

We're Picking Up

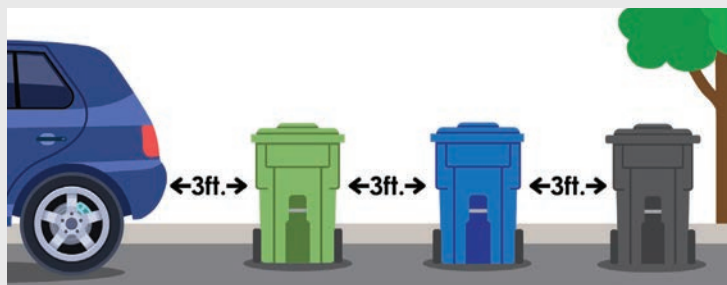
Mt. Diablo Resource Recovery is your one-stop shop for organics, recycling, and solid waste collection services.

COLLECTION SERVICE

Garbage, recyclables, and organics are collected weekly on your regularly scheduled day. The monthly rate is based on the 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.

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 **Delta Diablo HHW Collection Facility**, 2550 Pittsburg-Antioch Hwy, Pittsburg. Residential Disposal is free. For a full list of HHW items and drop-off hours, visit: www.deltadiablo.org.

Beyond the Cart

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



Two 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 by 3 feet. On-call pickups must be at least one week apart.



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; once received and filled, contact us to schedule pickup.

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



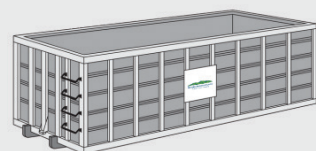
Household Battery Drop-off: Please drop off your household batteries in our Oakley lobby during regular business hours. Residential battery drop-off is also available at Oakley's City Hall and Ace Hardware. Automobile batteries must be taken to your local HHW Facility.



Safe Drug + Sharps Disposal: For information on safe disposal resources for medications and sharps, please visit:

Medications: www.medtakebackcalifornia.org
Sharps: www.sharpstakebackcalifornia.org

RENT A TEMPORARY BIN OR DEBRIS BOX:



With easy scheduling, unmatched service, and sizes for any job, MDRR dumpster and debris box rentals are the easiest way to handle challenging cleanups and remodel projects.

For a FREE quote, call our Debris Box Department (925) 682-9073 or visit: www.mdr.com/debris-box/

Billing

Residential bills are sent on the 1st 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 85 Carol Lane, Oakley, or pay in our lobby during regular business hours.

Please note: Our Oakley office will be relocating in 2026. More details will be shared soon!

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.

POLICIES

Mandatory Service: Every property owner within the City that generates garbage, recycling, or organic material shall subscribe to the City franchise hauler to collect and dispose of such material. Nothing herein shall prohibit the tenants or users of the property from subscribing to the City franchise hauler for service. However, the owner of the premises shall remain ultimately responsible for establishing and maintaining a subscription for collection. (OMC § 4.20.302)

Level of Service: Every property owner within the City, as specified in Section 4.20.302, shall maintain adequate collection service of garbage, recycling, and organics. Weekly garbage service is required, and recyclable and organic materials shall be collected at such times as specified in the franchise agreement. (OMC § 4.20.306)

Collection and Sorting Requirements: All subscribers shall be automatically enrolled in the garbage, recycling, and organic service. They shall sort recyclable and organic materials and place them in the appropriate container. (OMC § 4.20.326)

Collection Container Placement: All collection containers shall be maintained in a code-compliant location and screened from the public. Carts should not be placed curbside more than 24 hours before scheduled pickup and should remove from curbside within 24 hours after service. (OMC § 4.29.404 (c))

For more information, please visit bit.ly/OakleyMunicipalCodes



Welcome to the Oakley 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.

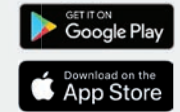


Recyclable Items • Yard Waste
Food Waste • E-Waste • Fluorescent Bulbs
Hazardous Materials • Batteries

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!

