

## We're Picking Up

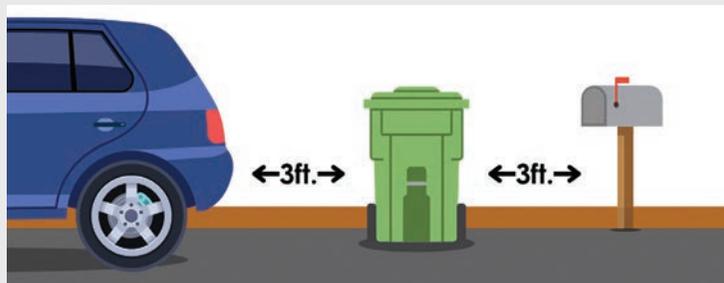
Mt. Diablo Resource Recovery is your one-stop shop for organics, recycling, and solid waste collection services.

### COLLECTION SERVICE

Garbage, recyclables, and organics are collected weekly on your regularly scheduled day. The monthly rate is based on the 96-gallon garbage cart size. For pricing, please visit [www.mdr.com](http://www.mdr.com).

### CART PLACEMENT GUIDELINES

Place cart roadside by 5 AM on your collection day. Cart must have at least 3ft between it and other objects, such as cars, trees, and basketball poles/hoops.



Please place your tied bags inside the garbage cart with the front of cart facing street. One truck will pick up the garbage cart with the blue and green bags inside. The cart should be stored from public view 24 hours before or after pickup. Keep all material below the container's rim with the lid closed, and do not place oversized items inside the cart.

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

### BLUE + GREEN BAGS:

Towards the beginning of each year, 2 boxes containing 52 bags are delivered to every household in Solano County. Use one blue bag weekly for recyclables and one green bag for organic waste. Our truck will empty your garbage cart with the bags. Bag contents are processed at our recovery facility.

## Beyond the Cart

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



#### One Roadside Pickup of Two Bulky Items:

Once per calendar year, residents may schedule a pickup of two (2) bulky items. Bulky items may include appliances, furniture, or electronics weighing no more than 200 lbs.



**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 be go to your HHW resource, see below.



**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.



**Pick Up Compost:** You can schedule a visit and pick up one cubic yard of compost annually from our Recycling Center and Transfer Station, located at 1300 Loveridge Road, Pittsburg.



**Household Hazardous Waste Drop-Off:** Mt. Diablo Resource Recovery cannot pick up Household Hazardous Waste (HHW). You can drop off your HHW items at our Recycling Center and Transfer Station.

**Contact customer service to schedule a drop-off appointment.**



**Landfill Passes:** Annually, customers may request up to three (3) landfill passes. With each pass, they can drop off up to 3 cubic yards of material to Recology Hay Road, located at 6426 Hay Road, Vacaville.

To schedule services call: (707) 374-5644

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.sharptakebackcalifornia.org](http://www.sharptakebackcalifornia.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 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.

### 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.

### POLICIES

**Mandatory Collection Service:** It is mandatory to have weekly garbage service and it is the owner's responsibility for this service. New tenants are required to provide their rental/lease agreement and photo ID to start service. As long as there are no outstanding bills at the property, we will open up an account for your new tenant. However, when there is an outstanding balance, we require the past due balance to be resolved before service will be restarted at the property in the tenant's name. Otherwise, the service must be started in the property owner's name.

**Rental Properties:** We require new tenants to present a copy of the rental agreement before we can start service. We will open the account for the tenant as long as there are no outstanding collection bills for the rental property. If there is a prior outstanding balance, we require service to be opened in the property owner's name.



## Welcome to the Solano County 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@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 bag for composting. Learn more at [mdrr.com/sb1383-residential](http://mdrr.com/sb1383-residential)

## ACCEPTED MATERIALS:

Meat • Fish • Poultry • Bones • Fruits • Vegetables • Grains  
Plate Scrapings • Food-Soiled Paper • Leaves  
Grass Clippings • Plant + Garden Trimmings • Weeds



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

# Recyclables



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

## 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@mdrr.com](mailto:visit@mdrr.com)



Want more helpful tips?  
Follow us on social media!

