

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 increase the value of the material we collect and process.

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 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.



Place carts curbside no more than 12 hours before your scheduled pickup and store them in a place not visible to public view no later than 8 pm the day of service. 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

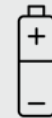
Household items containing corrosive, toxic, or flammable ingredients are considered Household Hazardous Waste (HHW). Never put these products down the drain or in your carts. **Take HHW to Central Contra Costa Sanitation** at 5019 Imhoff Place in Martinez. Disposal is free. Visit their website for a list of HHW items and drop-off hours: www.centrcs.org/hhw.

Beyond the Cart

Concord residential customers with active service can contact, in advance, MDRR for the following curbside services at no additional charge:



Three On-Call Pickups: Each calendar year 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.



Household Battery Pickups: Schedule to have your household batteries picked up. Batteries must be in a tightly sealed container or plastic bag labeled "batteries" and must be left next to your garbage cart for removal. Automobile batteries must be taken to your local HHW Facility.



CFL Pickups: CFL (compact fluorescent lightbulbs) pickup requires contact ahead to schedule. CFLs need to be in a tightly sealed container or plastic bag labeled "lights" and need to be curbside next to your garbage cart for removal. CFLs 3 ft. or larger must be taken to the HHW Facility.



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.



Sharps Drop-off: Concord residents can drop off sharps, free of charge, at our Concord office at 4080 Mallard Drive. Drop-off is available Monday through Friday from 8 am to noon and 1:00 pm to 5:00 pm. Concord residency verification and FDA-cleared sharps disposal containers are required.

*To schedule services call: (925) 682-9113
or email: Customersupport@mdrr.com*

Billing

Residential bills are sent on the 15th of every month. Payment for service is due upon receipt. Service 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. 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 4080 Mallard Drive in Concord.

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.

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.

POLICIES: FAQs

Mandatory Service Requirement: All occupied premises within the City shall have service, including garbage, recyclables, and organics collection service. (CMC § 8.20.100)

Trash Accumulation: Unlawful for the owner or occupant to allow the accumulation of any refuse in, on, or under any premises at any time, which may become a menace to health and sanitation or a fire hazard. (CMC § 8.20.030)

Sorting Requirement: All service recipients shall be automatically enrolled in the garbage, recycling, and organic service and shall sort recycling and organics and place them in the appropriate container. (CMC § 8.20.030)

Interference with the collection: It shall be unlawful for any person, firm, or corporation in any manner to interfere with the collection or removal of garbage, recycling, or organics by the authorized franchised hauler. (CMC § 8.20.140)

For more information visit <https://bit.ly/ConcordMunicipalCode>



Mt. Diablo Resource Recovery

Trusted + Proven + Essential

Welcome to the Concord 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

CustomerSupport@mdrr.com

www.mdr.com

Organics

From the Earth, Back into the Earth.



The organic material collected by our trucks is taken to a compost facility and turned 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
Bioplastics • Hazardous Waste

Recyclables

Recycling has Changed.
We Need to Change with It.



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

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 container. 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!

