



# **Town of Los Altos Hills Residential Services Guide**

# My GreenWaste Service

Los Altos Hills customers receive weekly collection service of mixed compostables, recyclable material, and yard trimmings.

**Mixed Compostables:** Customers may choose volumes of 20-gallons, 32-gallons, 64-gallons, or 96-gallons for weekly collection of mixed compostables.

**Recyclable Materials:** Customers receive one **blue** 96-gallon cart for recyclable materials for no additional charge.

**Yard Trimmings:** Customers receive up to two **green** 96-gallon cart for yard trimmings for no additional charge.

Additional carts are available for a monthly per cart service fee. To change your subscription volume, contact our customer service team at **(650) 947-4994** or visit **GreenWaste.com/Support**.

## Cart Set-Out & Collection Information

Cart set-out locations and available services vary based on the accessibility of your property and whether you subscribe to On-Premise collection.

### Street Accessibility

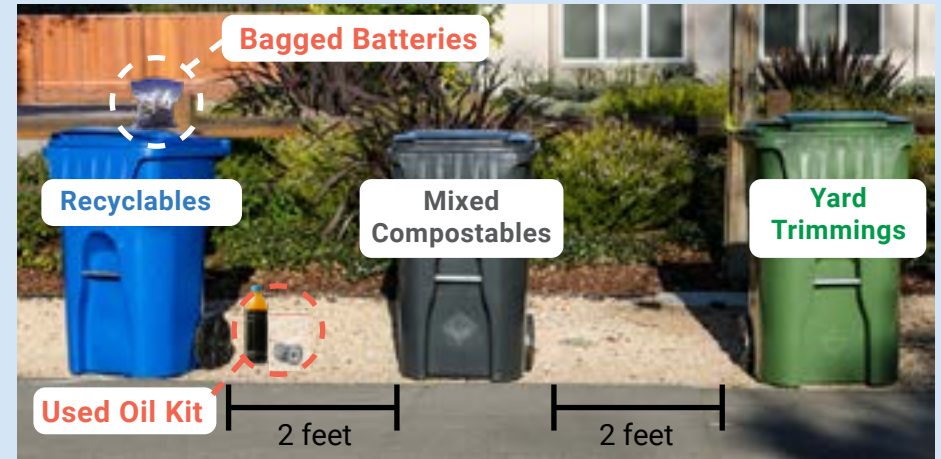
- **Gray** and **blue** carts may be set out along streets accessible by small vehicles
- **Green** carts must be taken to a road accessible by standard vehicles.

### On-Premise Service (additional charge)

- On-Premise service is a concierge private property service available to all customers for an additional charge. Only **gray** and **blue** carts are collected via On-Premise.
- On-Premise and Small Truck Only customers may trade their two **green** carts for one additional 96-gallon **gray** cart. Restrictions apply.

## Cart Set-Out Guidelines

All carts must be ready for collection no later than 8 AM on your normal collection day and retrieved from street within 24 hours after collection.



**Note:** Max weight cannot exceed 150 lbs. or the limit listed on the cart, whichever is less.

### Holiday Collection

Collection will not occur on New Year's Day, Thanksgiving Day, or Christmas Day. If one of these days falls on a normal collection day, collection for the remainder of the week will be delayed by one day. Normal collection will resume the following week.

Thurs. 11/28	Fri. 11/29	Sat. 11/30
Thanksgiving Day No Service	Service for Thurs. customers	Service for Fri. customers
	→	→

### Holiday Tree Collection

Holiday trees are collected for no additional charge for the first 28 days following Dec. 26th. Trees must be unflocked, undecorated, and cut into sections no longer than 5 feet and placed next to your **green** yard trimmings cart on your service day.

# MIXED COMPOSTABLES

Orgánicos Mixtos

# RECYCLABLES | Reciclar

Material must be clean and dry  
Material debe estar limpio y seco



**Food Scraps and Food Soiled Paper**  
Desechos de Comida y Papel Manchado con Comida



**Garbage**  
Basura



**Paper, Cardboard, and Cartons**  
El Papel y Carton



**Glass**  
Vidrio



**Plastic**  
Plástico

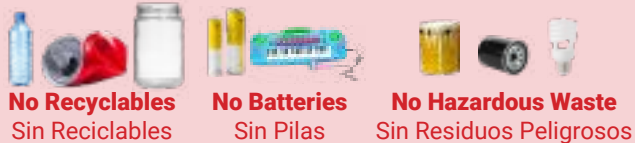


**Metal**  
Metal



**Stretchy Film Plastic**  
Plástico de Película Estirable

**Do not put these items in your gray cart:**



**No Recyclables**  
Sin Reciclables

**No Batteries**  
Sin Pilas

**No Hazardous Waste**  
Sin Residuos Peligrosos

**Do not put these items in your blue cart:**



**No Food**  
Sin Comida

**No Batteries**  
Sin Pilas

**No Hazardous Waste**  
Sin Residuos Peligrosos

**No Liquids**  
Sin Líquidos

**No Garbage**  
Sin Basura

# YARD TRIMMINGS



**Yard Trimmings**  
Recortes de Jardín

**Note:** If you do not have a green cart, place all yard trimming material in your gray cart.

**Do not put these items in your green cart:**



**No Food**  
Sin Comida



**No Batteries**  
Sin Pilas



**No Hazardous Waste**  
Sin Residuos Peligrosos



**No Dirt**  
Sin Tierra



**No Garbage**  
Sin Basura



**Reminder:** small electronics may have embedded batteries. Electronics with any kind of battery are considered **Household Hazardous Waste** and do not belong in any of your three carts.

## Household Hazardous Waste

The County of Santa Clara provides the opportunity for residents to dispose of Household Hazardous Waste (HHW).

The following materials are examples of HHW - **these materials do not belong in any of your GreenWaste carts.**

- Auto and brake fluids
- Batteries, inc. car batteries
- Cleaning products
- Fertilizers and pesticides
- Fuel tanks
- Grease and cooking oil
- Medication and sharps
- Paints and polishes
- Pesticides and spa chemicals
- Solvents

For proper disposal information and to learn more, visit [HHW.org](http://HHW.org) or call **(408) 299-7300**.

## Proper Sharps Waste Disposal

**Never put sharps (needles) into your gray, blue, or green bins.** Sharps are household hazardous waste and do not belong in any of your GreenWaste bins. Properly disposing of sharps helps keep your family, community, GreenWaste, and our environment safe.

Take the following steps to properly dispose of sharps:

1. Place home-generated, used sharps in a puncture-proof sharps container.
2. Dispose of the sharps containers safely by taking them to an approved drop-off location or using a mail-back service.

Order free sharps containers and find local sharps drop-off locations and info on mail-back services at: [HHW.org](http://HHW.org) or by calling **(408) 299-7300**.



## Extra Services

To request or schedule an extra service, please contact our customer service team at **(650) 947-4994** or request service at **GreenWaste.com/Support**.

### On-Call Clean Ups

Request up to two on-call clean-ups per year at no additional charge. Call at least 48-hours in advance to schedule collection of either:

- Two bulky items
- Three cans of yard trimmings

### Bulky Item

Request the collection of bulky items beyond those included in your on-call clean-ups for a charge. Call at least 48-hours in advance.

### Yard Trimmings and Mixed Compostables Vouchers

Los Altos Hills residents receive four yard trimmings vouchers by mail. Use vouchers to set out up to 96-gallons of extra material at no additional charge. Customers without a **green** cart will receive two mixed compostables vouchers instead.

Additional yard trimmings and mixed compostable vouchers are available for purchase by contacting our customer service team.

### Extra Material Pick-Up

Place extra material in labeled 32-gallon cans or bags for collection at an additional charge. If using bags, recyclable material must be in a clear or translucent bag and yard trimmings must be in a paper bag.

Further charges apply for collection of extra material on a day other than your regularly scheduled service day.

## CONTACT US

(650) 947-4994

CustomerService@GreenWaste.com

GreenWaste.com/LosAltosHills

