



Town of Yucca Valley Trash & Recycling Service Frequently Asked Questions (FAQ)

Q. What are the benefits of having service with Burrtec?

A. The Town of Yucca Valley contracts with Burrtec Waste and Recycling Services to provide weekly, curbside trash and recycling pick-up in various barrel size choices for your solid waste and recycling needs. In addition many other services are included in the service such as: Curbside Bulky Item pick-up, Electronic Waste Program, Document Shredding Events, Curbside Christmas Tree Pickup, and much more.

Please visit Burrtec's website at www.burrtec.com and select Town of Yucca Valley or call the Customer Service Department at (760) 365-2015 to learn more about Recycling Right.

Q. Are the trash rates going up?

A. No, rates are not going up. The residential rates will remain the same for the 2020-2021 year. Please see barrel service sizes enclosed with your letter or call the Customer Service Department at (760) 365-2015 to add or make changes to your existing account.

Q. Is Trash and Recycling Mandatory?

A. Yes, The Town of Yucca Valley's Solid Waste Management Ordinance No. 289 mandates that all residential and commercial properties have weekly trash and recycling service in order to comply with the State's solid waste and recycling legislation and recycling goals.

The State of California requires all Cities and Towns to provide trash and recycling service to all residential and commercial premises within their jurisdiction. The Town of Yucca Valley has partnered with Burrtec Waste and Recycling Services to offer the most cost effective environmental services at the ease of your home's curbside.

Q. What are my service options?

A. The Town of Yucca Valley, through Burrtec Waste and Recycling Services, offers 96, 64 & 35 gallon barrel service options. Please visit <http://www.burrtec.com/service-order-form> or call (760) 365-2015 to start service. The other option is to Self-haul.

Q. What is Self-Haul?

A. Self-Haul is an option available for residents who would like to collect, transport and dispose of their trash and recycling weekly to a designated facility by obtaining a Self-Haul Permit. Self-Haul Permit Applications with detailed guidelines and requirements are available at Town Hall.

Q. What if my property is vacant or I only live there part-time?

A. If your property is vacant, the property owner can notify Burrtec of all changes to the residence and request a refund for the months the property was vacant. To be eligible, the property owner needs to provide proof of the home being vacant. Please email Burrtec at customerservice@burrtecdesert.com or mail a copy of your utility bill that shows low voltage/use. Once information is received, they will issue a refund for the months it was vacant for the previous year. **Please note this program does not renew and it the Property owner's responsibility to submit documentation each year in June to receive a refund for the previous year.**