

SERVICE REMINDERS

- For information, please call our Customer Service Department at **408-725-4020** or **650-961-8040**.
Customer Service Representatives are available Monday through Friday, from 7:30 a.m. – 4:30 p.m.
- Please set out materials by 6:00 a.m. on your scheduled collection day. A special charge may be incurred if collection trucks need to return.
- Extra garbage must be bagged or boxed and prior arrangements for pickup must be made with Los Altos Garbage Company (LAGCo).
- Extra Bag Tags are available for purchase through LAGCo Customer Service. Extra Bag Tags have no expiration date and can be used any time for collection on your regularly scheduled garbage pick up day.
- LAGCo is not responsible for any articles left on or near collection carts.

IMPORTANT RESOURCES

Los Altos Garbage Company
408-725-4020 or 650-961-8040
Fax 408-588-1102
www.losaltosgarbage.com

Countywide Recycling Info
800-533-8414
www.recyclestuff.org

Home Composting Education Program
408-918-4640
www.reducewaste.org

Household Hazardous Waste Program
408-299-7300
www.hhw.org

Environmental Resource
www.earth911.com

RECYCLING AND REFUSE SET-OUT EXAMPLE



- Cardboard
- Glass bottles and jars
- Juice bags & boxes
- Metal cans
- Milk cartons
- Paper
- Phone Books
- Paper and hard cover books
- Pizza boxes (empty)
- Plastic containers #1-#7
- Plastic bags - please bag together before placing in cart
- Polystyrene (clean foam plastic) - please put in clear plastic bags before placing in cart.
- Scrap metal

Please rinse food and beverage containers and crush plastics before placing in cart.

CORRUGATED CARDBOARD

Please breakdown or cut cardboard to fit inside recycling cart. Extra cardboard that cannot fit inside cart should be flattened and tied with string in bundles no larger than 3 ft. x 3 ft.

USED MOTOR OIL

Place used motor oil in one-gallon plastic containers with tight fitting, screw top lids. (Milk and water jugs with pop-on lids are acceptable; lids must be taped securely). You may place up to two one-gallon containers next to your recycling cart for pickup.



USED OIL FILTERS

Place fully drained filters in a sealed, leak-proof, plastic bag and place curbside/roadside next to your recycling cart.

HOUSEHOLD BATTERIES

Place batteries in a clear, sealed plastic bag and set on top of the recycling cart.

NOTE: Car batteries are not accepted in this program. Call the Countywide Household Hazardous Waste line at **408-299-7300** or visit www.hhw.org for recycling information.



UNACCEPTABLE ITEMS:

- Unmarked plastics, without a #1-#7 (garden hoses, plastic toys, PVC piping, etc.)
- Food contaminated packaging or containers
- Napkins, facial tissues, paper towels, utensils, dishware
- Styrofoam "peanuts", bubble and plastic wrap
- Light bulbs, window glass, ceramics
- Clothes hangers, wire, rope, auto parts
- Medical waste

On-Call Collections

ON-CALL COLLECTION DAYS

Households can select two days per year for the following on-call collection services:

Two garbage disposal days OR two yard waste / wood waste recycling days OR one garbage disposal day and one yard waste / wood waste recycling day.

Please refer to details of the on-call collection days to the right, along with the following guidelines:

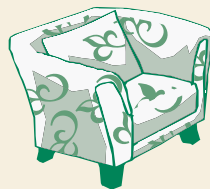
- All items must fit within an 8-foot long, 4-foot wide and 4-foot high area and be placed curbside/roadside by 6 a.m.
- **Single items, bags, bundles or boxes cannot weigh more than 50 pounds each, and must be manageable by one person.**
- To arrange for an on-call pickup, please call our Customer Service Department, Monday through Friday during regular business hours.
- Advance notice of 24 hours is requested.
- Garbage, yard waste and wood waste disposal days are scheduled on normal collection days.
- Unused on-call disposal or recycling days are not transferable to the following year.

DEBRIS BOXES

Debris boxes are available in a variety of sizes to fit your construction and clean up needs.

BULKY ITEMS

Special pickups of bulky items, such as appliances, water heaters, furniture, BBQs, lawn mowers, etc., are available for a fee.



For rates, information or to schedule services, please call our Customer Service Department at **408-725-4020** or **650-961-8040**.

Help keep usable goods out of the landfill, by donating to charities or non-profit organizations. You can also join a local Freecycle™ Group and donate items within your community. For more information visit www.freecycle.org.

ELECTRONIC BILL AND AUTO-PAYMENT OPTIONS

For a convenient, secure way to view, print and pay your bill online, enroll in our E-Bill Payment Program. You can set up your account for automatic payments, schedule on-line payments or have your bill paid via a recurring automatic debit.



To sign up for this program, visit www.losaltosgarbage.com and click on the "Pay Bill" link.

ON-CALL GARBAGE PICK-UP

- Contain loose items in bags, boxes or bundles.
- No appliances with freon, such as refrigerators and air conditioners. Pickup of these items can be arranged through our **Bulky Item** collection services for a fee.
- No items with oil, diesel, or gasoline.
- No TVs, computer monitors or other hazardous, electronic or universal waste. Call **408-299-7300** for recycling and disposal information.
- Small amounts of dirt, rock, concrete, asphalt, brick and tile are accepted if boxed and weighs no more than 50 pounds per container (up to 250 pounds total).
- Painted wood no more than 6-feet long and stacked neatly.
- No pressure treated wood, such as railroad ties.

ON-CALL YARD WASTE PICK-UP

- Branches can be up to 6 inches in diameter and 6-feet long.
- Please bundle or box branches and trimmings for collection.
- No painted trees.
- No plastic bags.

ON-CALL WOOD WASTE PICK-UP

- Since wood will be composted, we cannot accept painted, varnished, stained or pressure treated wood (like railroad ties).
- Lumber may be up to 6-feet long and must be stacked neatly (For the safety of our drivers, please remove all nails).
- Wood scraps must be boxed or bundled.
- No plastic bags.

YARD WASTE

Yard waste is collected weekly in your tan cart. Put leaves, small branches (cut into 3 foot lengths or less) and grass clippings in your yard waste rolling cart. Yard waste must fit inside the cart and the lid must be closed.



Unacceptable Items

- Dirt, rock, concrete, ashes, sod, asphalt, or building materials
- Fruits or vegetables
- Household trash or other garbage
- Plastic bags (plastics will contaminate the load)
- Tree trunks, stumps or painted trees
- **Note:** Our trucks can pick up yard waste rolling carts weighing up to 150 pounds. Carts filled to capacity with some materials can exceed this weight limit and may not be collected.

HHW & Environmental Information



Santa Clara County offers a free HHW drop-off program for residents in Santa Clara County. To schedule an appointment or for more information about the HHW Program, please call the Santa Clara County HHW

appointment line at **408-299-7300**, Monday thru Friday 8:30 a.m. to 4:30 p.m. or visit www.hhw.org and click on "Make An Appointment".

ACCEPTABLE MATERIALS

- Aerosol cans (*If empty, can be placed in trash*)
- Automotive fluids (*antifreeze, oils, various fluids*)
- Batteries (*vehicle and household alkaline and rechargeable*)
- Chemistry sets
- Cleaners/household chemicals
- Cosmetics, toiletries
- Degreasers/solvents
- Flares (*except airborne flares*)
- Fluorescent tubes and CFLs
- Freon
- Gasoline/fuels
- Gun powder
- Helium tanks (*5-gallon containers or smaller only – no oxygen tanks; must be disposed of with a medical waste hauler or by the vendor/manufacturer*)
- Mace
- Pesticides
- Photo chemicals
- Prescription medicine
- Propane tanks
- Sharps/syringes/needles (*must be in an approved container labeled "Sharps Waste" or with the International Biohazard label*)

NEW E-WASTE "CURBSIDE" COLLECTION SERVICE

Residents no longer need to haul e-waste to a collection event or drop-off site! Los Altos Garbage Company will pick up e-waste curbside/roadside in front of your home.

E-Waste includes the following materials:

- Answering Machines
- Calculators
- CD players
- Cellular phones
- Computer monitors and peripherals
- Fax machines
- Household batteries (*seal in clear plastic bag*)
- Microwaves
- Radios & stereo equipment
- Tape recorders
- Telephones
- Televisions
- VCRs

E-Waste collections are limited to two per year and are in addition to your twice-annual on-call collections. **Special handling of e-waste is required and weight limits may apply.**

To schedule your free pick-up, call our Customer Service Department at **408-725-4020** or **650-961-8040**.



PAPER OR PLASTIC?

That's a question everyone hears at grocery stores. But bags of all types add up. Trips to the mall, hardware store, farmer's market and many other places add to the number of bags that Americans use every day and each of those bags have an environmental impact as well. One thing that everyone can do to lower their carbon footprint on our environment is to bring a reusable bag to the stores you frequent.



The County of Santa Clara is offering County residents a free reusable bag. If you would like to receive one, please call our Customer Service Department at **408-725-4020** or **650-961-8040** or use the "Contact Us" form on our website at www.losaltosgarbage.com. Our Customer Service Representatives will be happy to place your order with the County, who will deliver a free bag to your home **while supplies last**.

FREE FLUORESCENT LAMP DROP-OFF LOCATIONS FOR RESIDENTIAL CUSTOMERS

LOS ALTOS HARDWARE

441 First Street
Los Altos, CA 94022
650-941-8207

HOME DEPOT

480 E. Hamilton Avenue
Campbell, CA 95008
408-866-1900

ORCHARD SUPPLY HARDWARE

2555 Charleston Road
Mountain View, CA 94043
650-961-2000



MEDICATION DISPOSAL PROGRAM

Please dispose of your expired or unused medications properly.

For a complete list of drop-off locations, hours of operation, or more information about this program, please call **408-299-7300** or visit www.hhw.org.





For Residents of Unincorporated Santa Clara County Districts 5a, 5b and 5c
ANNUAL SERVICE BROCHURE
2009-2010

650 Martin Ave., Santa Clara, CA 95050
Proud to be Employee-Owned
LOS ALTOS GARBAGE COMPANY
People • Service • Environment



**SHARE THE SPIRIT
FOOD AND TOY DRIVE
November 2 through 30**

Please place non-perishable food items and new unwrapped toys curbside/roadside in bags clearly marked "Food/Toy Drive" next to your containers on your regularly scheduled recycling day. LAGCo employees will pick up your donations and deliver them to families in need.



TREECYCLING

During the month of January, LAGCo will provide free Christmas Tree collection and recycling.

- Please remove tree stands and all decorations, including tinsel. (Flocked trees are acceptable).
- Small trees may be placed inside yard waste cart for service.
- Place trees or carts curbside/roadside on your recycling day.
- Apartment dwellers must place trees in a central location and call to arrange a pickup.
- **Trees may be collected by a recycling truck other than the regular yard waste truck.**



Questions?

Please call us at **408-725-4020** or **650-961-8040**, or visit us online at www.losaltosgarbage.com. Please keep this brochure as a handy reference throughout the year.

HOLIDAY COLLECTION

Thanksgiving, Christmas and New Year's Day are the only holidays that garbage, recycling and yard waste are not collected.

Regular service resumes on Monday, January 4, 2010



HOLIDAY COLLECTION SCHEDULE					
MON	TUES	WED	THURS	FRI	SAT
NOV 23 Regular service	NOV 24 Regular service	NOV 25 Regular service	NOV 26 NO SERVICE Office Closed	NOV 27 Service for Thursday Customers	NOV 28 Service for Friday Customers
DEC 21 Regular service	DEC 22 Regular service	DEC 23 Regular service	DEC 24 Regular service	DEC 25 NO SERVICE Office Closed	DEC 26 Service for Friday Customers
DEC 28 Regular service	DEC 29 Regular service	DEC 30 Regular service	DEC 31 Regular service	JAN 1 NO SERVICE Office Closed	JAN 2 Service for Friday Customers