

## We're Picking Up

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

### COLLECTION SERVICE

Garbage and organics are collected weekly, and your recycling is picked up biweekly 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](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 or 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.

**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 your Rio Vista HHW Collection Events.** For more information, please contact the City at (707) 374-6451.

## Beyond the Cart

Rio Vista 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 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: (707) 374-5644  
text: (925) 690-5487  
email: [Customersupport@mdr.com](mailto:Customersupport@mdr.com)



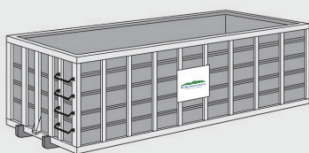
**Household Battery Drop-off:** Drop off household batteries in the Battery Recycling Container inside our Rio Vista lobby during normal business hours. Automobile batteries must be taken to your local HHW Facility.



**Sharps + Pharmaceuticals Drop-off:** For additional 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)

### 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/](http://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](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 100 Main Street in Rio Vista or pay in our lobby during regular business hours.

**BY PHONE:** Call (707) 374-5644, 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.

### POLICIES

Here are some of the most frequently asked questions about your city's policies governing waste and recycling.

**Organic Waste Generator Requirements; Responsibility of Property Owners.** Single-family organic waste generators shall comply with the following requirements:

1. Subscribe to and maintain organic waste collection services for all organic waste. The city shall have the right to review the number and size of a generator's containers to evaluate adequacy of capacity provided for each type of collection service for proper separation of materials and containment of materials. Single-family waste generators shall adjust service level for its collection services as requested by the city. Generators may additionally manage their organic waste by preventing or reducing their organic waste, managing organic waste on-site, and/or using a community composting site pursuant to 14 CCR Section 189849(c).
2. Participate in the city's organic waste collection services by correctly placing designated materials in the designated containers as described below.
3. Source-separated recyclables shall only be placed in the container identified and designated for recyclables.
4. Source-separated organic waste shall only be placed in the container identified and designated for organic waste.
5. Garbage shall only be placed in the container identified and designated for garbage.

Prohibited container contaminants shall not be placed in any container. (RMC § 8.12.030)



## Welcome to the Rio Vista 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.

(707) 374-5644

Text (925) 690-5487

Live Chat + More: [www.mdr.com](http://www.mdr.com)  
[CustomerSupport@mdr.com](mailto:CustomerSupport@mdr.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!

