

YOUR WASTE SERVICES IN RIO RANCHO

RELIABLE AND SAFE RESIDENTIAL SOLUTIONS FOR TRASH AND RECYCLING

WINTER 2019

WEEKLY TRASH & EVERY-OTHER-WEEK RECYCLING

Please place your trash and recycling carts curbside by 6 a.m. on your pickup day (even if your driver usually comes later). For safe service, be sure carts are four feet from any other object like mailboxes, cars or other carts.

Recycling will continue to be picked up every-other-week in 2020. You can increase your 64-gallon recycling cart to a 96-gallon cart at no additional cost.

If you still need more room for your recyclables, a second 96-gallon recycling cart is available for \$7.15 per month (plus franchise fee & tax).

Please see the reverse page for an updated 2020 recycling calendar. To find your collection day or other information, you can call our customer service number at 505-892-1200 or visit home.wm.com/rio-rancho.



PAYING YOUR BILL

Quarterly Rates

\$50.67 + franchise fee + tax. You may obtain additional trash or recycling carts for \$21.45/each per quarter + franchise fee + tax.

Quarterly Billing

You will receive quarterly bills for your service in March, June, September and December for the upcoming service period. You can pay online, by phone, or in person. Payment is accepted by check, credit or debit card only. Please have your invoice handy with your customer ID.

Online: Visit wm.com/myaccount, 24-hours a day, to make your one-time or recurring automatic payment.

Phone: Call WM's Customer Service Center at 505-892-1200.

In Person: Visit WM's office at 402 Industrial Park Loop NE in Rio Rancho. The office is open Monday – Friday from 8:30 a.m. to 4:30 p.m. (closed from 12:30 – 1:30 p.m. for lunch).

Delinquent Payments

Please remember to pay your bill in a timely fashion. If you reach 90 days past due, your service will be discontinued until you make a satisfactory payment. Your cart(s) will be removed. There will be an additional \$50 fee for redelivery.

If you need help paying your bill, contact Storehouse West at 505-892-2077 or storehousewestnm@gmail.com.

2020 OBSERVED HOLIDAY SCHEDULE

During a holiday week, service will be delayed by one day for all days that fall on or after an observed holiday. If your normal service day is on a Friday, your collection will occur on Saturday. Normal schedules will resume the following week. If the holiday is NOT listed below, service will occur as usual.

2020 Holidays: Thanksgiving, Christmas & New Year's Day



Recycling in Rio Rancho

- On collection day, place your recycling and trash carts at the curb with wheels facing the curb by 6:00 a.m.
- Please ensure recyclables fit in your recycling cart with the lid closed. **Do not bag your recyclables.**
- If you have any questions regarding your service, please contact us at **(505) 892-1200**.

What to Recycle



Clean and Dry Aluminum & Steel Cans



Clean and Dry Plastic Bottles, Jugs & Jars



Clean Cardboard & Boxboard



Clean Paper

Do NOT Put These Items in Your Cart*:

- Plastic bags, wrap or film (return bags to store)
- Glass
- Food, liquids
- Yard waste, wood
- Shredded paper
- Electronics
- Clothes, bedding, carpet
- Medical/hazardous waste
- Foam cups, take-out containers, packing material

* Items are not limited to those above.

Questions? Call 505-892-1200.

2020 Yard Waste Events

- April 13-17 (Schedule by April 9)
- Oct. 12-16 (Schedule by Oct. 8)

Call 505-892-1200 to schedule a pick up.

2020 Recycling Calendar

January						
S	M	T	W	Th	F	Sa
			1	2	3	4
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12	13	14	15	16	17	18
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26	27	28	29	30	31	

February						
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March						
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April						
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May						
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31						

June						
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July						
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August						
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September						
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October						
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November						
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29	30					

December						
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20	21	22	23	24	25	26
27	28	29	30	31		

 Holiday

New Year's Day
Thanksgiving Day
Christmas Day

Wednesday, Jan. 1
Thursday, Nov. 26
Friday, Dec. 25

Observed Holiday Schedule: Service will be delayed by one day for all days that fall on or after the holiday. Normal schedule resumes the following week.



CONVENIENT SERVICES AVAILABLE TO YOU

Monthly Residential Yard Waste Collection

For a fee, WM collects green waste and yard trimmings by appointment only on the second Saturday of each month. Make your appointment by 3 p.m. on the Wednesday of the collection week by calling 505-892-1200.

Residential Bulky Item Collection

Oversized items can be picked up for an additional charge on the first Saturday of each month. Acceptable items include appliances, furniture (like sofas, chairs, tables, bookcases, mattresses and box springs), tv units and other items too large to place in your cart. Schedule your pick up by calling 505-892-1200.

Free Semi-Annual Yard Waste Cleanup: April 13-17 & October 12-16, 2020

Call 505-892-1200 to schedule a free pickup of your yard waste. For the April cleanup, you must schedule by April 9, 2020, and for the October cleanup, you must schedule by October 8, 2020.

Acceptable items include grass clippings, leaves and branches. Larger yard waste must be cut, bundled and tied at 50 lb. maximum and 4 ft. maximum length. No limbs larger than 3 inches in diameter. Dirt, stone, concrete and rocks are not accepted.

Glass Recycling Drop-off at Landfill

Rio Rancho Landfill now offers a free drop-off site for glass bottles during normal business hours. DO NOT put glass in your recycling cart.

Rio Rancho Landfill

1132 Carpenter Street NE
(Northern Blvd & 33rd St)
505-433-6052

Free Landfill Access for Rio Rancho Residents

Dispose of up to 1,000 lbs. at the WM Rio Rancho Landfill at no charge once a month. Any loads over 1,000 lbs. will be charged gate rate for the excess amount. For safety reasons, our landfill may close during high wind events or severe weather. If the weather is poor, please call ahead: 505-433-6052.

Monday - Friday from 7 a.m. to 5 p.m.
Saturday from 7:30 a.m. to noon
**Payments by cash or check only*

Please note: Proof of residency is required for free landfill access. Be sure to bring valid photo ID and one additional document showing residency, e.g. current utility bill, current WM bill, etc., with Rio Rancho address. Address or name on bill must match photo ID. Unused disposal does not roll over or accrue to future months. Only approved, residential wastes will be accepted. Prohibited items include household hazardous waste (paint, automotive chemicals, pesticides, batteries, etc.), appliances with Freon, bulk liquids, and commercial/business waste. A maximum of four tires per load accepted. Unlimited, free disposal of clean dirt. Clean dirt will not count against your monthly free disposal limit.

At Your Door Special Collection® Service

For free electronic recycling and special household waste disposal, visit WM's **At Your Door Special Collection® Service** wmatyourdoor.com or call 800-449-7587. Common items that can be collected include electronics, automotive fluids, car and household batteries, pool and garden chemicals, light bulbs, and mercury thermometers. Go online to learn more and schedule your pickup online today.



PUTTING SAFETY FIRST THIS WINTER



Safety is our number one priority at Waste Management, for our community and our truck drivers. WM does our best to service you in a timely fashion, but, in case of dangerous winter weather or other conditions, you can look for notices regarding service delays at www.wm.com/weather-alert/index.jsp.

On your collection day, please place your recycling and trash carts at the curb with wheels facing the curb by **6:00 a.m.** WM may run our routes slightly differently due to road conditions or other factors.



RECYCLE RIGHT.

We are going back to the basics of recycling. Only recycle the materials below to make a huge difference.



Recycle all empty bottles, cans, paper and cardboard.



Keep food and liquids out of the recycling.



**Keep plastic bags out of the recycling bin.
NO BAGGED RECYCLABLES.**

EXPERT RECYCLING TIPS

EXPERT TIP 1: PLASTICS. With plastics, use the shape to determine recyclability. Recycle your bottles, jugs and jars. Lids can stay on as long as all liquids are removed.

EXPERT TIP 2: MAKE SPACE. To get all your recyclables in your recycling container, break down your boxes. Foam packaging goes in the trash.

EXPERT TIP 3: NO BAGS. Plastic bags are the leading cause of contamination in the recycling stream. They become a hazard at recycling facilities. Reuse your plastic bag at home or take it to your local retailer to be recycled properly.

EXPERT TIP 4: DONATE. Many items in the recycling bin should actually be donated to a second hand store for someone else to use, like gently used clothing or furniture.

EXPERT TIP 5: SIMPLIFY. When in doubt, throw it out. If it isn't an item mentioned above, it doesn't belong in the recycling bin. Go to RORR.com for more information.

MEET YOUR NEW DISTRICT MANAGER

Meet Jarred McDonald, your new Waste Management District Manager. Jarred began his career at Waste Management in 2005

as a driver and has advanced quickly through several management roles. Jarred is committed to providing safe, reliable service to the community and he's excited to work with the experienced drivers, technicians and operations specialists that make up the WM Rio Rancho team.

Jarred and his wife Aimee have been married for 18 years and have 7 children. When they are not chasing all the kids around the house, they love being outdoors.

If you see Jarred at a community event or in a park playing with his kids, please say hello!



HAVE A QUESTION?

Contact us online at wm.com or 505-892-1200. Customer Service Representatives are available: Monday - Friday from 7 a.m. to 5 p.m. Saturday from 8 a.m. to noon.

You can also find answers to your questions day or night at home.wm.com/rio-rancho.

WASTE MANAGEMENT OF NEW MEXICO

402 Industrial Park Loop NE, Rio Rancho
Monday - Friday from 8:30 a.m. to 4:30 p.m.
Closed from 12:30 - 1:30 p.m. for lunch

