



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

9820 Cherry Avenue • Fontana, CA 92335 • (909) 987-3717 • www.burrtec.com



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!

March 2025
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
(888) 295-5151
Customer Service
(909) 987-3717
Hours of Operation
Monday-Friday
8:00 am to 5:00 pm
Website
Burrtec.com/rancho-cucamonga

Compost Giveaway
Join us for our Spring 2025 compost and mulch giveaway. Grab a shovel, tarp, container, bags, and gloves and head over to Chaffey College to load up on these garden essentials. Open to Rancho Cucamonga residents only. Proof of residency is required. No trailers or commercial vehicles allowed.

Chaffey College
5885 Haven Avenue
Saturday, March 8, 2025
8:00 a.m. to 12:00 p.m.

Follow these steps:
1. Enter through Haven Avenue (Main Campus entrance)
2. Check-in (proof of residency)
3. Park and load up to one cubic yard of compost and/or mulch.
4. Cover and secure your load and then exit through Wilson Avenue.

Free Community Shredding Event

FREE Used Oil Filter Exchange and Recycling Event
Bring your used oil filters in a reusable bucket for recycling and receive 1 new oil filter valued up to \$15. Proof of Rancho Cucamonga residency is required. Limit of one filter per household. Subject to change or cancel.

AutoZone
Saturday, April 26, 2025
9457 Foxhill Blvd.
8:00 a.m. to 1:00 p.m.

Loanmart Field - Lot B
Saturday, March 29, 2025
8:00 a.m. to 12:00 p.m.

• Open to Rancho Cucamonga residents.
• Limit of 3 boxes per vehicle.
• No plastic bags

Get your exclusive pet product coupons at
SBCountyStormwater.org/dogcoupons

15% OFF
Melon Cove

20% OFF
bioDegrgradable

10% OFF
Earth Rated

Spot says thanks for being a responsible pet owner and contributing to a beautiful San Bernardino County.

WHERE WATER MEETS COMMUNITY

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.

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.

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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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
"We'll Take Care Of It"

COLLECTION PROGRAM

Residential Service

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

Additional Barrels

Additional 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.

Temporary Containers

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.



Roll-Out Service

This service 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. Please call for service information.

Bulky Items

Burrtec provides four residential large or bulky item curbside collections during a 12-month period at no extra charge (maximum of 5 items per collection). 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.



Black Barrel

is for trash



Blue Barrel

is for recyclables



Green Barrel

is for green waste & food waste



TRASH GUIDE

YES

Cactus
Clothing
Diapers
Dishware
Flower pots
Hoses
Pet waste
Plastic bags
Plastic toys
Plastic utensils
Shrink wrap
Straws
Window glass
Wipes

NO

Batteries ⚠️
Electronics ⚡
Flammables ⚠️
Fluorescent bulbs ⚠️
Hazardous waste ⚠️
Hot ashes ⚠️
Infectious waste ⚠️
Machinery 📞
Oil ⚠️
Organics 🌿
Paint ⚠️
Pesticides ⚠️
Recyclables ♻️
Sharps ⚠️
Tires 📞

RECYCLING GUIDE

YES

Empty cans:
• Aerosol
• Aluminum
• Tin
Empty food cartons
Empty glass bottles & jars
Clean paper:
• Cardboard
• Envelopes
• Junk mail
• Magazines
• Newspaper
• Wrapping paper
Plastics #1-7

NO

Batteries ⚠️
Bubble wrap 🗑️
Carpet 📞
Ceramic dishes 🗑️
Clothing 🗑️
Diapers 🗑️
Electronics ⚡
Fluorescent bulbs ⚠️
Hoses 🗑️
Mirrors 🗑️
Pet food bags 🗑️
Plastic bags 🗑️
Plastic toys 🗑️
Stuffed animals 🗑️
Window glass 🗑️

ORGANICS GUIDE

YES

Bagged food waste and food soiled paper*
Birds of Paradise
Dead plants
Flowers
Grass clippings
Leaves
Livestock waste
Palm fronds
Prunings
Shrub trimmings
Small branches (under 4')
Twigs
Untreated wood
Weeds
*Such as paper towels and napkins

NO

Batteries ⚠️
Cactus 🗑️
Concrete 📞
Dirt 📞
Electronics ⚡
Flammables ⚠️
Glass 🗑️
Hazardous waste ⚠️
Metal 🗑️
Oil ⚠️
Plastic ♻️
Rocks 📞

THESE SYMBOLS INDICATE PROPER DISPOSAL



TRASH



RECYCLING



ORGANIC WASTE



HAZARDOUS WASTE



ELECTRONIC WASTE



CALL OUR OFFICE



CONTACT INFORMATION

Burrtec Waste Industries, Inc.

9820 Cherry Ave
Fontana, CA 92335

Customer Service:
(909) 987-3717

Automated Payment Service:
(888) 298-5161

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.

Website:
Burrtec.com

Follow us:



City of Rancho Cucamonga

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

Environmental Programs Info Line
(909) 919-2635

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.

FOOD WASTE RECYCLING

California's Climate Food Fight

Organic waste decomposes in a landfill releasing a significant amount of greenhouse gas emissions that contribute to public health and safety concerns such as asthma, global climate change, extreme weather, and natural disasters. By composting organic waste, instead of sending it to landfills, we can close the loop while creating a nutrient-rich soil amendment that's ready for use in farms and gardens.

Food Waste Recycling

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 (including food waste) decomposes in landfills and generates greenhouse gases 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 have a Food Waste Recycling Program for residential customers. For more information, please visit: www.calrecycle.ca.gov/climate/slcp

RECYCLE YOUR FOOD BY FOLLOWING THESE STEPS:

1. Collect food waste in a plastic bag and separate it from your other waste and recycling.
2. Secure the plastic bag by tying it off. We encourage you to reuse plastic bags you may already have; they will be sorted and removed prior to processing.
3. Place your secured bagged food waste inside your green organics barrel, along with your other loose green waste.



Your recycling efforts contribute to the reduction of greenhouse gas emissions from landfilled organic waste. This includes methane, a greenhouse gas 80 times more potent than carbon dioxide.

TIPS TO PREVENT FOOD WASTE AT HOME

- Plan ahead: Before you go to the grocery store or order out, check the fridge and pantry for food items that need to be cooked or that you already have and do not need to purchase.
- Serve smart: Aim to cook and serve the right portions for the number of people you are feeding.
- Store food wisely: Different foods require different conditions.
- Check your fridge often: Keep track of what you have and what needs to be used. Eat or freeze items before you need to throw them away.
- Use your freezer: Your freezer can help save food and time.



What is Considered Food Waste?

Food waste includes: fruits, vegetables, meats, seafood, bread, dairy, eggshells, coffee, plate scrapings, peels, rinds, food-soiled paper, moldy food, and expired food.

What's NOT Allowed in your Green Organics Barrel?

Unacceptable items include: trash, styrofoam, liquids, glass, batteries, metal, diapers, pet waste, electronic waste, recyclables, and hazardous waste.

WATCH OUR VIDEO ON FOOD WASTE RECYCLING:



HOUSEHOLD HAZARDOUS WASTE

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 scan the QR code, visit 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, BATTERIES 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.

It's as easy as 1-2-3!

1. KEEP products in original containers or properly labeled with a sealed lid.
2. SECURE products so they won't spill or leak during transport.
3. TAKE them to your nearest collection center.

Home Generated Sharps

It is illegal to dispose of SHARPS in barrels meant for trash, recycling or organics. It is also illegal to transport sharps in non-sharps approved containers. Please visit MED-Project.org or scan the QR code for a free sharps mail-back package or call the Environmental Programs Info Line at (909) 919-2635 for proper disposal information.



"We'll Take Care Of It."

OTHER INFORMATION

Holiday Tree Collection

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.



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.

Kids Corner

The Kids Corner on our website is a special spot dedicated to our youngest fans! Visit and download fun activity sheets such as word searches, coloring pages, line matching and more. Kids can test their recycling knowledge and learn a little something too.

Visit: burrtec.com/kids-corner to explore the Kids Corner.



Stay in Touch

Visit our website for updates, to pay your bill, request services, and more! Navigate to: <https://www.burrtec.com/city/service-location/rancho-cucamonga/> or visit our main page: Burrtec.com

Questions?

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

CITY OF RANCHO CUCAMONGA

RESIDENTIAL COLLECTION PROGRAM

TRASH | ORGANICS | RECYCLING



BURRTEC
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