

We're Picking Up

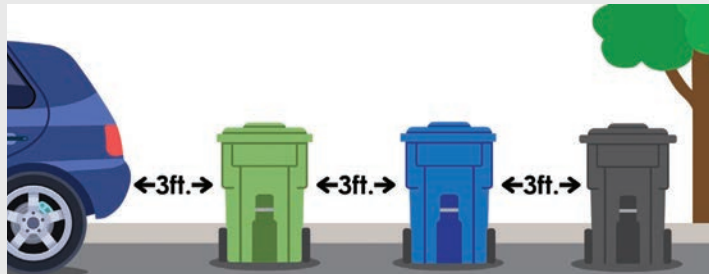
Mt. Diablo Resource Recovery is your one-stop shop for organics, recycling, and solid waste collection services.

COLLECTION SERVICE

Garbage, recyclables, and organics are collected weekly on your regularly scheduled day. The monthly rate is based on garbage cart size, available in 32-, 64- and 96-gallons. For pricing, please visit www.mdr.com.

CART PLACEMENT GUIDELINES

Place all carts curbside by 5 AM on your collection day. Carts must have at least 3ft of space between them and other objects, such as cars, trees, and basketball poles/hoops.



Keep all material below the container's rim with the lid closed, and do not place oversized items inside your carts. Carts should be placed out no more than 12 hours before your scheduled pickup and stored away from public view no later than 8 pm the day of service.

Due to traffic, road conditions, and other variables, pickup times may vary on scheduled collection days. Please allow drivers from 5 AM to 6 PM for service. Report service issues within 48 hrs. of scheduled service day.

POLICIES

Mandatory Service Requirement: All occupied premises within the City shall have service, including garbage, recyclables, and organics collection service. (CMC § 8.20.100)

Sorting Requirement: All service recipients shall be automatically enrolled in the garbage, recycling, and organic service and shall sort recycling and organics and place them in the appropriate container. (CMC § 8.20.030)

Interference with the collection: It shall be unlawful for any person, firm, or corporation in any manner to interfere with the collection or removal of garbage, recycling, or organics by the authorized franchised hauler. (CMC § 8.20.140)

For more information visit <https://bit.ly/ConcordMunicipalCode>

Beyond the Cart

Concord residential customers with active service can contact MDRR in advance for the following curbside services, offered at no additional charge:



Three On-Call Pickups: Each calendar year, we will collect up to twelve 32-gallon bags of household garbage or yard waste weighing no more than 50 pounds apiece. If you have branches, tie them in a bundle no larger than 18 inches x 3 feet. On-call pickups must be at least one week apart.



Household Battery Pickups: Schedule to have your household batteries picked up. Place batteries in a clear, sealed bag labeled "batteries" and set next to your garbage cart. Auto batteries must go to the HHW Facility.



CFL Pickups: Schedule in advance for CFL (compact fluorescent lightbulb) pickup. Place CFL bulbs in a clear, sealed bag labeled "lights" and set curbside. CFLs larger than 3 ft. must go to the HHW Facility.



Used Motor Oil + Filter Pickups: Please contact our office to request a motor oil recycling kit. We will provide a free 6-quart oil container and sleeve. Fill it, then contact us to schedule pickup.



Sharps Drop-off: Concord residents can drop off sharps free of charge in our Concord lobby during regular business hours. Proof of residency is required. Limit: up to four (4) FDA-cleared sharps containers per visit.

To schedule services call: (925) 682-9113
text: (925) 690-5487
email: Customersupport@mdrr.com



Safe Drug + Sharps Disposal: For information on safe disposal resources for medications and sharps, please visit: **Medications:** www.medtakebackcalifornia.org
Sharps: www.sharptakebackcalifornia.org

Billing

Residential bills are sent on the 15th of each month, and payment is due upon receipt. Accounts will be suspended if payment is not received within two months of the bill date. If an account is suspended, a reconnect fee will be applied, and the full balance must be paid to resume service.

PAYING YOUR BILL IS EASY!

ONLINE Visit www.mdr.com/pay-my-bill to make a one-time payment or enroll in auto-pay.

THROUGH YOUR BANK: Add us as a vendor and pay by EFT via your bank's website.

BY MAIL: Send payment to P.O. Box 5397, Concord, CA 94524.

IN PERSON: Use the secure lockbox 24/7, at 4080 Mallard Drive in Concord, or pay in our lobby during regular business hours.

BY PHONE: Call (925) 682-9113, select Option 1 for our 24/7 automated payment system (payments post within 24-48 business hours, excluding holidays), or speak with a representative during regular business hours, Monday-Friday.

GO PAPERLESS

Visit www.mdr.com/pay-my-bill/ and choose your service area. Log in and click the HELP/FAQ button, select Bill Delivery Options, and follow the steps.

HOLIDAY SCHEDULE:

Collection occurs on all holidays except Christmas Day and New Year's Day. If your service day falls on or after one of these holidays, pickup will be delayed by one day. Holidays on weekends do not change the collection schedule.

TOO TOXIC FOR YOUR CARTS

Household items containing corrosive, toxic, or flammable ingredients are considered Household Hazardous Waste (HHW). Do not pour these products down the drain or place them in your carts.

Take HHW to [Central San Hazardous Waste Collection Facility](http://www.centernalsan.org), at 4797 Imhoff Place, Martinez, CA 94553. Residential Disposal is free. For a full list of HHW items and drop-off hours, visit: www.centernalsan.org.



Mt. Diablo Resource Recovery
Trusted + Proven + Essential

Welcome to the Concord Community!



We're here to serve you!

Mt. Diablo Resource Recovery responsibly serves customers, the community, and the environment by optimizing the use of discarded materials.

(925) 682-9113

Text (925) 690-5487

Live Chat + More: www.mdr.com
CustomerSupport@mdrr.com

Organics



To keep valuable resources out of the landfill, CA law SB 1383 requires placing acceptable materials in the organics cart for composting. Learn more at mdr.com/sb1383-residential

ACCEPTED MATERIALS:

Meat • Fish • Poultry • Bones • Fruits • Vegetables • Grains
Plate Scrapings • Food-Soiled Paper • Leaves • Grass Clippings
Plant + Garden Trimmings • Weeds • Branches + Twigs (no more than 3-inch diameter and 3 feet long)



Dirt • Sod • Palm Fronds • Rock • Concrete
Pet Waste • BPI Certified Products
Bioplastics • Hazardous Materials

Recyclables



Please only place acceptable, clean, empty and dry items loosely in the recycling container.

ACCEPTED MATERIALS:

Plastics #1 PET + #2 HDPE • Bottles • Jars • Tin • Cans
Cereal + Snack Boxes • Cardboard • Clean Paper



Plastic containers #3-#5 + #7 are acceptable, but please reduce your consumption as these are challenging to recycle.



Food-Contaminated Containers • Plastic Film
Foam Products • Waxed Cardboard
E-Waste • Batteries • Hazardous Materials

Garbage



Bag items that are not reusable, recyclable, or compostable, and place them in the garbage cart. Donate items in good condition.

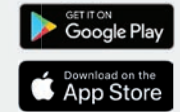


Recyclable Items • Yard Waste
Food Waste • E-Waste • Fluorescent Bulbs
Hazardous Materials • Batteries

Download our Mobile App



- ▶ View Pickup Schedule
- ▶ Set Collection Reminders
- ▶ Service Announcements
- ▶ Find Out: What Goes Where



Visit Our Facility

Environmental education is important to us and we love sharing what we are passionate about!



Visit our Materials Recovery Facility at 1300 Loveridge Road in Pittsburg. We offer students and the community an opportunity to learn firsthand what happens to their recyclables, organics, and garbage. To schedule a visit, contact: visit@mdr.com



Want more helpful tips?
Follow us on social media!

