

We're Picking Up

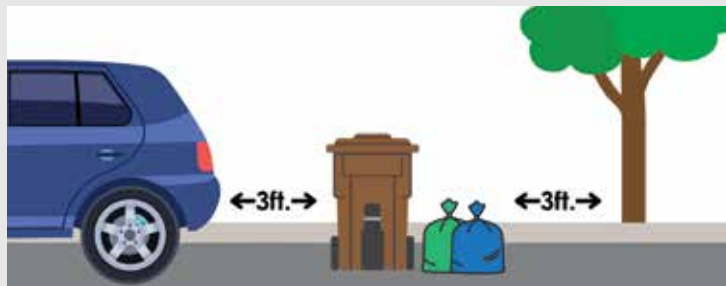
Mt. Diablo Resource Recovery is your one-stop shop for organics, recycling, and solid waste collection services. We use an approach called Community Resource Optimization to reduce our carbon footprint and optimize the use of the material we collect and process.

COLLECTION SERVICE

Organics, recycling, and garbage are picked up weekly by one truck. Your garbage and bagged recyclables are then sorted and processed at our facility. The monthly rate is based on the garbage cart size in 20-, 32-, 64-, and 96-gallons. For pricing, please visit www.mdr.com.

CART PLACEMENT GUIDELINES

Place garbage cart curbside by 5 AM on the day of service. The cart must have at least 3ft of space between other objects, such as cars, trees, and basketball hoops. Place the bagged organics and recycling next to your garbage cart.



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 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

Marsh Creek 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.

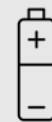


Bulky Item Pickup: You can call to schedule ONE bulky item per year. Which may be an appliance, electronic, or a piece of furniture.



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

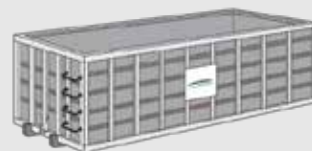


Household Battery Drop-off: Please drop off your household batteries at our Oakley office during regular business hours. Our office is open weekdays from 8 am - 12 & 1 PM - 5 PM.

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 85 Carol Lane in 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.

BLUE & GREEN BAGS:

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

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 Marsh Creek 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
CustomerSupport@mdrr.com
www.mdr.com

Organics

From the Earth, Back into the Earth.



One truck will collect your garbage cart and bags, and we will then separate and process the material at our recovery facility. Your organic materials is sent to our partnering compost facility, turning your sorted organics into enriched soil.

ACCEPTED MATERIALS:

Meat • Fish • Poultry • Fruits • Vegetables • Grains
Plate Scrapings • Food Soil Paper • Grass Clippings
Plant & Garden Trimmings • Flowers & Flower Cuttings



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

Recyclables

Recycling has Changed.
We Need to Change with It.



Please only place acceptable, clean, empty, and dry items in your blue bags. One truck will pick up your garbage cart and bags, and your recyclables will be sorted and processed at our recovery facility.

ACCEPTED MATERIALS:

Beverage Bottles • Cans • Tin • Jars
Rigid Plastics #1-5 & 7 • Cardboard • Clean Paper



Food-Contaminated Containers • Soft Plastics
Foam Products • Waxed Cardboard
E-Waste • Batteries • Hazardous Material

Garbage

End-of-Life Items Only.



Bag items that are no longer usable and place them in the garbage cart. Donate items that are in good shape or in working condition.



Recyclable Items • Green Waste
Food Waste • E-Waste • Fluorescent Bulbs
Hazardous Material • Batteries

Download our Mobile App



- ▶ View Pickup Schedule
- ▶ Set Collection Reminders
- ▶ Service Announcements
- ▶ Find Out: What Goes Where



Tour Our Facility

Environmental education is important to us and we love sharing what we are passionate about!



Tours of our Materials Recovery Facility at 1300 Loveridge Road in Pittsburg offer students and the community an opportunity to learn firsthand what happens to their recyclables, organics, and garbage. For information, contact: tours@mdrr.com



Want more helpful tips?
Follow us on social media!

