The City of **CITRUS HEIGHTS** 2024 Customer Service Guide







Customer Service 916.638.9000 or 916.725.9060 | 7 a.m. to 5 p.m.





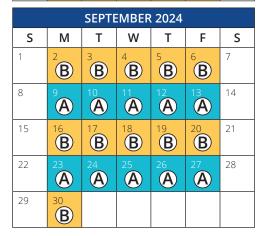


Recycling collected every other week, same day as trash and organics. Place your Recycling cart out on your assigned week.

Organics collected weekly, same day as trash pickup

		JAN	JARY	2024		
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25	26 (A)	27 (A)	28 (A)	29 (A)	30 (A)	31



JANUARY

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February	Program Resources
March	Household Hazardous Waste (HHW)
April	Batteries and Used Oil
Мау	Neighborhood Cleanups (NCU)
June	Organic Waste Recycling
July	Recycling Services
August	Reduce Your Organic Footprint
September	Trash Services
October	Free Sharps Collection
November	Extra Leaf Pickup/Cart Contamination
December	Holiday Tree & Light Recycling
January 2025	Useful Contacts

This is your 2024 Customer Service Guide. Please see the Table of Contents for topics and services. For more information, please call Republic Services at 916.638.9000 or 916.725.9060.

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Aniyah W. | 5th Grade | Grand Oaks Elementary





Customer Service | 916.638.9000 | 916.725.9060 | 7 a.m. to 5 p.m.



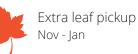




Trash and Organics collected weekly



Recycling collected bi-weekly, same day as trash and organics





Holiday tree collection is the same day as trash and organics pickup

FEBRUARY

PROGRAM RESOURCES

Tools to Help with Garbage and Recycling!

Go to **citrusheights.net/collectionschedules** to use the **Calendar** tool to check which week is your recycling service, see the street sweeping schedule, and sign up for reminders. Use the **Sort Smart** tool to check how to dispose of a particular item.

Recycle Week A/B Scheduling

Please visit the website, **citrusheights.net/ collectionschedules**, to check your schedule to find out if you are week (A) or (B), and sign up for text and email reminders.

Your Recycling is collected on a bi-weekly basis on either

Week (A) or Week (B) schedule. Your garbage and organics are collected every week.

Calendar	r How	O do I dispose	of?	Game	N	@ eed help?
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Orga	inics					~
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Camila L | 3rd Grade | Skycrest Elementary





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FEBRU	18	19 Presidents Day Citrus Heights city offices closed.	B	20 B	21 B	22 B	23 B	24
	25	26		27	28	29 💧		

Trash and Organics collected weekly



MARCH

HOUSEHOLD HAZARDOUS WASTE (HHW)

Location

North Area Recovery Station HHW Facility

4450 Roseville Road North Highlands, CA 95660

Travel time from center of Citrus Heights is approximately 12 minutes.



Hours of Operation

Tuesday, Thursday, Friday and Saturday 8:30 a.m. to 4:00 p.m.

Closed Thanksgiving, Christmas and New Year's Day

Call 916.875.5555 for more information or visit wmr.saccounty.gov/Pages/NARS.aspx You can drop off HHW all year round at the North Area Recovery Station Facility free of charge.

Acceptable Household Hazardous Waste Items:

- · Acids
- Brake/transmission fluid and antifreeze
- Non-controlled prescription and over-the-counter medications (ointments OK)
- Pool chemicals and poisons ٠
- Gasoline ٠
- · Car batteries
- Small aerosol cans
- Paint and paint thinners

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February 2024

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TUE WED

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- Solvents
- Household cleaners
- Pesticides and herbicides
- Fluorescent tubes and bulbs
- Propane tanks (limit 2, max 7 gallons each)

SUN MON

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Cooking oil

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• Mercury thermometers and switches

> April 2024 7

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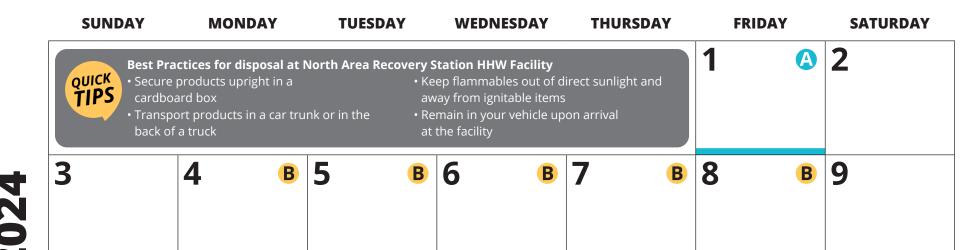
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- Devin C. | 7th Grade | Lichen K-8
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Trash and Organics collected weekly



APRIL



Free Pickup Service for Used Motor Oil/ Oil Filters

Disposal of used motor oil:

- Place motor oil in containers provided by Republic Services or use a clear, plastic milk or water jug
- Tape lid to close it securely if you are using your own container
- Place jugs at the curb next to your recycling cart (maximum of three gallons of oil per pickup)

Disposal of used motor oil filters:

- Drain oil containers for 24 hours before bagging; only one filter per bag
- Place oil filters in a sealable plastic bag (or oil filter bag provided by Republic Services)
- Wipe excess oil off bag and seal
- Hang the filter bag on the used oil container and place at the curb next to your recycling cart

Republic Services will leave replacement containers and filter bags.

To obtain an oil recycling container or filter bag, please call **916.638.9000** or **916.725.9060**.

Free Pickup Services for Household Batteries

Place batteries in a clear and sealed plastic bag, and place the bag ON TOP of the blue recycling cart on your collection day.

• 9V*

Lithium*

Household batteries include:

- Dry cell
- Alkaline
- Rechargeable
- * Any batteries labeled lithium batteries or 9V MUST be taped at both ends to prevent a fire/explosion.



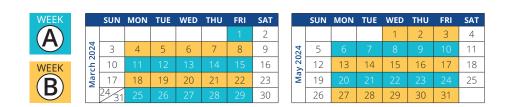


Alexionna S. | 4th Grade | Lichen K-8

Customer Service | 916.638.9000 | 916.725.9060 | 7 a.m. to 5 p.m.

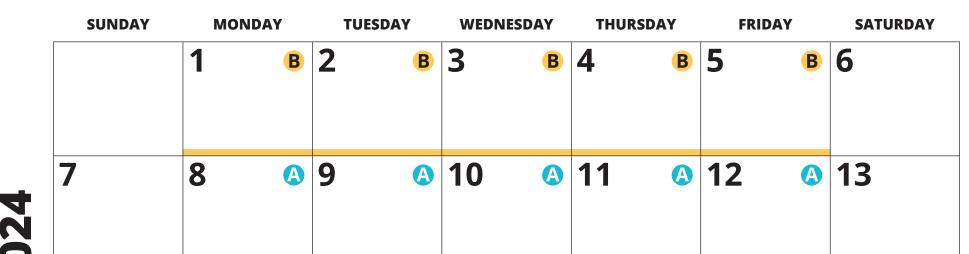
Please no automotive batteries











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	28	29	В	30 B	QUICK	the use clear or	d oil recycling s	ervice. F	Residents with	used oil,	, take advantage of place used oil into ext to the recycle

Trash and Organics collected weekly



Recycling collected bi-weekly, same day as trash and organics



NEIGHBORHOOD CLEANUPS (NCU)

Neighbor's House

Where to Place Pile

Place items at the curb, but not in the gutter. Piles should not block sidewalks and should be 5 or more feet from other objects. Please separate large items from the pile.

When to Set Out Pile

Place material out by 6 a.m. on your scheduled service day, but no more than 48 hours in advance. There may be a 1- or 2-day collection delay due to load factors.

Pile Over 10 Yards: Minimum Fee of \$109.09

Pile size limited to 10 cubic yards or about 10'x7'x4'. Piles that exceed the allotted size may be subject to an "excessive pile" charge. Excessive pile charges may increase based upon material quantity set out for collection.

Acceptable Materials:

- Appliances (tape all doors shut)
- ✓ Barbecues
- ✓ Branches (maximum 4" in diameter & 6' in length)
- ✓ Carpet/rugs
- Electronic waste: TVs, computers, monitors, faxes, printers, cell phones, etc.
- Furniture (chairs, sofas, dining tables)
- Leaves (must be bagged) \checkmark
- ✓ Mattresses
- Microwave ovens
- ✓ Plastic pipes (6' length maximum)
- ✓ Tires (limit 4)
- Toys
- ✓ Wood (lumber and disassembled fencing; MUST be bundled and under 6' in length)

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Loose, small materials must be bagged.

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To search for more materials, use the Sort Smart tool at citrusheights.net/collectionschedules

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Unacceptable Materials:

Your House

Sidewalk

Do not block road.

Gutter/ditch area Place pile here.

S Batteries of ANY kind

Х

- S Boats or boat parts
- S Bullets, shells or explosives
- ♦ Camper shells
- ♦ Cars or car parts
- S Construction materials (dirt, rocks, bricks, sheetrock, etc.)
- S Hazardous waste of ANY kind (paint, pesticides, etc.)
- ♦ Hot tubs
- ♦ Note: Not

O Propane tanks

SUN MON TUE WED THU

- ♦ Medical waste
- **N** Paint S Pool chemicals



SAT

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♦ Steel pipes ♦ Treated Wood

January, May, September

February, June, October

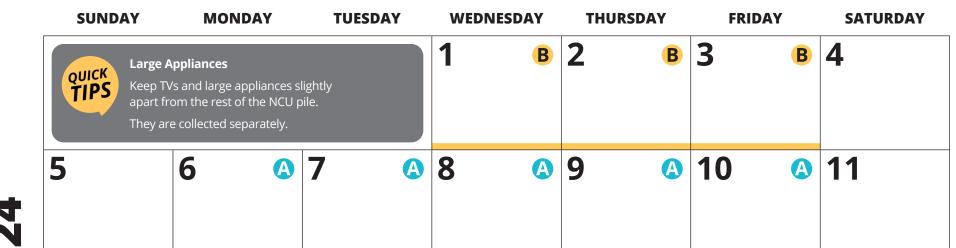
March, July, November

April, August, December

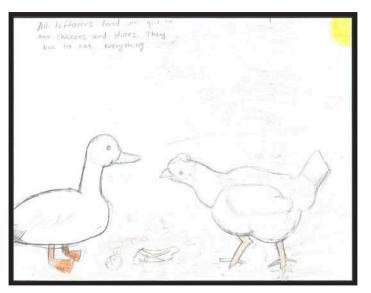
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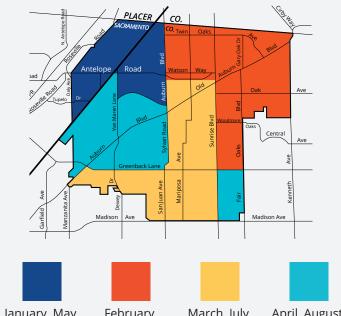






Vadym P. | 4th Grade | Mariposa Elementary School





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Trash and Organics collected weekly

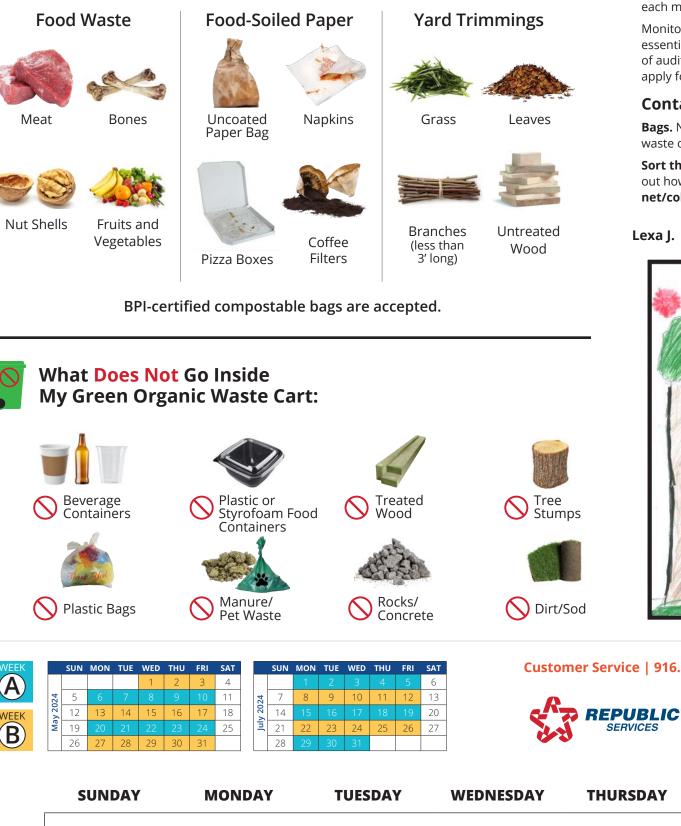




ORGANIC WASTE RECYCLING



What Goes Inside My Green Organic Waste Cart:



Proper Sorting



Contamination auditors are auditing carts throughout the city of Citrus Heights to ensure proper disposal of each material.

Monitoring containers for contamination is an essential part of the collection service. The main goal of auditing carts is to educate customers, but fees will apply for contaminated carts.

Contamination Auditing Tips

Bags. No plastic bags should be placed in the organic waste or recycling carts.

Sort the right material. Search for an item and find out how to recycle or dispose of it at **citrusheights**. net/collectionschedules

Lexa J. | 3rd Grade | Mariposa Elementary School



Customer Service | 916.638.9000 | 916.725.9060 | 7 a.m. to 5 p.m.







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Trash and Organics collected weekly



JULY

RECYCLING SERVICES

What Goes Inside My Blue Recycling Cart:



🗸 Paper Cereal boxes,

paper bags, newspaper, magazines, office paper (all colors).





Cardboard Metal \sim

Cardboard (must Aluminum cans, be broken down aluminum foil & trays (rinsed), empty flat). Any additional flattened cardboard aerosol cans, pots, pans, utensils, can be placed flat scrap metal. next to recycling cart.



Plastics

All CRV containers, containers 🏠 - 🏠, soda bottles, milk jugs, shampoo and detergent bottles, buckets, laundry baskets, pails and crates.

Glass

Bottles and jars

(labels OK; all colors)



Empty. Clean. Dry.[™] Keep all recyclables free of food and liquid.



Don't bag it! Never put recyclables in bags.



Use the Sort Smart tool at citrusheights.net/collectionschedules or scan the QR code.



What **Does Not** Go Inside My Blue Recycling Cart:

♦ Plastic Bags & Wrappers Soiled Paper 🛇 Styrofoam

🚫 Food Peanuts 🚫 Toys **O** Greasy Pizza

Straws

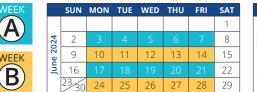
S Yard Waste Starter **O** Pet Waste ♦ Clothing & Shoes ♦ Plastic Utensils S Paper with Section ■ **Napkins &** Paper Towels

Plastic Coating



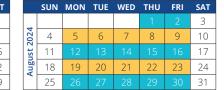
other objects like mailboxes and basketball hoops, and 6' away from vehicles and large objects.





♦ Packing

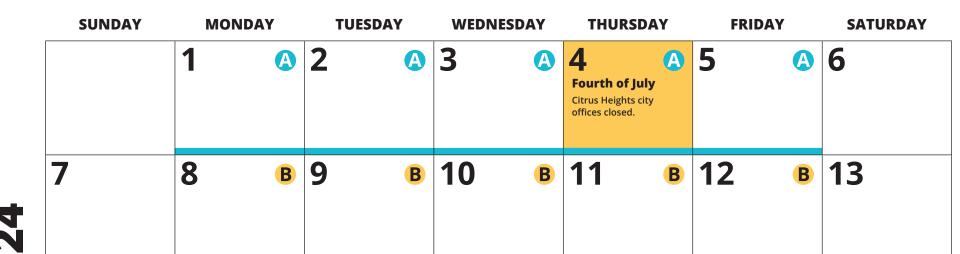
Boxes



Customer Service | 916.638.9000 | 916.725.9060 | 7 a.m. to 5 p.m.







Lina D. | 4th Grade | Skycrest Elementary



O Clamshell Trays

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	28	29		30 🕚	31 🖪	TIPS	properl trash. T		water be e chance	fore disposing in the of fires in your cart

Trash and Organics collected weekly



Recycling collected bi-weekly, same day as trash and organics

AUGUST

REDUCE YOUR ORGANIC FOOTPRINT

How to Compost in Your Own Backyard

What You Will Need

- A compost bin/container, approximately one yard (3' x 3' x 3') in volume preferred
- Brown material: dry leaves, wood chips, newspaper, cardboard, etc.
- Green material: grass, coffee grounds, fruit and vegetable scraps, etc.
- Shovel or hoe
- Water source
- Shady location

Tips

- Avoid adding materials like pet waste, meat, dairy, and grease to your compost pile.
- Keep your compost pile away from excessive sunlight.





3. Aerate Compost: Use your garden tool to turn over your compost pile from time to time. This will speed up the decomposition process and reduce the risk of odors.



Consider the 4Rs: Reduce, Reuse, Recycle, Rot!

Reuse: Consider reusable grocery bags, straws and drink bottles green organic waste cart



2. Add Water: Keep your compost moist (not too wet), as this will help break down the organic material and keep your compost from drying out.



4. Sit Back: Your pile will break down on its own, and when the material is dark and food scraps are gone, you're all set! Your compost is now ready to add to lawns, gardens and indoor plants.

OUICK

6 easy ways to reduce your organic footprint

- 1. Shop with reusable bags instead of single-use plastic bags
- 2. Instead of disposable cups and bottles, use reusable beverage
- 3. Start a backyard compost pile to reduce organic waste disposal

purchasing only what you need

- 5. Grow fruits and vegetables in your yard instead of buying in-store
- 6. Purchase locally sourced foods when grocery shopping

Georgie A. | 6th Grade | Woodside K-8



How can you reduce your carbon footprint?

Reduce: Use less & say no to plastic, non-recyclables and single-use items

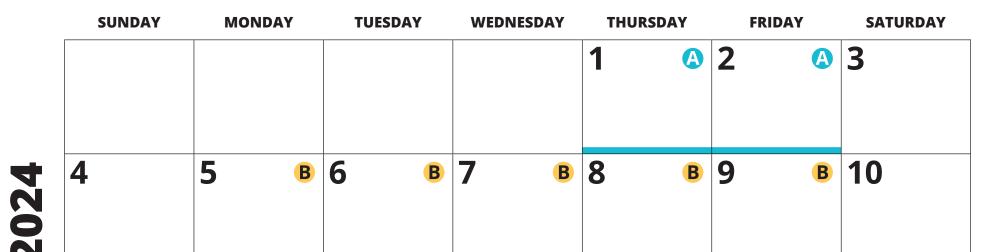
Recycle: Properly dispose of CLEAN paper, cardboard, glass, metal and plastic Rot: Compost whenever practical and any additional food waste goes into the



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Trash and Organics collected weekly



SEPTEMBER

TRASH SERVICES

Callie S. | 3rd Grade | Cambridge Heights Elementary



- Aseptic packaging (milk, soy & juice cartons)
- Ceramics
- Children's toys (batteries removed)
- Cotton and clothing
- Flimsy plastic, plastic bags or bubble wrap
- Hoses, cords, cables and wiring
- Light bulbs (halogen, incandescent and LED)
- Packing peanuts (stuffed into a plastic bag)
- Waxed paper







What **Does Not** Go Inside My Brown or Black Trash Cart?

- Electronics (TVs and computers)
- Food waste
- CFL bulbs (twisty bulbs and tubes), neon lights, and hazardous materials
- Hot ashes and coals
- Household batteries of ANY kind*
- Medical waste and sharps (syringes, etc.**)
- Used motor oil and filters*

*See the month of April for recycling household batteries, used motor oil and filters. **See the month of October for disposal of home-generated sharps.





Reminder: Place carts out by 6 a.m. on your collection day and bring carts in as soon as possible after your collection.

Customer Service | 916.638.9000 | 916.725.9060 | 7 a.m. to 5 p.m.









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Trash and Organics collected weekly



Recycling collected bi-weekly, same day as trash and organics

OCTOBER

FREE SHARPS COLLECTION



2024 Grand Prize Winner

Sebastian O. | 5th Grade | Grand Oaks Elementary



Free Appointment-Based Sharps Collection

- Republic Services provides FREE front door collection of homegenerated hypodermic needles, syringes and lancets (by appointment).
- Remember to use approved sharps containers. Sharps containers must be closed and locked, and will be picked up at your door.
- Approved sharps containers are widely available online and at local drug stores or pharmacies.

For more information, or to make an appointment for a free pickup, please call Republic Services at **916.638.9000** or **916.725.9060**.



Do not put any medication in the sharps containers.

Visit **www.regionalsan.com/dont-flush-your-meds** for information on medication disposal.



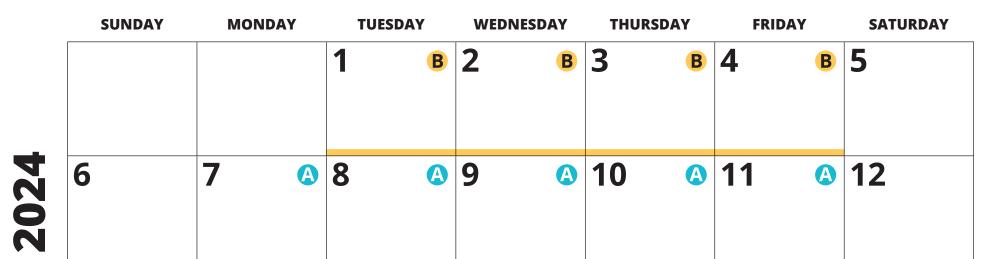
Sharps Safety – Used needles and other sharps are dangerous to people and pets if not disposed of safely. They can cause injuries and spread infections that cause serious health conditions.



Customer Service | 916.638.9000 | 916.725.9060 | 7 a.m. to 5 p.m.







OCTOBER •

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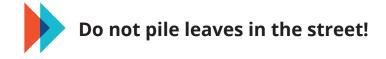
Trash and Organics collected weekly



NOVEMBER EXTRA LEAF PICKUP / CART CONTAMINATION

Free Extra Leaf Collection – Must Be Bagged!

Republic Services provides free extra leaf collection in November, December and January. Place leaves in up to six, 30-gallon plastic bags and place them next to your organic waste cart to be picked up on collection day. Do not put food waste in the extra leaf collection bags.







Organic Waste Recycling

Preventing Container Contamination

1. Have the right cart.

Ensure you have the right size and number of carts based on usage. To make changes, call Republic Services at 916.638.9000.

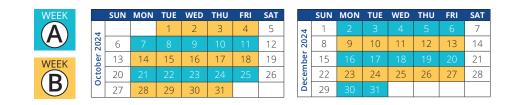
2. Have the right bag.

No plastic bags (unless BPIcertified) should be placed in the organic waste cart. Residents can use paper bags or place the organic waste loosely in the cart.

3. Have the right material.

Visit **citrusheights.net/ collectionschedules** to learn what material is organic waste. Follow the city guidelines when disposing of organic waste.





Customer Service | 916.638.9000 | 916.725.9060 | 7 a.m. to 5 p.m.







Roxanna J. | 4th Grade | Cambridge Heights Elementary



Trash and Organics collected weekly



Recycling collected bi-weekly, same day as trash and organics

Extra leaf pickup Nov - Jan

DECEMBER



Holiday Light Recycling

Recycle your old, broken or unused lights by bringing them to City Hall. Drop-off is open to all residents from November 25 to January 10 during business hours.

Holiday Treecycling

There are two ways to recycle live-cut trees:

- 1. Cut your tree into pieces to fit inside your **green organic waste** cart, with the lid closed. They will be picked up on your regular organic waste collection day.
- Place your tree curbside (next to your organic waste cart.) For a quick and easy pick up please make sure the holiday tree does not exceed 6 feet in length, if it is longer than 6 feet it can be cut in half. Holiday tree pickup will be weekly from December 26 – January 14.



Giftwrap Recycling

- 🗸 Do Recycle
- 1. Wrapping paper is recyclable unless it has glitter
- 2. Clothing gift boxes

🚫 Don't Recycle

- 1. Tissue, ribbon, and bows
- 2. Metallic wrapping paper
- Reuse gift bags and boxes



MON TUE WED THU FRI SAT SUN MON TUE WED THU SAT 2 4 2024 2025 9 5 11 November January 10 16 12 18 23 19 17 25 (\mathbf{B}) 30 26 24 26 28

Customer Service | 916.638.9000 | 916.725.9060 | 7 a.m. to 5 p.m.







Sebastian S. | 8th Grade | Lichen K-8



Trash and Organics collected weekly



Recycling collected bi-weekly, same day as trash and organics





Holiday tree collection is the same day as trash and organics pickup

JANUARY

Contact Numbers

City Hall

Main Number	3
Building & Safety Division)
General Services)
Planning Division	С

Public Safety

Fire (emergency)
Police (emergency)
Police (non-emergency)
Animal Services
Code Enforcement

Customer Service

Republic Services provides our Citrus Heights residents with recycling, organic waste recycling, solid waste and neighborhood cleanup services. Our commitment to serve our customers runs through all aspects of our company. We believe that actions speak louder than words. In order to best serve the city of Citrus Heights, we welcome your questions

and service requests. Please reach out to our Customer Service team:

Customer Service number										•		.916.638.9000 916.725.9060
Republic Services website .												republicservices.com
Address				33	26	Fi	tz	ge	ra	ld	Ro	oad, Rancho Cordova, CA 95742

Online Tools

For Trash/Recycling/Street Sweeping Calendar or How Do I Dispose of? visit citrusheights.net/collectionschedules

Sort Smart Tool

Visit **citrusheights.net/collectionschedules** to use the Citrus Heights Sort Smart tool and sign up for text/email reminders about your collection schedule.

Calendar			🖻 Share 🗸
Calendar	How do I dispose of?	Game	? Need help?
Please type	your home addre	Search	
		Privacy Terms of S	ervice Cookie Policy

- **Calendar** Type in your address to get your service week information and sign up for reminders specific to your home.
- How do I dispose of? Type the name of a waste item and the tool will tell you how to recycle or dispose of it.
- Game Play the sorting game to test your recycling skills.
- Need Help? Use this resource to request printed calendars, report a service issue, modify your reminders, and submit other

waste and recycling problems.

When the Sort Smart tool is not able to solve your issue, please call Republic Services at **916.638.9000** or **916.725.9060** with questions or concerns.



Customer Service | 916.638.9000 | 916.725.9060 | 7 a.m. to 5 p.m.







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