container:

- Foam Cups & Containers
- Garden Hose
- Broken Ceramic Dishes & Pots
- Candy, Snack & Food Wrappers
- Plastic Bags & Film
- Diapers
- Pet Waste
- Clothing & Textiles
- Garden Hose
- Broken Ceramic Dishes & Pots
- Candy, Snack & Food Wrappers
- Plastic Bags & Film
- Diapers
- Pet Waste
- Clothing & Textiles

Do Not Include:

- Plastic/Biodegradable Bags or Film
- Serveware/Utensils
- Plastic Containers
- Foam Containers
- Hazardous Waste
- Fats, Oils, or Greases

- Food Or Liquids
- Plastic Bags or Film
- Foam Containers
- Clothing, Furniture or Carpet
- Batteries
- Electronics
- Yard Waste
- Hazardous Waste
- Electronics
- Batteries, Tires or Paint
- Flammable Material

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Additional Business & MF Services

Onsite document destruction
To assist businesses with securely recycling sensitive documents, such as invoices or records, WM has partnered with Shreds Unlimited to offer onsite document destruction services. If you are interested in this service, contact Commercial Recycling Manager, Frank Vasquez at (661) 569-7626 or fvasque1@wm.com for more information.

Multifamily Bulky Item Collection
WM is proud to offer bulky item collection to multifamily residential properties, such as apartments, condos, and townhomes as follows:

- **Multifamily properties with cart service** - Customers are entitled to four (4) bulky item pickups of up to four (4) items per year at no additional charge. Additional pickups or additional items per pickup can be arranged for a nominal charge. Please contact Customer Service at least 48 hours in advance of your regular service day to schedule a pickup.

- **Multifamily properties with dumpster service** - Customers are entitled to one (1) pickup per dwelling unit in the complex, or building, per year at no additional charge. Each pickup may have up to four (4) items each. Additional pickups or additional items per pickup can be arranged for a nominal charge. Please contact Customer Service at least 48 hours in advance of your regular service day to schedule a pickup.

Acceptable Bulk Items - Furniture, appliances, electronic waste, tree branches, clothing and scrap wood.

Non-acceptable Bulk Items - Household hazardous waste (such as paint, oil, and batteries), spas, pianos, camper shells, and items requiring more than two persons to safely handle.

Holiday Schedule
Waste collection does not occur on the following holidays:

New Year’s Day | Memorial Day | Independence Day
Labor Day | Thanksgiving Day | Christmas Day

When a holiday falls on a weekday, collection will be delayed one day for the remainder of the week. If a holiday falls on a Saturday or Sunday, there will be no delay in service.

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Account Management

Do More with My WM

Powerful My WM online capabilities are available to help you manage your services. Visit www.wm.com/us/en/user/register or scan the QR code to sign up for an account and get started.

Invoices and Payments

WM commercial customers are invoiced for services on a monthly basis. Payments can be made via the web or mobile app, by mail, in-person via a drop box or over the phone:

- **Website | Mobile App**: business.wm.com/Palmdale or My WM mobile app
- **Mail**: WM, P.O. Box 541065, Los Angeles, CA 9054-1065
- **Drop-off**: 1150 W. City Ranch Rd., Monday-Friday, 8 a.m. to 5 p.m.
- **Phone**: (661) 947-7197

**Monthly Commercial Service Rates**

Service rates* are effective July 1, 2023, through June 30, 2024.

<table>
<thead>
<tr>
<th>Trash Service Rates</th>
<th>Pickups per Week</th>
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<tbody>
<tr>
<td></td>
<td>1</td>
</tr>
<tr>
<td>96-Gallon Cart</td>
<td>$43.82</td>
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<tr>
<td>1.5 Cubic Yard Bin</td>
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<tr>
<td>3 Cubic Yard Bin</td>
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<td>6 Cubic Yard Bin</td>
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<th>Recycling Service Rates</th>
<th>Pickups per Week</th>
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<td>96-Gallon Cart</td>
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<td>1.5 Cubic Yard Bin</td>
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<td>3 Cubic Yard Bin</td>
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<td>6 Cubic Yard Bin</td>
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<table>
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<tr>
<th>Organic Waste Service Rates</th>
<th>Pickups per Week</th>
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<tr>
<td>64-Gallon Cart</td>
<td>$47.21</td>
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*Listed rates are for the most common services. For a complete list of rates, including lock fee, cat/bin cleaning fee and contamination/overage fee, please visit business.wm.com/Palmdale

**Tier One & Tier Two Edible Food Generators**

As part of SB 1383, edible food generators (considered Tier 1 and Tier 2) must recover the maximum amount of edible food that would otherwise be disposed of, by arranging food recovery through a contract or written agreement with food recovery organizations or services, and maintaining food donation records.

**Tier 1 - Effective January 1, 2022**

- Food Distributors
- Food Service Providers
- Grocery Stores and Supermarkets (10,000 square feet or greater)
- Wholesale Food Vendors

**Tier 2 - Effective January 1, 2024**

- Healthcare Facilities with an on-site food facility and 100 or more beds.
- Hotels (with at least 200 rooms and an on-site food facility)
- Large Venues/Events (2,000+ daily visitors)
- Local education agencies with an on-site food facility
- Restaurants (5,000 square feet or greater or seating more than 250)

For information on edible food recovery organizations in the community please visit www.cityofpalmdaleca.gov/1342/Edible-Food-Recovery-Program.

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