



BURRTEC
"We'll Take Care Of It"

Dear New Customer:

Welcome to the City of Rancho Cucamonga's and Burrtec's Solid Waste and Recyclables automated residential curbside collection program!

Burrtec is your waste hauler for your community. We look forward to providing you the highest quality of solid waste and recycling services.

Your collection day can be found on our website. Please refer to the enclosed brochure and newsletter for service summary and customer service information. Burrtec is a family owned and operated solid waste collection and recyclables processing company servicing communities throughout San Bernardino County. We pride ourselves on our commitment to customer service and to providing the very best in solid waste collection to the communities we serve.

Should you have any questions or concerns, please contact us at (909) 987-3717, Monday through Friday from 8 am to 5 pm.

Sincerely,

Burrtec Waste Industries

BURRTEC NEWS

WASTE AND RECYCLING NEWSLETTER

Sponsored by Burrtec Waste Industries
for the City of Rancho Cucamonga Residents

Contact Information

Burrtec Waste Industries

9820 Cherry Avenue
Fontana, CA 92335

Automated Payment Service

(866) 306-8122

Customer Service

(909) 987-3717

Hours of Operation

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

Website

Burrtec.com

Follow us on



Recycle Right!

Place these types of materials in
your recycling container.

- ✓ Aerosol cans (completely empty)
- ✓ Aluminum cans
- ✓ Brochures
- ✓ Cardboard
- ✓ Cartons
- ✓ Cereal boxes (no wax paper lining)
- ✓ Coupons
- ✓ Envelopes
- ✓ Glass bottles & jars
- ✓ Junk mail
- ✓ Magazines/catalogs
- ✓ Newspaper
- ✓ Paper
- ✓ Paper tubes
- ✓ Phone books
- ✓ Plastic containers
- ✓ Plastic milk jugs
- ✓ Styrofoam products*
- ✓ Tin cans
- ✓ Wrapping paper



Newsletters Coming!

Burrtec is honored to be a part of the City of Rancho Cucamonga! Four times a year, a newsletter will be included with your bill that includes updates on programs, recycling tips, and other important information. Look for your newsletter for program updates!

May 2023
BURRTEC NEWS
WASTE AND RECYCLING NEWSLETTER

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Contact Information
Burrtec Waste Industries
9820 Cherry Avenue
Fontana, CA 92335
Automated Payment Service
(888) 298-5161
Customer Service
(909) 987-3717
Hours of Operation
Monday-Friday
8:00 am to 5:00 pm
Website
Burrtec.com/rancho-cucamonga

Spring Cleaning Tips

1. Before dropping off donations call to check business hours and ask if they are able to accept all of the items you have. Be sure to drop off items during business hours. It is illegal to leave donations outside of a closed center, and illegally dumped items could ultimately end up in the trash.
2. Flatten cardboard boxes to create more room in your recycling cart.
3. Utilize your bulky item pick-up services with Burrtec for waste and large items that do not fit in your trash cart. Please contact Burrtec customer service for more details.
4. Do not bag recyclables that you are placing in your recycling cart.
5. No wipes down the pipes! Do not flush wipes or paper towels.

Spring Garden Prep
Spruce up your garden by adding compost and mulch. Using compost and mulch reduces waste, improves soil health, reduces the need for chemical fertilizers, reduces greenhouse gas emissions, and improves overall health of plants. Please visit the City's website at <https://www.cityofrc.us/> for future FREE compost events, or visit Chino Basin Water District <https://www.cbwcd.org/403/Mulch-Compost-Giveaways> for information on self serve mulch and compost opportunities.

How to Collect Food Waste at Home

1. **Collect**- Begin collecting food waste separate from your trash and recycling. This includes: fruits, vegetables, meats, seafood, bread, dairy, eggshells, coffee, plate scrapings, peels, rinds, and food soiled paper such as napkins and coffee filters.
2. **Add & Secure**- Collect food waste & food soiled paper in its own separate plastic lined container. Store it in a convenient place, such as on your counter top, in your refrigerator or under your sink. Secure plastic bag by tying it off. Remember bags do not have to be compostable or biodegradable. They can be any color. We encourage you to re-use bags you may already have such as bread bags and produce bags.
3. **Discard**- Place your bagged food waste & food soiled paper into your green barrel, along with your green waste. Continue using your green waste barrel as usual. Remember, food waste no longer belongs in your trash barrel.

PAILS AVAILABLE

Scan this code to request a pail or visit <https://forms.gle/QHXEBvH2rVgCp8bt7>

Collection Day

Please place trash and recycling carts out on the curb on your regular collection day. Customers' collection days can be found on our website, please visit: <http://www.burrtec.com/rancho-cucamonga>



Current Programs

- Additional Barrels
- Large or Bulky Items
- Rent-a-Bin
- Christmas Trees
- Pull-Out Service
- Residential Service

Holiday Schedule - No service on these 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.

New Customer Invoice and Remittance Address

Below is a sample of what your new bill will look like. Please call our customer service department for questions at (909) 987-3717.

IMPORTANT

Please refer to your invoice for payment address.



Customer service phone number for account inquiries.



Regular service reminders and recycling updates.

Burrtec Waste Industries, Inc. 9820 Cherry Avenue Fontana, CA 92335 (909) 987-3717		Burrtec Customer 12345 Anystreet Anytown, CA 12345		<table border="1"> <tr><td>Customer Number</td><td>XXXXXXXXXX</td></tr> <tr><td>Invoice Number</td><td>XXXXXXX</td></tr> <tr><td>Statement Date</td><td>01/01/XX</td></tr> <tr><td>Service Period</td><td>January XXXX</td></tr> </table>		Customer Number	XXXXXXXXXX	Invoice Number	XXXXXXX	Statement Date	01/01/XX	Service Period	January XXXX
Customer Number	XXXXXXXXXX												
Invoice Number	XXXXXXX												
Statement Date	01/01/XX												
Service Period	January XXXX												
Date	Quantity	Description	Charges	Credits	Totals								
		Total Previous Balance			0.00								
		Other Charges and Payments											
		Current Charges											
1/1/XXXX	1	For Service at: 12345 Anystreet Trash Service	0.00										
		Total Amount Due On Receipt			0.00								

SAMPLE

"We'll Take Care Of It"

Holiday Schedule - Our offices will be closed November 23, December 25 and January 1, in observance of the Thanksgiving, Christmas and New Year holidays. Your collection service will be delayed one day for the remainder of these weeks. Have a safe holiday season!

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 and click on OnlineBillPay. Payments may also be made in person at our Customer Service Office. Please contact Customer Service at (XXX) XXX-XXXX for assistance.

www.burrtec.com

Please detach this portion and return with payment. Do NOT send cash.

Burrtec Waste Industries, Inc. 9820 Cherry Avenue Fontana, CA 92335		<table border="1"> <tr><td>Customer Number</td><td>XXXXXXXXXX</td></tr> <tr><td>Service Period</td><td>January XXXX</td></tr> <tr><td>Due By</td><td>Upon Receipt</td></tr> <tr><td>Total Due</td><td>\$XX.XX</td></tr> </table>		Customer Number	XXXXXXXXXX	Service Period	January XXXX	Due By	Upon Receipt	Total Due	\$XX.XX
Customer Number	XXXXXXXXXX										
Service Period	January XXXX										
Due By	Upon Receipt										
Total Due	\$XX.XX										

Enter Amount Paid: \$ _____

Send payment to:

 Burrtec Customer 12345 Anystreet Anytown, CA 12345	Burrtec Waste Industries, Inc. Payment Processing Center P.O. Box XXXX Buena Park, CA XXXXX
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Page: 1 of 1 30713757010630794000000057420275000397562



Customer Statement

Quick reference account and billing information.



Easy-to-follow description of the waste and/or recycling collection service you receive and the amount billed.



Return Coupon

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



Remittance address for fast account processing.

For questions about your invoice and services, or for more information about Burrtec, please call:

(909) 987-3717

or visit our website at www.burrtec.com



BURRTEC
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Collection Information

Large or Bulky Items Burrtec provides four residential curbside large or bulky item collections (maximum of 5 items per collection) during a 12-month period at no extra charge. Please call at least 24 hours in advance to schedule your bulky item pick up. Large or bulky items include: scrap metal, wood, old appliances, furniture, televisions, computer monitors, refrigerator or freezer, tied & bundled tree branches, mattresses, etc. Please place items out the night before or no later than 6:00 a.m. on the day of collection.

Holiday Schedule Burrtec observes the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. If the holiday falls on a weekday, services will be delayed by one day for that week only. Your regular schedule will resume the following week. **There is no interruption in service if the holiday falls on a Saturday or Sunday.**

Senior Discount If you are a senior who is 60 years of age or older, you could be eligible for a senior discount. Please contact our Customer Service Department for additional information.

Recycle Your Food Waste California passed a law, Senate Bill 1383, to improve air quality by reducing greenhouse gas emissions from organic waste disposal such as food waste and landscape waste. CalRecycle reports that landfilled organic waste decomposes and generates methane gas which is significant source of greenhouse gas emissions contributing to global climate change. Reducing methane gas through actions like organic waste recycling will reduce emissions and the impacts of climate change. To comply with this mandate, communities are required to establish and maintain a Food Waste Recycling Program for residential customers. For more information about SB 1383, please visit: www.calrecycle.ca.gov/climate/slcp

Recycle your food by following these steps:

1. Collect and place food scraps and food waste in a plastic bag.
2. Place bagged food waste inside your organics (green) barrel.

Household Hazardous Waste Disposal

Residents can safely dispose of unused household cleaners, paints, used motor oil, and electronics at the City's Household Hazardous Waste Facility. The service is free, but proof of residency in San Bernardino County is required. Business waste and Sharps are not accepted. Please visit the City's website www.cityofrc.us or call the Environmental Programs Info Line at (909) 919-2635 for location information, hours of operation, complete list of acceptable items, transportation guidelines and holiday closure information.



Hazardous Materials-Warning! Please do not expose your trash collector or landfill to dangers such as: EXPLOSIVES, LIQUIDS THAT ARE TOXIC, HIGHLY FLAMMABLE OR RADIOACTIVE, OR ANY OTHER HAZARDOUS MATERIALS INCLUDING PAINT, PESTICIDES and CLEANERS. DO NOT place these items in your barrel. Please visit the City's website www.cityofrc.us or call the Environmental Programs Info Line at (909) 919-2635 for proper disposal information.

Home-Generated SHARPS It is illegal to dispose of SHARPS in barrels meant for trash, recycling or green waste. It is also illegal to transport sharps in a non-sharps approved containers. Please visit the City's website www.cityofrc.us or call the Environmental Programs Info Line at (909) 919-2635 for proper disposal information.

Christmas Trees We will collect your Christmas trees placed at the curb on your regularly scheduled collection day beginning December 26th and will continue for two weeks following Christmas on your regular collection day. Trees longer than 6' must be cut in half. Please remove ornaments, tinsel, and stands before placing at curbside.

Contact Information

Burrtec Waste Industries, Inc.
(909) 987-3717

9820 Cherry Avenue
Fontana, CA 92335

Walk-In Hours:

Monday – Friday, 8:00 a.m. to 5:00 p.m.

Phone Hours:

Monday – Friday, 8:00 a.m. to 5:00 p.m.
www.Burrtec.com

**City of Rancho Cucamonga
Environmental Programs
Info Line
(909) 919-2635**

10500 Civic Center Drive
Rancho Cucamonga, CA 91730
For current hours of operation
please visit www.cityofrc.us

Mandatory Solid Waste Service & Payment

Solid waste collection service and payment for solid waste collection service is mandatory for every occupied residential, commercial and industrial property per the Rancho Cucamonga Municipal Code. Solid waste accounts that are 60 or more days past due shall constitute a lien against the property for which the solid waste collection services were provided and shall include the delinquent amount plus administrative fees.



Residential Trash, Organics, and Recycling Collection Programs

CIVIC CENTER
FOR THE CITY OF
RANCHO CUCAMONGA



It's as Easy as...

Trash & Recyclables Collection Program

Residential Service Collection service consists of automated collection of household trash, recyclables and organic waste one time per week.

Additional Barrels Trash, recycling and organic waste barrels are available for an additional monthly fee. If your barrel is damaged it will be repaired or replaced at no charge. Residents are responsible for those barrels damaged due to customer negligence or abuse.

On Collection Day Place your barrels near the corner of your driveway, in the street, at curbside with the handles facing your home the night before or no later than 6:00 a.m. on the day of collection. The barrels must be placed at least three feet away from any obstruction such as a vehicle, fence, lamp post, power pole or mail box and one foot between other barrels.

Rent-a-Bin Burrtec offers a three cubic yard "rent-a-bin" for residential clean-up and special projects. Larger bins are also available. Please call for service information and rates.

Pull-Out Service This is available to all residents for an additional monthly fee. Residents who are frail and/or physically unable to take their barrels to the curb may receive this service at no additional charge.

CAUTION Please keep children from playing near barrels at all times.

Questions?
Please call Burrtec's Customer Service Department, between 8:00 a.m. and 5:00 p.m. Monday through Friday at (909) 987-3717.



Black barrel is for Trash

Your 95 gallon **BLACK** barrel is for trash collection. Do not place trash in the Blue recycling or Green organic waste barrel.

DO NOT Place the following materials in your barrels...

- Hazardous Waste (products labeled toxic, poison, corrosive, flammable, or irritant)
- Fluorescent bulbs
- Machinery
- Paint
- Hot ashes
- Pesticides
- Oil
- Electronic Waste (electronic equipment such as computers, TV's, cell phones, microwave ovens, etc)
- Automotive batteries
- Tires
- Infectious waste (including used needles)

Acceptable trash items include...

- Clothing
- Diapers
- Garden hoses
- Napkins
- Plastic bags
- Paper cups
- Paper plates
- Paper towels
- Pet waste
- Plastic utensils
- Shrink wrap
- Straws
- Toys
- Wipes

Call Burrtec's Customer Service Department at (909) 987-3717 or call the City of Rancho Cucamonga Environmental Programs Info Line at (909) 919-2635 for hazardous waste disposal information.

Blue barrel is for Recyclables

Your 65 gallon **BLUE** barrel is for recyclable materials (please see the list below of accepted items).

Recyclable items include...

- Aluminum cans
- Aluminum foil
- Brochures
- Catalogs
- Cardboard
- Cartons
- Computer paper
- Glass bottles & jars
- Junk mail
- Magazines
- Milk/juice cartons
- Mixed paper
- Newspaper
- Paper tubes
- Phone books
- #1 – #7 Plastic containers
- Plastic soda or water bottles
- Styrofoam
- Tissue boxes
- Used envelopes

Unacceptable Recyclable items include...

- Clothing
- Electronic waste
- Food waste
- Garden hoses
- Green waste
- Napkins
- Plastic bags
- Paper cups
- Paper plates
- Plastic utensils
- Shrink wrap
- Straws
- Toys

Green barrel is for Organic Waste

Your 95 gallon **GREEN** barrel is to be used for organic waste material (please see the list of acceptable items). Organic waste is recycled into compost and mulch.

All materials must be placed within the barrel provided.

Bagged Food Waste items include...

- Bagged food soiled paper
- Bread
- Eggs, cheese, yogurt
- Fish
- Food waste and scraps
- Fruit
- Meat
- Moldy or spoiled food
- Vegetables

Landscape Waste items include...

- Grass clippings
- Horse manure
- Palm fronds
- Plants
- Prunings
- Shrub trimmings
- Straw/shavings
- Twigs, small branches
- Weeds, leaves, brush

DO NOT USE PLASTIC BAGS FOR LANDSCAPE WASTE

Non-acceptable materials...

- Concrete
- Cactus plants
- Dirt & rock
- Pet waste