

We're Picking Up

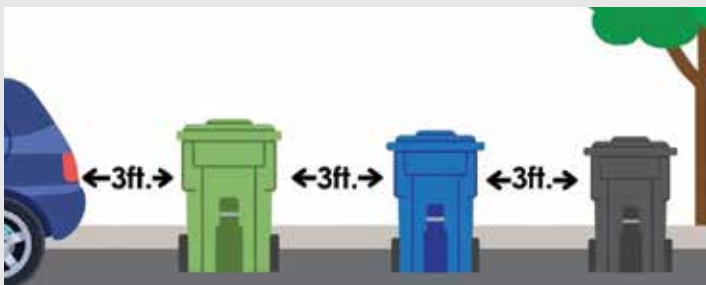
Mt. Diablo Resource Recovery is your one-stop shop for organics, recycling, and solid waste collection services. We use an approach called Community Resource Optimization to reduce our carbon footprint and optimize the use of the material we collect and process.

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 20-, 32-, 64- and 96-gallons. For pricing, please visit www.mdr.com.

CART PLACEMENT GUIDELINES

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



Carts 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 your carts. Due to traffic, road conditions, and other variables, pickup times may vary on scheduled collection days. Please allow your drivers from 5 AM to 6 PM for service. Report service issues within 24 hrs. of scheduled service day.

TOO TOXIC FOR YOUR CARTS

Household items containing corrosive, toxic, or flammable ingredients are considered Household Hazardous Waste (HHW). Never put these products down the drain or in your carts. Dispose fat, oil, and grease (FOG) with HHW products. **Take HHW to Delta Diablo Sanitation** at 2550 Pittsburg-Antioch Hwy in Pittsburg. Disposal is free. Visit their website for a list of HHW items and drop-off hours: www.deltadiablo.org.

Beyond the Cart

County residential customers with active service can contact, in advance, MDRR for the following curbside services 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" x 3'. On-call pickups must be at least one week apart.

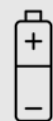


Bulky Item Pickup: You can call to schedule ONE bulky item per year. Which may be an appliance, electronic, or a piece of furniture.



Used Motor Oil & Filter Pickups: Please contact our office to request a motor oil recycling kit. We will then provide a free 6-quart oil container and sleeve. Once received and filled, contact us, and we'll schedule pick up.

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 at our Oakley office during regular business hours. Our office is open weekdays from 8 am - 12 & 1 PM - 5 PM.

HOLIDAY SCHEDULE:

Collection occurs on holidays except Christmas and New Year's Day. If your scheduled service day falls on or after one of these holidays, your collection is delayed by one day. If the holidays fall on the weekend, there will be no change in the collection schedule.

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 those 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 15th of every month. Payment for service is due upon receipt. An account will be suspended if payment is not received within 2 months of the bill date. If an account is suspended, a reconnect fee will be applied to the account. The balance must be paid in full to resume service.

PAYING YOUR BILL IS EASY!

ONLINE by visiting our secure website at www.mdr.com/pay-my-bill/. Make a one-time payment or sign up for auto-pay.

USING YOUR BANK'S WEBSITE. Add us as a vendor and pay by EFT through your bank.

Mail payment to: P.O. Box 5397, Concord, CA 94524.

Pay in person or use our secure lockbox by visiting 555 Carol Lane, Oakley.

Give us a call: Pay by phone at (925) 682-9113.

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

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

Contra Costa County Ordinance states that weekly garbage service is mandatory. Garbage service is mandatory for all occupied residences in unincorporated areas (county code chapter 418-6) unless the Health Officer has granted an exemption.

Collection carts should not remain at the collection point for more than twenty-four (24) hours before pickup or more than twenty-four (24) hours after your scheduled pickup. Carts must be stored the remainder of the time in a manner so as not to be visible to the public.



Mt. Diablo Resource Recovery
Trusted + Proven + Essential

Welcome to the
**Bethel Island, Brentwood & Knightsen
Communities!**



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
CustomerSupport@mdrr.com
www.mdr.com

