



## Residential Recycling Program Frequently Asked Questions (FAQ)

A new and improved recycling collection program has rolled out in Newport Beach! We compiled this list of frequently asked questions to provide you with the details and benefits of the program.

### **What updates is the City of Newport Beach making to the solid waste collection processes for our community?**

The City is updating its trash and recycling service contracts to meet new state mandates. In partnership with our waste hauler, CR&R Environmental Services, we're launching an expanded recycling collection program that will require all homes to have and use separate recycle containers.

### **Why are these changes happening?**

The City of Newport Beach is updating our waste collection practices to minimize landfill disposal and align with a new state law that requires California cities, residents and businesses to work together to reduce organic waste by 75% by 2025. This mandate is a strategy to address the climate crisis in California.

Currently, landfills are the third-largest source of methane in the state. Organic waste in landfills emits 20% of the state's methane. Methane leaching from landfills is a super pollutant and is 84 times more potent than carbon dioxide.

The changes are required by Senate Bill 1383, which also sets a target of rescuing 20% of edible food currently disposed of in landfills. It sets and regulates maximum levels of contamination found in each waste and recycling stream, which ensures materials are disposed of in correct containers and processed properly.

To benefit our residents and help protect our beautiful coastal environment, the City is also improving collection routes to reduce disruption to our neighborhoods and increase efficiencies.

### **How will the changes affect Newport Beach households?**

Here's an overview of the four key changes:

#### **1. Mandatory source separation**

While more than 75% of Newport Beach households currently separate recyclables into blue-top carts, the practice has (until now) been voluntary. Under state law, effective in 2022, recycling has become mandatory for all households. CR&R has been distributing blue-top recycling carts to the remaining Newport Beach residences that do not have them. Please plan to place all clean recyclables in the blue-top carts to help your community and the environment.

#### **2. Collection route improvements**

In January 2022, the City entered into a new waste and recycling contract with CR&R to cover the expanded recycling program. The new contract includes some collection route changes to increase efficiencies and reduce disruption to neighborhoods. The route changes reduce the total number of miles driven by collection trucks, reduce the total number of daily truck routes, decrease the number of left turns, and avoid high-traffic areas. These changes benefit residents and visitors in Newport Beach through reduced noise, traffic and air pollution from collection trucks. Some residents had their collection days adjusted as a result, effective February 2022. The City and CR&R notified residents in advance about any changes to home trash and recycling schedules.

### **3. Yard Waste and Food (Organics) Recycling**

SB1383 also mandates residential recycling of organic waste, including grass clippings, yard waste, food and kitchen scraps, and food-soiled paper. Beginning in February 2022, all Newport Beach households will receive a green-top cart for organic waste and may opt into receiving a two-gallon pail to collect organic materials in the kitchen. Green-top organic recycling carts, kitchen pails and organic recycling guides will be distributed February through April of 2022. The program is expected to collect more than 500 tons of organic materials a month, which would otherwise be sent to landfills, and convert it to high-quality compost. Because organic waste in landfills creates methane gas, the program will reduce greenhouse gas emissions by more than 1,200 tons every year. CR&R uses split-body trucks for alley collection on the Peninsula, Balboa Island and Corona del Mar, which reduces the need for additional truck trips by collecting recyclables and organic waste at the same time.

### **4. Additional charges for extra service**

All households are allowed one trash cart, up to two recycling carts and one organics cart at no additional charge. (Trash collection fees are paid entirely by the City, and residents pay a recycling fee that offsets the City's costs). In April 2022, the City completed its cart rollout, and all households should now have a recycling cart. If you have not received your cart, contact CR&R Customer Service at 949-667-4158. Beginning in July 2022, additional carts will be available for an extra charge, billed quarterly. Cart rollout service (where carts are moved to the street for collection by CR&R workers and returned empty) will also be available for an additional charge. Disabled residents will continue to receive cart rollout service for free with proof of disability. To help keep our streets and waterways clean, residents will be required to put all trash and recyclables in the proper carts without overfilling.

### **How do I schedule and request services?**

CR&R does not directly bill for trash, recycling and organic services, so residents will need to create a Web-Pak account in order to access additional services provided by CR&R. The services that can be requested through Web-Pak include:

- Bulky Item Pickup
- Exchange Size(s) of Cart(s)
- Removal of Unneeded Cart(s)
- Delivery of Additional Cart(s)
- Request Standard or Premium Valet Services

Visit <https://oss.crrinc.com> to create your account and for more information. CR&R's team can also be reached at [NewportBeach-Recycles@crrmail.com](mailto:NewportBeach-Recycles@crrmail.com) or 949-667-4158.

### **What is Non-Containerized Waste?**

Non-Containerized Waste are materials such as trash, recyclables and organic waste that are placed either in pails on the curb or in non-waste hauler containers.

### **Charge for Non-Containerized Waste**

Beginning May 1, 2022, items that are not placed in CR&R wheeled carts are considered Non-Containerized Waste. Residents who have Non-Containerized Waste are subject to a fee of \$2.47 for each instance, after the first documented warning. Bulky item pickups are the only instance in which Non-Containerized Waste is acceptable.

Per City of Newport Beach Municipal Code 6.04.080, persistent issues of Non-Containerized Waste may be referred to the City for enforcement.

## **Best Practices for Non-Containerized Waste**

- To prevent being charged for Non-Containerized Waste or overloaded carts, ensure that you have the proper size and desired number of carts for your disposal needs, while also ensuring that the lids are fully closed.
- To avoid contamination, please place trash, recyclable materials and food scraps/green waste in their respective CR&R provided carts.
- To save space, please make sure to break down cardboard boxes before placing them in your recycle cart.
- Do not place any Household Hazardous Waste (such as batteries, chemicals, and paint) in any of your carts. To schedule a free Household Hazardous Waste pickup, please call CR&R Customer Service at 949-667-4158.

## **What are some expected challenges in meeting the new mandates?**

Some neighborhoods in Newport Beach have constrained street and curb space which may pose difficulties for the three-can system. The City and CR&R will be developing specialized solutions for these neighborhoods. These solutions may include smaller cart sizes, where applicable, to better accommodate the organics program. The City strives to make the program as convenient as possible for residents. The Newport Beach community must all work together to increase recycling throughout the City. The City will keep residents informed on a regular basis as the new program is rolled out. If you have questions or would like to speak to someone from our Public Works Department, please call 949-644-3035.

## **What is "organic waste"?**

Organic waste is any material that is biodegradable and comes from either a plant or an animal. Biodegradable waste is organic material that can be broken into carbon dioxide, methane or simple organic molecules. It includes food waste, green waste, landscape and pruning waste, and food-soiled paper waste mixed in with food waste. Pet waste should be placed in the black-lid trash cart. Do not place pet waste in the green-lid cart.

## **Why should we recycle organic waste?**

Recycling organic waste benefits public health and the environment. It's also required by a new law in California, effective 2022.

- As organic waste decomposes in landfills, it releases methane, a greenhouse gas over 84 times more potent than carbon dioxide.
- Methane and other pollutants contribute to public health problems, including heart disease and asthma.
- Senate Bill 1383 requires organic waste recycling to help reduce short-lived climate pollutant emissions, including methane.

## **I currently place my trash in bags on the street. Can I continue to do so?**

No. All trash and recycling in Newport Beach must now be placed in the proper carts. The trash and recycling carts should not be overfilled.

Placing trash in bags (or any receptacle other than CR&R carts) on the street is considered Non-Containerized Waste. Beginning May 1, 2022, items that are not placed in CR&R wheeled carts are considered Non-Containerized Waste. Residents who have Non-Containerized Waste are subject to a fee of \$2.47 for each instance after the first documented warning. Bulky item pickups are the only instance where Non-Containerized Waste is acceptable.

Per City of Newport Beach Municipal Code 6.04.080, persistent issues of Non-Containerized Waste may be referred to the City for enforcement.

## **What's the difference between each of my new recycling and waste carts? What do the different colored lids mean?**

When we all do our part to separate materials properly, we help ensure that the maximum amount of recyclable material can be reused and kept out of landfills.

- Black-Lid Carts - Trash goes in black-lid carts.
- Blue-Lid Carts – Metal, paper, plastic, glass and textile recyclables go into blue-lid carts.
- Green-Lid Carts - Green waste and food/kitchen scraps goes in green-lid carts.

## **What materials can I place in the landfill cart (black lid)?**

Examples of items that can be placed in your black-lid trash cart include:

- Mixed products (i.e. plastic/metal combination)
- Waxed milk cartons
- Waxed paper
- Coated materials
- Ceramic/pyrex
- Mirrors
- Safety glass
- Plate glass
- Pet waste
- Dairy products
- Paper towels
- Styrofoam
- Palm fronds
- Plastic bags
- Pet waste

## **What materials can I place in the recycling cart (blue lid)?**

Examples of items that you can place in your blue-lid recycling cart include:

- Metal
  - Empty aerosol cans
  - Aluminum cans
  - Tin cans
  - Food/juice cans
  - Empty paint cans
  - Aluminum foil
  - Aluminum cans
- Paper
  - Cardboard (Please break down boxes to allow room for all recyclables)
  - Junk mail
  - Magazines
  - Phone books
  - Cereal/cracker boxes
  - Newspaper
  - Computer paper & white paper
  - Mixed color paper

- Plastic
  - Drink bottle
  - Detergent containers
  - Water bottles
  - Milk containers
- Glass
  - Glass bottles
  - Glass jars
- Textiles
  - Old Clothing

Do not place plastic bags in your recycling carts. Place them in the trash cart.

### **What materials can I place in the organic waste cart (green lid)?**

Examples of items that you can place in your green-lid recycling cart include:

- Grass
- Leaves
- Tree branches (with a 1-inch diameter)
- Tree clippings
- Plants & weeds
- Garden trimmings
- Sawdust
- Food/kitchen scraps (meat, poultry, fish, fruit, vegetables)
- Small bones can go into the cart. Large bones are not allowed.

Do not place items that belong in the green cart into a plastic bag for disposal. Compostable bags from your kitchen food scrap pail are acceptable, as well as newspaper and brown paper bags that line the food scrap pail. Compostable bags are available from local retailers. Other types of plastic bags are not accepted.

The following items are not accepted in the green carts. Dispose of them in your black landfill cart.

- Plastics, glass and metal
- Styrofoam
- Pet waste
- Palm fronds
- Trash

### **How should I dispose of wood waste?**

Tree branches, with a 1-inch diameter, and tree clippings should be placed in the green organics cart. Any other wood waste should be treated as a bulky item pick up.

### **What materials should I put in my kitchen food scrap pail?**

The Kitchen Food Scrap Pail makes it easy for residents to collect food scraps in their kitchen before going into the green cart. Only food scraps that you would be able to dispose of in your green cart should go in the bin. Do not place pet waste in your food scrap pail. Place pet waste in the black-lid trash cart.

Compostable bags, newspaper or brown paper bags may be used to line the food scrap pail and may go into the organics cart with the food scraps. Compostable bags are available from local retailers. Other types of plastic bags should not be used to line the food scrap pail and are not allowed in the organics cart.

### **Can I choose the size of my cart?**

Yes, based on their needs, residents can choose between 32, 64 or 96-gallon carts. You can request an additional cart for a nominal fee.



### **How should I place items in my recycling cart?**

All clean and dry recyclable items should be placed in your recycling cart. Items will be sorted at the Material Recovery Facility (MRF).

### **How can I prevent contamination in my recycling cart?**

- Rinse jars to remove food waste.
- Empty liquids from bottles before placing them in your recycling cart.
- Do not place organic material or food waste in your recycling cart.
- Place plastic utensils, plastic bags and mixed products (containing paper/plastic or metal/plastic) in your black lid landfill cart.

### **Can I put magazines, junk mail, paper bags and cereal boxes in my recycling cart?**

Yes. These items are acceptable in your recycling cart.

### **Can I put pizza boxes in my recycling cart?**

Yes, if not food-soiled. Or, you may also tear the top off and place it in your recycling cart.

### **When is my recycling service day?**

Your recycling service day will be on the same day as your trash collection. Some residents had their collection days

adjusted as a result, effective February 2022. The City and CR&R notified residents in advance about any changes to home trash and recycling schedules.

If you have not yet received your new carts, would like to exchange cart sizes or have any questions about the program or your service, please contact CR&R's Customer Service Department at 949-667-4158.

### **Where should I place my carts on collection day?**

The carts should be placed at the curbside no later than 6:30 a.m. on collection day and removed from the curbside within 12 hours after service. Please place your carts with the handles and wheels facing your home, approximately one foot apart and at least three feet from any obstruction (e.g., vehicles, fire hydrants, trees or mailboxes).

CR&R will not pick up items left outside of the carts. Do not overfill the carts. If you have bulky items that need to be picked up or need additional carts on a regular basis, please call CR&R's customer service at 949-667-4158.

### **How can I avoid odors and residue in my kitchen pail and organics container?**

- Empty out, rinse and dry your kitchen pail daily. Your pail is dishwasher friendly.
- If you do not wish to empty your pail daily, store the pail or your food scraps in the freezer until collection day.
- Line your kitchen pail with compostable bags.
- The green organic container can be lined with yard materials, paper bags, cardboard or newspaper.
- Baking soda may also help neutralize any odors.
- All single-family residents are eligible for a one free cart exchange per year, per waste type.

### **What types of bags may be used for my kitchen pail and organics container?**

Compostable bags and paper bags are optional and available at local retailers. Other types of bags, such as plastic bags, are not accepted.

### **If I already compost, can I opt out of this program?**

Thank you for composting. This program is a mandatory for everyone under State Senate Bill 1383.

### **What happens if I put food waste in the trash?**

When you do not separate your waste and place them in the correct cart, the waste is considered to be contaminated. If you contaminate, CR&R will provide you with a notice. If the contamination continues over time, you will have to pay a fine to CR&R. It is important to avoid contamination in order for CR&R to recycle correctly.

### **Why isn't food waste collected separately from green waste?**

SB 1383 permits food waste and green waste to be collected in one organics cart in order to alleviate the environmental footprint of this program. Orange County also has a regional processing system that allows for commingled food waste and green waste to be processed together.

Additionally, in certain area of the City, CR&R employs waste collection trucks with a dual collection system. These trucks are able to collect both your recycling cart and your organics cart at the same time and contain the items

separately on the same truck. These trucks also play a part in reducing the environmental footprint of the program and limit the number of times the trucks will need to enter alleyways, disrupting the flow of traffic.

**Please do not place the following items in your organics cart:**

- Pet waste
- Palm fronds
- Logs/stumps
- Yucca leaves
- Chicken/fish bones
- Crustacean shells

**Should residents expect to pay more for recycling services?**

Newport Beach residents do not pay directly for trash pickup. However, residents do pay a recycling fee to partially offset costs for state-mandated recycling programs. In March 2021, the City increased fees to partially offset the additional costs of waste recycling. Most recycling fees per household increased from \$3 a month to \$6.28 a month. Households in the Newport Coast area, which do not currently pay a recycling fee, pay \$5.86 per month.

**Is a special cart service available for residents with disabilities?**

Yes. Residents with disabilities who need assistance placing their carts curbside each week can get free assistance upon request. Drivers will remove carts from your cart storage area and return emptied carts. Proof of disability and need will be required. If you do not meet the requirements for free cart pull-out service, you can request for-fee "valet" service by contacting CR&R's Customer Service for additional information and rates. The number to call is 949-667-4158.

**What's considered household hazardous waste? How can I dispose of it?**

Any household product that is flammable, corrosive or toxic, and is dangerous to people and the environment. It requires special collection and disposal. These materials are known as household hazardous waste (HHW).

CR&R collects the following HHW:

- Used motor oil
- Oil filters
- Paint
- Batteries
- Household cleaners
- Pool chemicals
- Pesticides and more
- Electronic waste (e-waste)
  - Camcorders, CD, DVD and VCR players
  - Cell phones, telephones & answering machines
  - Computer monitors (CRTs & flat screens), Computers/CPUs/laptops
  - Printer/scanner/fax/copiers (desktop)
  - Radios of all types
  - Televisions (CRTs and flat screens), video game consoles and accessories
  - Make sure to remove all data from electronic items.



Call CR&R at 949-667-4158 to arrange door-side collection. You will need to provide a specific count and list of items to be collected as the law requires.

The Orange County Household Hazardous Waste Collection Centers also accept HHW. Visit <https://oclandfills.com/hazardous-waste> for information on hours and locations.

**How can I dispose of sharps?**

Our Sharps Program helps residents dispose of sharps safely. Needles, lancets and other home-generated sharps may be collected door-side in an approved puncture-proof container. A fresh sharps collection container will be delivered upon collection of a filled container. Sharps by mail kits are also available at City Hall and the Oasis Senior Center at no charge. Call 949-667-4158 for more information.

**How can I schedule a bulky item pickup?**

For disposal of household hazardous waste or bulk items, call 949-667-4158 or visit [crrwasteservices.com](http://crrwasteservices.com).

**I missed a pickup. What can I do?**

Call CR&R at 949-667-4158 to report a missed pickup on the same day to arrange for a return pickup.

**Where can I find out more information about the residential recycling program?**

Visit CR&R's website at [crrwasteservices.com](http://crrwasteservices.com) for more information about your recycling program.