

SPECIAL REFUSE SERVICE REGULATIONS

RULE AND REGULATION 24

A. SPECIAL REFUSE

In addition to this Rule and Regulation 24, Refuse Services are governed by Chapter 5.20 of the Palo Alto Municipal Code, which requires all Customers to subscribe to recycling, compost and solid waste services and to correctly sort materials into each designated container. Refuse Service includes weekly collection, processing and disposal of Solid Waste, weekly collection and processing of Recyclable Materials, weekly collection and processing of Compostable Materials, street sweeping service, the household hazardous waste program, and Clean Up Day collection. Refuse Services are provided to all Customers by the City's Collector.

1. GENERAL

- a. The City shall authorize, permit, regulate and control the collection and disposal of all Solid Waste within the City limits.
- b. Minimum collection service for Solid Waste is once a week. Each Customer shall receive collection Services on a City specified day of each week.
- c. Containers must not be packed so tightly that contents do not empty freely. Contents of wheeled containers shall not exceed the weight limit specified on the container.
- d. Customers must supply a safe and accessible pathway for all collection. The City's Collector does not enter buildings or residential garages to empty solid waste, compost or recycle containers.
- e. Customers must have all Containers ready and on the street for curbside collection by 6:00 a.m. on collection day.
- f. Any dwelling which is receiving any two active Utility Services, such as Gas and Electric Service, shall be charged at least a Minimum Charge for Refuse Services. If unusual circumstances exist such that no Solid Waste, Compostable Materials and Recyclable Materials are generated at the Premises, the Customer may apply for an exemption from this requirement. Residential Customers with non-occupied Premises for a minimum of three months who need to have Refuse Services temporarily suspended shall obtain from the City's Public Works Department a Refuse Service suspension form. The suspension will be authorized for up to one year. Upon approval of the Refuse Service suspension, the City's Collector will remove all Containers from the Residential Customer's Premises. Upon reoccupation of the Premises, it is the obligation of the Customer to reestablish



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Refuse Service to the address by contacting the City's Utilities and City's Collector. The Refuse Service bill shall be adjusted accordingly upon approval from the City.

- g.** The City's Collector shall provide Containers for Solid Waste, Recyclable Materials, and Compostable Materials collection. Containers remain the property of the City and shall not be removed by Customers vacating Premises. If Containers are removed, the outgoing Customer may be charged a fee to replace the Container based on either a published fee or actual replacement cost.
- h.** Any refuse in excess of the Refuse Service subscribed to by the Customer that is found on the ground and/or adjacent to Customer containers may be removed by the City's Collector for an additional Charge.
- i.** Bulky goods scheduled for collection by the City's Collector are permitted in the Public Right-of-Way only during the day preceding the day of the scheduled collection and terminating the day following such collection. Bulky goods include discarded furniture, mattresses, and household appliances.
- j.** All Containers should have lids closed and be placed on the street with the front of the Containers facing the street and have a minimum of 2 feet between Containers and from any parked vehicle or structure.

2. RESIDENTIAL

- a.** The standard collection location for all Containers is on the street at curbside. Back/side yard Solid Waste collection is available only to Customers with existing subscription service at City established rates.
- b.** Residential Customers may exchange City Collector provided Containers for a different size or because of a damaged container at no cost once per calendar year. Additional Container exchanges will be subject to a Charge per each exchange.
- c.** The automatic default service level for Residential Customers is one 20-gallon black container for Solid Waste, one 96-gallon blue container for Recyclable Materials, and one 96-gallon green container for Compostable Materials. The minican/20-gallon size container is available for Solid Waste only; 32-gallon, 64-gallon, and 96-gallon containers are available for all materials.



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- d. Residential Customers may receive up to three containers for the collection of Recyclable Materials and three containers for Compostable Materials. Additional containers may be rented or purchased at City established rates.
 - e. Temporary Containers for the rare occurrence of excess Compostable Materials, specifically for yard/plant trimmings, may be used by residents and may include 30-gallon paper bags, cardboard boxes, or yard/plant trimming bundles (no larger than 2' x 4'). Each bundle or container used for the extra collection may not exceed 40 pounds and will not be returned to the Customer.
 - f. Physical limitation collection service is available to eligible Residential Customers. On-premise (back/side yard) collection services for Solid Waste, Recyclable Materials, Compostable Materials and household hazardous waste collection are available at no additional Charge to Customers who are physically limited and unable to move the Containers to the street for collection. Service requires completion and approval of the City's Collector application form and may be updated annually.
- 3. COMMERCIAL**
- a. The automatic default service level for Commercial Customers is one 64-gallon container for Solid Waste, one 96-gallon blue container for Recyclable Materials, and one 32-gallon green container for Compostable Materials.
 - b. Service location of Containers shall be approved by the Public Works Director or his/her designee. Commercial Customers may choose from a variety of service levels and frequency of collection. Containers in multiple sizes are available and provided by the City's Collector. Containers may be pulled out to the street level by the City's Collector at an additional charge.
 - c. Commercial Customers may receive up to five wheeled containers for the collection of Solid Waste instead of a bin if space constrains exist. All Containers for Solid Waste and Compostable Materials are subject to a rental fee at City established rates.
 - d. Commercial Customers may receive up to five wheeled containers for the collection of Recyclable Materials at no charge. The sixth wheeled container for Recyclable Materials will be subject to a rental fee at City established rates.



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- e. Commercial Customers with space constraints may have to share collection Containers with other adjacent Commercial Customers and pay for a percentage of the Refuse Service provided. Customers with shared service will be responsible for paying for the same percentage of extra Fees if additional collection or services are needed or assessed.

B. SCAVENGING OF SOLID WASTE AND/OR RECYCLABLE MATERIALS IS PROHIBITED

1. No Person shall scavenge in any City-operated location or facility nor disturb nor remove any material therein, without permission from the Director of Public Works.
2. No Person shall scavenge from or deposit Solid Waste, Recyclable Materials, or Compostable Materials in any Container on the Premises of a Residential or Commercial Customer without the permission of the owner of the Premise.

(END)

