

## CONTACT US

831.920.6707  
[www.greenwaste.com](http://www.greenwaste.com)



## PAY ONLINE

To access our online payment portal you can go to: [www.greenwaste.com](http://www.greenwaste.com) or <https://portal.greenwaste.com> to enter the site directly.



## MAIL IT

Remit your payment to  
GreenWaste Recovery, LLC  
PO Box 11089  
San Jose, CA 95103-1089

Please include your payment stub and make sure to write your Customer ID on the check to ensure expedited processing.



## CALL US

Payments can be made over the phone Monday through Friday 8AM-5PM.

831.920.6707 | phone  
877.203.8970 | toll free



## DELIVER IT

Bring your payment to our Marina office.

Card payments only, accepted Monday-Friday 8 AM-4 PM

14207 Del Monte Blvd.  
Marina, CA 93933



@gogwr



@greenwaste



## Maintain Safe Enclosures

A cluttered or unkempt enclosure can quickly become hazardous to your staff, as well as GreenWaste personnel. To prevent injuries and service delays, follow these best practices:

- Keep enclosures free of large, heavy items that might obstruct access to carts and bins.
- Ensure all items fit inside the appropriate carts with the lids closed.
- Keep the floor of the enclosure clean and free from debris and liquids.

If you are experiencing overflow or other problems, please contact customer service at **831.920.6707** for increased service collection or to arrange a bulky item pick-up.

If you do not have an enclosure and are planning to build one, our Enclosure and Storage Room Guidelines brochure provides enclosure measurements to include space for trash, recycling and organics; vehicle clearance specifications; and essential tips to design functional enclosures that minimize hazards and maximize space.



## Cart and Bin Replacement Options



Is your cart or bin broken, damaged from regular service, graffiti, or missing wheels or lids? GreenWaste will repair or replace your cart at no additional cost. Simply follow these steps:

1. Confirm that GreenWaste provided your container. If you purchased your own container, we cannot replace it.
2. Contact us at **831.920.6707** to schedule a cart or bin replacement.
3. Make sure that nothing is obstructing access and preventing replacement.
4. Ensure that all gates or locks protecting your container are open and unlocked.
5. Set your container out properly the night before pickup.



## Holiday Schedule

GreenWaste will provide regular collection service on

**January 20th | Martin Luther King Jr. Day**

**February 17th | Presidents Day**

Please set out your containers on your regular collection day by 4 AM



# Good Neighbor Cart Etiquette

Please help GreenWaste and your neighbors by following basic cart etiquette.

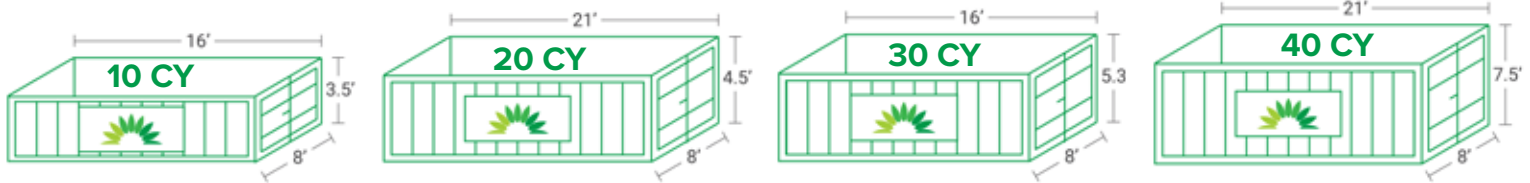
- Set out all carts no later than 4 AM on collection day, or the night before.
- Place carts side-by-side on the street, 2-feet apart with wheels tightly against the curb.
- Do not overfill carts or bins; lids must be completely closed to prevent spillage and litter.
- Please remove carts from the curb once they are serviced.

**Difficult to Service Program:** The above guidelines may not apply to customers participating in the difficult to service program. If you would like to be added to the difficult to service collection, please call our customer service department at **831.920.6707**; additional fees may apply.



# Debris Boxes for Big Cleanup Jobs

Do you need to rent a debris box for your construction, remodeling, or cleanup project? GreenWaste Recovery provides temporary boxes ranging in size from 10 to 40 cubic yards to suit your cleanup needs. To learn more about rates and sizes, and the rules and regulations for debris boxes in your city, visit [www.greenwaste.com](http://www.greenwaste.com) and select “drop box” under your service area. To arrange for delivery, please contact customer service at **831.920.6707**.



# New What Goes Where Guide

Sorting your waste into the wrong container can send valuable resources to the landfill. GreenWaste has created an acceptance list to guide you on what items go where, and help keep useful resources out of the landfill. Find the “What Goes Where Guide” by selecting your city under what goes where drop menu and other helpful tools at [www.greenwaste.com](http://www.greenwaste.com).



# What is Wishcycling and Why Does it Matter?

Wishcycling is the act of putting something non-recyclable in the recycling bin with the hope it will end up recycled. Although well intended, wishcycling can cause more harm than good. Items often wishcycled this time of year include holiday lights, holiday bows and ribbons, Styrofoam, toys, metallic giftwrap, and plastic-coated paper bags. The most commonly wishcycled items are plastics other than 1, 2 & 5, film plastics, batteries, and textiles.

To confirm something is recyclable use the free “What Goes Where” app or visit [www.whatgoeswhere.info](http://www.whatgoeswhere.info). If you don't have time to check if something actually belongs in the recycling bin, a good general rule is “When in doubt, leave it out.”