

## We're Picking Up

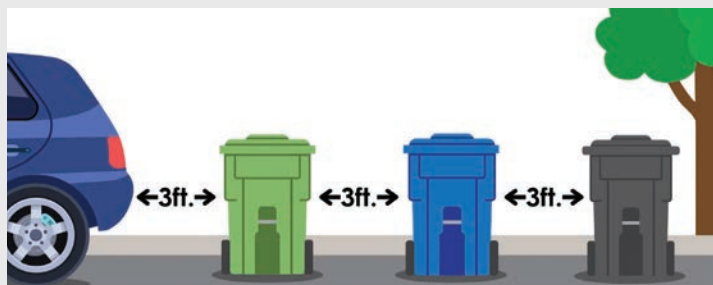
Mt. Diablo Resource Recovery is your one-stop shop for organics, recycling, and solid waste collection services.

### 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 64- and 96-gallons. For pricing, please visit [www.mdr.com](http://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 stored from public view 24 hours before and after pickup.

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:** Property owners of every type of real property is required to store, collect, and dispose of all refuse produced or accumulated on the premises. (PMC § 8.04.040). **Mandatory requirement to recycle:** Each property owner or occupant in the City (as defined by PMC 8.04.030) is required to separate and recycle all recyclables from the solid waste generated on-premises as defined by PMC 8.04.030 (PMC § 8.06.040). **Mandatory requirement to separate organics:** Property owners or occupants, (as defined by PMC 8.04.040) shall source all organic refuse from the garbage generated on-premises as defined by 8.04.040. (PMC § 8.09.040). **Collection Containers Placement:** All collection containers shall be maintained in a code-compliant location and screened from public view. Additionally, containers must be removed from public view no later than 8 pm the day of service. (PMC § 8.04.080) For more information visit <https://bit.ly/PittsburgMunicipalCode>

## Beyond the Cart

Pittsburg 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 x 3 feet. On-call pickups must be at least one week apart.



**Bulky Item Pickup:** When you call to schedule one of your On-Call Pickups, you can now include ONE bulky item per calendar year. Which may be an appliance, electronic, or a piece of furniture.



**On-Call Scrap Metal Pickup:** You can schedule a curbside pickup of small metal scrap and cast aluminum items once a year.



**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 lightbulbs) 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.

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



**Safe Drug + Sharps Disposal:** For information on safe disposal resources for medications and sharps, please visit: **Medications:** [www.medtakebackcalifornia.org](http://www.medtakebackcalifornia.org)  
**Sharps:** [www.sharpstakebackcalifornia.org](http://www.sharpstakebackcalifornia.org)

## 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](http://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 555 California Avenue in Pittsburg, 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/](http://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 **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](http://www.deltadiablo.org)



## Welcome to the Pittsburg 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](http://www.mdr.com)  
[CustomerSupport@mdrr.com](mailto: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](http://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.

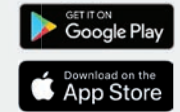


- Recyclable Items • Yard Waste
- Food Waste • E-Waste • Fluorescent Bulbs
- Hazardous Materials • Batteries

# 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](mailto:visit@mdr.com)



Want more helpful tips? Follow us on social media!

