



Fall 2023

# BURRTEC NEWS

## WASTE AND RECYCLING NEWSLETTER

Sponsored by Burrtec Waste Industries for the City of Upland Residents

### City of Upland

#### Household Hazardous Waste

(909) 291-2967

#### Website

Uplandca.gov

### Burrtec Waste Industries

#### Hours of Operation

Monday-Friday  
8:00 am to 5:00 pm

#### Follow us on



#### Customer Service

(909) 949-0500

#### Automated Payment Service

(888) 298-5161

#### Website

Burrtec.com/city/service-location/upland

## Reminder: Food Waste Collection

Bag food scraps and  
waste food.



Place bagged food waste  
inside your green waste  
barrel.

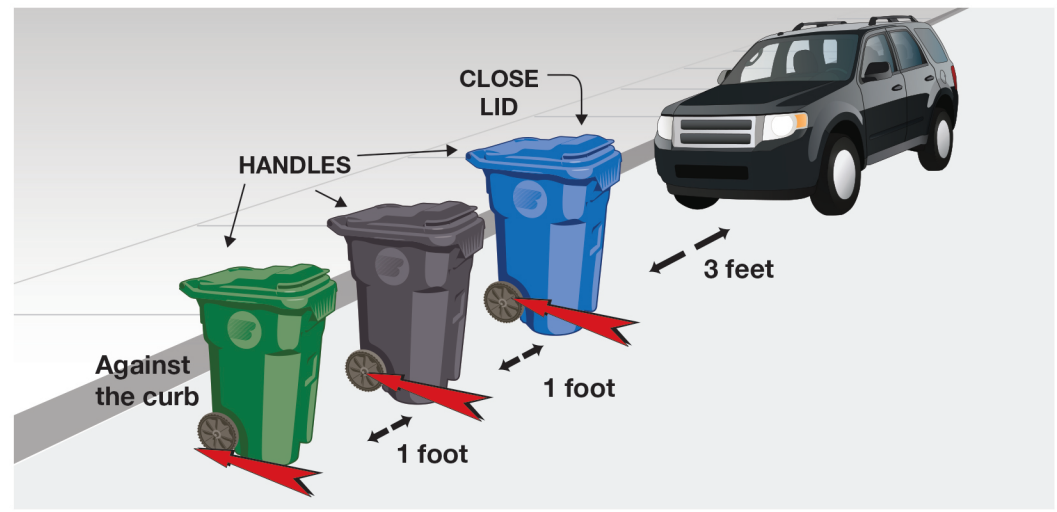


- ✓ Bread
- ✓ Dairy
- ✓ Fish
- ✓ Food soiled paper
- ✓ Food waste and scraps
- ✓ Fruit
- ✓ Meat
- ✓ Moldy or spoiled food
- ✓ Vegetables

## Collection Day Reminder

On collection day, please place your containers in the street, at the curb, or near the corner of your driveway. Handles of your containers should be facing your home. Containers should be placed 1 foot apart from each other and need to be placed at least 3 feet away from any obstruction such as a fence, mailbox, or vehicle.

**All containers must be curbside by 6:00 a.m. on your service day.**



## Upland Household Hazardous Waste (HHW) Facility

Public Works, 1370 N. Benson Ave. Upland, CA 91786

**Open every Saturday from 7:30 a.m. – 12:30 p.m. (except holidays & during inclement weather)**

Accepted items: auto and household batteries, antifreeze, used motor oil, oil filters, cooking oil, electronic waste, fire extinguishers, fluorescent tubes, gasoline, household cleaners, mercury thermostats, needles/sharps in approved container, outdated medications, paints, paint products, and pool chemicals.

Transportation limit of 15 gallons or 125 lbs. per trip. Business waste is not accepted.

Free sharps containers and used oil containers are available for pick up when the HHW facility is open and at Public Works, 1370 N. Benson Ave., Monday-Thursday from 8:00 a.m. – 6:00 p.m.

Visit [www.Uplandca.gov](http://www.Uplandca.gov) or call (909) 291-2967 for more information.



## Holiday Schedule

Please note that services are interrupted on the following holidays:

Memorial Day		Independence Day		Labor Day
Thanksgiving Day		Christmas Day		New Year's Day

When the holiday falls on a weekday, collections for the remainder of the week will be delayed by one day. There is no service interruption or delay when the holiday falls on a Saturday or Sunday.

# How to Read Your Invoice

## Customer Statement

Customer service phone number for account inquiries.



Easy-to-follow description of the services rendered and the amount billed.



Regular service reminders and recycling updates.



CITY OF UPLAND  
c/o Burrtec Waste Industries, Inc.  
9820 Cherry Avenue  
Fontana, CA 92335  
(909) 949-0500

Burrtec Customer  
12345 Anystreet  
Anytown, CA 12345

Customer Number	XXXXXXXXXX
Invoice Number	XXXXXXXXXX
Statement Date	07/01/23
Service Period	July - Aug 2023

Date	Quantity	Description	Charges	Credits	Totals
		<b>Total Previous Balance</b>			0.00
		<b>Other Charges and Payments</b>			
		<b>Current Charges</b>			
07/01/23	1	For Service at: 12345 Anystreet Trash Service	0.00		
		<b>Total Amount Due On Receipt</b>			0.00

**SAMPLE**

Holiday Schedule - Our offices will be closed September 4, in observance of the Labor Day holiday. Your collection service will be delayed one day for the remainder of this week.

Customer Service Hours are Monday - Friday, 8:00 AM to 5:00 PM. For your convenience, you can pay this invoice online. Please go to [www.burrtec.com](http://www.burrtec.com) and click on OnlineBillPay. Payments may also be made in person at our Customer Service Office. Please contact Customer Service at (909) 949-0500 for assistance.

PLEASE MAIL ALL OTHER WRITTEN CORRESPONDENCE TO: BURRTEC WASTE INDUSTRIES - ATTN: CUSTOMER SERVICE • 9820 CHERRY AVE., FONTANA, CALIFORNIA 92335  
PLEASE DETACH ABOVE PORTION AND RETURN WITH PAYMENT - DO NOT SEND CASH - PLEASE MAKE CHECKS PAYABLE TO "CITY OF UPLAND"

CITY OF UPLAND  
c/o Burrtec Waste Industries, Inc.  
9820 Cherry Avenue  
Fontana, CA 92335  
(909) 949-0500

Customer Number	XXXXXXXXXX
Service Period	July - Aug 2023
Due By	Upon Receipt
Total Due	\$XX.XX

Enter Amount Paid: \$

\* Please note - to assure proper credit to your account, write your account number on your check.

Please Make Check Payable to: "CITY OF UPLAND"  
Please Do Not Send Cash

|||||  
Burrtec Waste Industries, Inc.  
9820 Cherry Avenue  
Fontana, CA 92335

CITY OF UPLAND  
P.O. Box 5909  
Buena Park, CA 90622-5905

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New Customer Number

Quick reference account and billing information.

Customer Service information and details regarding online billing method.

Easy-tear perforation. Keep the top portion for your records.

Return Coupon to pay by mail.

Remittance address for fast account processing.

## Schedule Your Bulky Item Pick-Up

Are you replacing an old sofa, water heater, or refrigerator and don't know what to do with it? We'll take care of it. See details below:

- Residents can request up to 4 curbside collections of large or bulky items during a rolling calendar year.
- Limit of five items per collection.
- This program also includes electronic waste.
- This program is at no additional cost and designed for your convenience.

Please contact our Customer Service Department if you have questions or need more information.



## Automated Bill Pay

For your convenience, you can make a payment any day, anytime, using our **FREE** automated payment service. Simply dial (888) 298-5161, enter your customer number and billing zip code, along with your credit card or check information. It's that easy!



**Reminder!**  
Customers that would like to pay their bill through automatic payment will need to sign-up for auto pay. Please visit Burrtec's online bill pay portal at <https://www.evokepay.com/burrtec/login>.