



# Commercial Services

Compostables, Recyclables and Garbage


[www.greenwaste.com/paloalto](http://www.greenwaste.com/paloalto)  
(650) 493-4894  
[pacustomerservice@greenwaste.com](mailto:pacustomerservice@greenwaste.com)

**GREENWASTE OF PALO ALTO** is pleased to be your service provider for the collection and processing of recyclables, compostables and the collection of garbage since 2009. GreenWaste is a locally based and privately owned company dedicated to the development of innovative and cost-effective solutions to address the everyday environmental challenges related to solid waste.

We bring a unique suite of expertise and facilities to collect and process materials. We are dedicated to you, our customers. In partnership with the City of Palo Alto we are confident that we can work together to achieve the City's Zero Waste goals.



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## ZERO WASTE PALO ALTO

Palo Alto has the goal of Zero Waste by 2021. Zero Waste goes beyond recycling by taking a whole systems approach to managing the flow of resources through society. It emulates natural systems, where all outputs are an input for another process. To achieve this goal, the entire community will need to work together and play an active role.

The diagram below illustrates components of a Zero Waste System. For more information on how you can help make Zero Waste happen, please visit [www.zerowastepaloalto.org](http://www.zerowastepaloalto.org)



Collection Services

Recyclables

Compostables

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# Collection Services

## SERVICES

- Recyclables, compostables and garbage collection services are available to all businesses and multi-unit complexes, in wheeled carts or bins.
- For businesses with space constraints, GreenWaste will provide alternative collection containers.
- If you need assistance with your program, GreenWaste Environmental Outreach Coordinators (EOCs) will assist you, at no additional cost. Assistance includes:
  - Establishing service levels, conducting site visits and waste audits
  - Planning for special events
  - Education: on-site training and meetings, posters and stickers, tours of our processing facilities

Contact Customer Service to reach an EOC at (650) 493-4894.

## RECYCLING

- Service is available in wheeled carts or bins in a variety of sizes.
- Collection is available up to six (6) times per week.

## COMPOSTABLES

- Service is available in wheeled carts or bins in a variety of sizes.
- Collection is available up to six (6) times per week.

## GARBAGE

- Service is available in cans, carts, bins, debris boxes or compactors in a variety of sizes.
- Collection is available up to six (6) times per week.

## CONTAINER PLACEMENT AND MAINTENANCE

- Recyclables, compostables and garbage containers should be placed on private property. Containers should not be placed in the gutter, street, sidewalk or public right-of-way (e.g., alleys).
- Standard service is at street level. Additional service fees apply to non-standard service.
- Place containers by 4 AM on the day of collection in an area accessible to collection vehicles.
- Maintain container placement and storage areas in good, clean, sanitary condition, and in a manner that prevents leaks, spills and odors.
- Keep lids on containers closed at all times.
- Garbage, recyclables and compostables must be stored in City-approved containers. For information, please contact Customer Service at (650) 493-4894.

## HOLIDAY COLLECTION SCHEDULE

Collection will not occur on New Year's Day (January 1), Thanksgiving (4th Thursday in November) or Christmas (December 25). During holiday weeks, if your regular collection day falls on or after one of these holidays, your collection day will be moved to the next day.

## LOCKS

To prevent misuse of recyclables, compostables or garbage containers, locks are available upon request for a fee. Please contact Customer Service for more information.

## CLEANING

Cleaning of recyclables, compostables or garbage containers is available upon request for a fee.

## MISSED COLLECTION, DAMAGED OR ADDITIONAL CONTAINERS

To report a missed collection, broken or damaged containers or to request additional containers, please contact Customer Service.

## CART AND BIN SIZES

For cart and bin dimensions, please visit [www.greenwaste.com/paloalto](http://www.greenwaste.com/paloalto)

## OTHER SERVICES

Please refer to other tabs in this guide for information on:

- **Recyclables**
- **Compostables**
- **Garbage & Annual Clean Up**
- **Hazardous Waste**
- **Construction and Demolition Debris Recycling, Source Separated Recyclable Materials Debris Box Service**

# Recyclables

Please place all recyclable materials in your **BLUE CART OR BIN**.  
Consider reuse options for your functional and reusable items.



## Paper

Newspapers, magazines, mail, books, cardboard, paper boxes



## Glass

All glass bottles and jars – lids ok



## Plastics

Bottles, containers, rigid plastic (e.g., broken toys, shelving)



## Pallets

Place next to container.  
Call for pick up.



## Metal

Empty cans, foil, scrap metal



## Plastic Bags & Film

Place all bags and film plastic in a bag



## Electronics

Anything with a computer chip

**NO: Hazardous Materials | Sharps | Garbage | Food Waste | Dirt or Rock | Yard Trimmings**

A complete list of acceptable recyclable materials is available at: [www.greenwaste.com/paloalto](http://www.greenwaste.com/paloalto)

# Compostables

Please place all compostables in your GREEN CART OR BIN.



## Food Scraps

Bones, meat, dairy, fruits, vegetables, grains, dough



## Yard Trimmings\*

Cut flowers, grass, woody debris, plants



## Untreated/Unpainted Wood

Lumber, wood chips, wood waste, sawdust



## Holiday Tree Collection

Holiday trees must be undecorated, unflocked, cut to four-foot lengths, with stands removed.



## Food-Soiled Paper

Paper towels, cups, take-out containers and food cartons



## Waxed Cardboard



## Pallets

Place next to container. Call for pick up.

\*Branches must be less than 6 inches in diameter and shorter than 4 feet in length

**NO:** Hazardous Materials | Garbage | Animal Waste | Dirt | Sod | Rock | Painted/Treated Wood  
Bamboo | Pampas Grass | Palm | Yucca | Ivy

### MULTI-UNIT COMPLEXES

For the four weeks following Christmas Day, holiday trees will be collected curbside on your regular collection day. Place tree next to garbage, recyclables and compostables collection containers.

### BUSINESS

Cut your holiday tree to fit within your compostables collection container or take your tree to the SMaRT Station in Sunnyvale (for a fee).

A complete list of materials accepted as compostables is available at: [www.greenwaste.com/paloalto](http://www.greenwaste.com/paloalto)



# Garbage

Please place garbage in your GARBAGE CAN, CART OR BIN.  
Consider reuse options for your functional and reusable items.



**Aseptic/Multilayer Materials**



**Diapers and Animal Waste**



**Foam**



**Unusable Ropes, Hoses,  
Broken Ceramics, Latex Gloves**

**NO: Hazardous Materials | Sharps | Recyclable Materials | Yard Trimmings | Dirt | Rock**

# Annual Clean Up Programs

## CLEAN UP DAY (BUSINESSES AND MULTI-UNIT COMPLEXES)

The Clean Up Day program provides businesses and multi-unit complex managers with an opportunity to have bulky items and excess recyclables, compostables/yard trimmings picked up curbside once per calendar year. Remember to donate all reusable items prior to scheduling your Clean Up Day.

- Schedule your Clean Up Day by calling GreenWaste at (650) 493-4894 at least one week in advance.
- Your Clean Up Day will be scheduled on one of your normal collection days.
- You are allowed up to four bulky items (e.g. furniture, mattresses, appliances) with a weight limit of 200 pounds each.
- Place excess containerized recyclables and yard trimmings/compostables curbside for collection. Containers will not be returned and all yard trimmings/compostables must be in paper bags or cardboard boxes. Total weight of each container must be less than 60 pounds.



**Appliances, Furniture, Electronics, Recyclables, Yard Trimmings**

*Tree trimmings and bundled branches cannot exceed 6 inches in diameter or be longer than 4 feet.*

## BUSINESS RECYCLING CLEAN OUT SERVICE

This service provides you with extra recycling capacity for a temporary clean out or file purge that creates more recyclables than your regular recycling service can accommodate.

- Schedule your Clean Out Service by calling GreenWaste at (650) 493-4894.
- The Clean Out Service consists of up to two 2-cubic yard recycle bins.
- You are allowed to have these bins for up to five (5) days per calendar year, at no additional cost.
- GreenWaste will empty full bins daily, with 24-hour notice, Monday through Saturday.



# Household Hazardous Waste Multi-Family Dwelling Residents



Palo Alto residents may safely and conveniently dispose of their unwanted or unused toxic household items at the Household Hazardous Waste (HHW) Station.

## HOURS

Every Saturday 9am - 11am  
First Friday of each month 3pm - 5pm

**Holiday Closures:** Please call or visit us online to check for holiday closures

## LIMITATIONS

- 15 gallons or 125 pounds of HHW per visit
- Must be a Palo Alto Resident (driver's license or vehicle registration)

## REUSE CABINETS

Residents can pick up usable household products such as paints, cleaners and unused motor oil. These usable items were brought to the HHW Station for disposal by other residents and screened by the City before being placed in the cabinets for reuse. Reuse Cabinets are open during HHW Station hours.

## ADDRESS

Regional Water Quality Control Plant  
2501 Embarcadero Way, Palo Alto, CA 94303

## ACCEPTABLE ITEMS

- Car batteries, motor oil and oil filters
- Cleaners
- Fluorescent light ballasts, lamps and bulbs
- Gasoline
- Household batteries
- Latex and oil based paints
- Medications (no controlled substances)
- Mercury wastes (e.g. thermometers, thermostats, switches)
- Needles/syringes (in a sealed, rigid container)
- Pesticides
- Propane tanks
- Road flares
- Solvents

Visit us online or call for a full list of acceptable items and requirements.

## CONTACT INFORMATION

Zero Waste Palo Alto  
Phone: (650) 496-5910  
Email: [zerowastepaloalto@cityofpaloalto.org](mailto:zerowastepaloalto@cityofpaloalto.org)  
Web: [www.cityofpaloalto.org/hazwaste](http://www.cityofpaloalto.org/hazwaste)

## PHYSICAL LIMITATIONS PROGRAM

Residents with physical limitations can have their HHW picked up at their home for no additional charge. For additional information about this program please call or visit us online.

# Hazardous Waste Businesses/Property Managers

The City of Palo Alto has a drop-off program for businesses, property managers, and other organizations to properly dispose of universal and hazardous wastes. These wastes contain substances that can pose a risk to people and the environment if not managed properly. Per State law, neither universal nor hazardous waste may be placed in the garbage.

## CITY DROP-OFF PROGRAM

- Eligibility: Your business/property must generate less than 220 pounds, or 27 gallons of hazardous waste per month, or less than 2.2 pounds of Extremely Hazardous Waste per month.
- Drop-off is by appointment only. Appointments occur monthly on the 1st Saturday, after 11 AM. Location is 2501 Embarcadero Way.
- For an appointment contact the City's contractor, Clean Harbors at (800) 433-5060.
- There is a fee for this service. A completed form documenting the type and amount of material being disposed is required.

In addition, there are drop-off, pick-up and mail-back programs operated by private companies for managing Universal Waste. For more information contact Zero Waste Palo Alto at (650) 496-5910.

## ACCEPTABLE IN THE DROP-OFF PROGRAM

- Aerosol cans
- Cleaners
- Fluorescent light ballasts, lamps and bulbs
- Gasoline
- Medications (no controlled substances)
- Mercury-containing devices
- Needles/syringes (in a sealed, rigid container)
- Paints
- Pesticides
- Propane tanks
- Road flares
- Solvents

Visit us online or call for a full list of acceptable items and requirements.

## CONTACT INFORMATION

Zero Waste Palo Alto  
Phone: (650) 496-5910  
Email: [zerowastepaloalto@cityofpaloalto.org](mailto:zerowastepaloalto@cityofpaloalto.org)  
Web: [www.cityofpaloalto.org/hazwaste](http://www.cityofpaloalto.org/hazwaste)



# Debris Boxes

Please consider deconstruction and salvaging building materials for reuse.

GreenWaste of Palo Alto offers you debris boxes in multiple sizes for source separated and mixed materials.

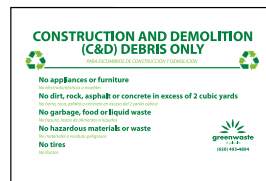
Debris boxes can be ordered on an on-call basis or as a scheduled weekly service. Please contact Customer Service at (650) 493-4894 to schedule delivery of a debris box that will meet your needs for capacity, type of material and collection frequency.



**SOURCE SEPARATED RECYCLING** is recyclable material that contains no hazardous waste or household food or liquid waste and can be directly marketed as a distinct single commodity.

Examples include:

- Cardboard
- Concrete
- Yard/tree trimmings
- Metal
- Wood
- Dirt



**MIXED CONSTRUCTION & DEMOLITION (C&D) DEBRIS RECYCLING** are mixed materials that can be recycled and contain no hazardous waste or household food and liquid waste. Examples include:

- Asphalt
- Concrete
- Demolition materials
- Dirt
- Metal
- Roofing tear off
- Sheetrock
- Wood waste
- Yard/tree trimmings



**GARBAGE** may not include any liquid or hazardous waste.

BOX CAPACITY	DIMENSIONS	TYPE OF MATERIAL
7 cubic yard*	14' x 8' x 2'	Concrete or Dirt only, Tar & Gravel Roofing
15 cubic yard	18' x 8' x 4'	Source Separated, Mixed C&D, Garbage
20 cubic yard	16' x 8' x 5.3'	Source Separated, Mixed C&D, Garbage
30 cubic yard	21' x 8' x 4.5'	Source Separated, Mixed C&D, Garbage
40 cubic yard*	21' x 8' x 7.5'	Source Separated, Mixed C&D, Garbage

\* At this time, 7 and 40 cubic yard boxes are not available for permanent garbage or yard trimmings box collection.

## LOADING BOXES

Materials cannot hang over the sides and loads may not exceed the level of the rim.

## UNACCEPTABLE MATERIALS

- Food or liquid waste
- Medical waste
- Hazardous materials (e.g., paint, oil, chemicals)

## RESTRICTIONS

- Dirt, concrete, tar and gravel roofing must use 7 cubic yard debris box.
- Carpet and sheetrock cannot be placed in 40 cubic yard debris box.
- Tree trunks cannot exceed 6 inches in diameter.

## ADDITIONAL CHARGES APPLY FOR

- Excessive dirt or concrete (in boxes larger than 7 cubic yards)
- Overweight or overloaded box
- Carpet and sheetrock in excess of 25% of load
- Additional days (over two weeks) or relocation of box



# Contact Information

## GREENWASTE OF PALO ALTO

2000 Geng Road  
Palo Alto, CA 94303  
Phone: (650) 493-4894  
Fax: (650) 493-2537  
Email: [pacustomerservice@greenwaste.com](mailto:pacustomerservice@greenwaste.com)

## OFFICE HOURS:

Open weekdays from 8 AM to 5 PM  
Closed on New Year's Day, Thanksgiving and Christmas  
[www.greenwaste.com/paloalto](http://www.greenwaste.com/paloalto)

## ZERO WASTE PALO ALTO

City of Palo Alto  
P.O. Box 10250  
Palo Alto, CA 94303  
Phone: (650) 496-5910  
Email: [zerowaste@cityofpaloalto.org](mailto:zerowaste@cityofpaloalto.org)

[www.zerowastepaloalto.org](http://www.zerowastepaloalto.org)

## HAZARDOUS WASTE MANAGEMENT PROGRAM

Phone: (650) 496-6980

[www.cityofpaloalto.org/hazwaste](http://www.cityofpaloalto.org/hazwaste)

## SMART STATION

301 Carl Road  
Sunnyvale, CA 94089  
Phone: (408) 752-8530

## HOURS OF OPERATION:

Open daily from 8 AM to 5 PM  
Closed on New Year's Day, Thanksgiving and Christmas

# Frequently Asked Questions

## Q: How do I start collection services for recyclables and compostables?

A: GreenWaste Environmental Outreach Coordinators (EOCs) can assist you, at no additional cost. Contact Customer Service to reach an EOC. Assistance includes:

- Establishing service levels, conducting site visits and waste audits
- Planning for special events
- Education: on-site trainings and meetings, posters and stickers, processing facility tours

## Q: My compost bin is really smelly, what can I do about that?

A: To keep your compost and garbage bins odor free, remember to bag and tie the materials when you take them to your outdoor bin. You can also request bin wash service from GreenWaste (for a fee).

## Q: Can I combine food scraps and yard trimmings in the same container?

A: Yes, both are compostable. A detailed list of accepted materials is available at [www.greenwaste.com/paloalto](http://www.greenwaste.com/paloalto) or by contacting Customer Service.

## Q: My garbage bin is overfull. Will GreenWaste take all my extra materials?

A: All garbage should be placed inside your service containers. If you occasionally have extra garbage bags, please do not stack them on the ground, but call us to schedule extra collection. If you regularly have extra material, please call our office to increase the size of the container or frequency of pick-ups.

Please also note that lids must close on your garbage container at all times or you may incur extra charges. By keeping all garbage inside the appropriate containers, you are also helping keep Palo Alto clean and litter-free, which helps prevent litter from getting into our local creeks and the Bay.

## Q: How can I reduce my garbage bill?

A: Reducing the total volume of materials set out for collection by using the 3Rs (reduce, reuse, recycle/compost) is the best way to reduce your bill.

- Reduce – Eliminate disposables and purchase items with no or recyclable packaging.
- Reuse – Give, donate, or sell reusable items utilizing local reuse organizations and internet resources.
- Recycle – Participate in the recyclables collection program.
- Compost
  - Reduce the amount of yard trimmings generated on your property by replacing high maintenance landscape (e.g., turf, landscape requiring constant trimming) with native plants.
  - If possible, compost on your premises.
  - Participate in the compostables collection program for yard trimmings and food scraps.

For more information, see the Recyclables and Compostables tabs of this guide or contact Customer Service.

## Q: Someone is stealing my recyclables. What do I do?

A: Scavenging recyclables is prohibited by City ordinance. If someone other than GreenWaste is collecting your recyclables, obtain the vehicle license number and description and contact the Police Department immediately at (650) 329-2413.

For more information, call Customer Service at (650) 493-4894.



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