

SOUTH TAHOE REFUSE CO., INC.

2140 Ruth Avenue
South Lake Tahoe, California 96150
530-541-5105

Regarding California Mandatory Residential Refuse Service:

All homeowners are required by law to have year-round refuse service, whether or not the residence is occupied year-round. This means that you are entitled to unlimited household garbage and yard waste (clippings, pine needles/cones, etc.) collection. In other words, you may place as many cans or bags out for collection as needed, provided that each can or bag does not exceed the weight limit or contain forbidden items (hazardous waste, construction material, household appliances or furniture, etc.).

You can help us in our effort to provide you with the best possible service by observing the following guidelines:

1. Place cans at roadside no earlier or no later than 7 a.m. on your scheduled pickup day.
2. You are required to use 32 or 45-gallon cans with tight-fitting lids for all trash and yard debris. (secured plastic bags for yard waste only if you cannot put all yard debris in a can). All trash placed either at the curb or inside your Bear Box must be contained in a can.
3. We do not service totes. Many of the totes range between 64 and 96 gallons, exceeding our service limitations of 32 or 45-gallon cans. Anything with a bar is made for automated trucks; we do not have automated trucks.
4. There is a 50-pound weight limit per can. There is a 30-pound weight limit per plastic bag for organic green waste.
5. If we have missed you on your pickup day, please call us ASAP. If we receive a phone call early enough that same day, we may be able to radio the driver to go back; otherwise, we will put you on schedule for the following business day.
6. If you did not place your cans/bags out in time and have missed us on your pickup day, your garbage will be picked up the following week on your regular day.
7. Our drivers work all holidays, so your service will not be interrupted if your pickup day falls on a holiday and garbage is out by 7 a.m..
8. You will be billed quarterly, in advance.
9. If you decide to install a Bear Box, please refer to the list of approved Bear Box companies. We do not service "utility boxes, job construction boxes". Approved Bear Boxes fit either 32 or 45 gallon cans to contain the trash. Please install no further than 10' from road easement.
10. If you have bulk items you want to get rid of, please call the office for your options. There are additional costs to get bulk items picked up and have to be scheduled before your pick up day.

Your Pickup Day Is: _____

Thank you. We look forward to serving you!

Quarterly statements are based upon the first initial of the last name on the account:

A – G: your bill will be due the following months: January, April, July & October

H – O: your bill will be due the following months: February, May, August & November

P – Z: your bill will be due the following months: March, June, September & December



BE BEAR AWARE

Among the gifts of the Sierra Nevada is the opportunity to share the Lake Tahoe Basin with many types of wildlife, including numerous black bears. The chance of seeing one of these magnificent animals has become more and more likely, primarily because people have unwittingly introduced unnatural foods into the bear's regular diet. These new foods include garbage, trash, pet food, and birdseed. Providing the foods that are "natural" to humans is "unnatural" to bears. It attracts them to our garbage. Creating a cycle where bears get food will eventually result in the death of a bear.

A bear's prime motivation is FOOD!

- Bears have a tremendous sense of smell that guides them on their search for food.
- Bears learn rapidly and know where they have found food in the past.
- Bear problems tend to be temporary. If a bear doesn't find food, it moves on.
- Bear problems are a neighborhood problem. As they move on, neighborhoods need to be prepared to frustrate the bear's search of unnatural food sources.
- Bear relocation is not a successful tactic. They usually return to their home range or become a nuisance somewhere else.

By understanding the bear's plight and taking our share of the responsibility, we can assure that we will continue to share the Lake Tahoe Basin with the black bear.

1. **PUT YOUR GARBAGE OUT ON THE MORNING OF PICKUP**, not the night before (and certainly not all week long!) Put non-lemon Pine Sol inside every bag. If you can't be there to put your garbage out, ask a neighbor to help or
2. **INSTALL** a Bear-Proof enclosure. There are several excellent designs now available.
3. **DO NOT** leave trash on your deck or in crawl spaces under the house. Bears can detect odors through closed doors. A flimsy door is almost non-existent to a bear.
4. **DO NOT** leave pet food out on decks overnight. Take it inside.
5. **DO NOT** leave a window (screened or not) open with freshly baked goods or other foods on the kitchen counter. Remember if bears can smell it, they will try to get it.
6. **DO NOT** leave food or ice chests on decks or in vehicles. Bears can smell food, lotions, gum, toothpaste, etc. in your trunk or glove compartment.
7. **CLEAN** all trash containers with ammonia, bleach, or Pine Sol.
8. **CLEAN** your BBQ, especially the drip pan. Allow the fire to burn off all food particles.
9. Remember that it is illegal to feed bears. The fine in California is \$1,000 or 6 months in jail.

**"A PINE NEEDLE FELL IN THE FOREST...THE EAGLE SAW IT FALL,
THE DEER HEARD IT, AND THE BEAR SMELLED IT." ...An Old Indian Saying**

This flyer is provided as a cooperative effort to raise awareness of the bears now.

Please pass this information along to tenants and house guests.

For additional information or flyers, please contact us.

BEAR LEAGUE – 530 525-PAWS (7297)

SOUTH TAHOE REFUSE – 530 542-8366

Please Contact Our Office for Further Information
530-541-5105

Don't Trash It... BLUE BAG IT!

South Lake Tahoe residents can help us recycle by participating in our new curbside Blue Bag Recycling program. Curbside Blue Bag recycling is easy. Recycle with a Blue Bag and South Tahoe Refuse staff will leave a new Blue Bag in its place. Residents can recycle every week in unlimited quantities.

Blue Bags are convenient and save space at home as all the recyclables can go into one bag. Once they are filled, Blue Bags should be **tyed** and placed at curbside, preferably in a can or enclosure, the morning of pickup. Blue Bags can go directly into dumpsters at apartment complexes. Blue Bags are sorted separately at our Material Recovery Facility.

For Nevada customers with on-call service, place blue bags out on the mornings you have called in for a pickup. This is a free service provided in conjunction with your trash service. Please do not place blue bags out on other mornings as the drivers will not have a tag to stop at your house.

About the Blue Bags:

The Blue Bags are large and strong, with enough room for a mix of the materials listed below. Fill your Blue Bags, but don't over stuff them. Blue Bags should weigh less than 50 lbs. Tie Blue Bags; this keeps recyclables clean and separate from the trash which is collected in the same truck. The Blue Bags for this recycling program are being provided at no cost to customers, thanks to our local agencies. To avoid confusion, please use other color bags for trash and green waste. A new green waste program is in the works for 2010. Watch for more information on that program.

We will be keeping track of the number of Blue Bags collected and the increased recycling to gauge the success of the program. Watch for other compatible programs throughout our community in 2013 as we move forward with our goals to increase recovery of our valuable resources and reduce materials going to the landfill.

Blue Bag Acceptable Materials:

- Mixed Paper: office paper, magazines, catalogues, junk mail and gift wrap. Virtually all types of mixed paper can be recycled, avoid paper contaminated with food or other waste.
- Paper Board: fiber food and beverage containers, i.e., cereal boxes and tissue boxes.
- Cardboard: cut to fit into the blue bag. Drop off large quantities at the South Tahoe Refuse Transfer Station.
- Aluminum, tin and bi-metal cans and clean foil.
- Glass Bottles and Jars: all colors, mixed.
- Plastics Number 1-7: water, soda, juice, milk jugs, product and food bottles and containers, plastic bags.
- Rigid Plastic: all types of plastic products, i.e., toys and chairs, must be free of metal and fit into the blue bags.

Exception: Styrofoam is not currently recycled through this program.

Why Blue Bags?:

Curbside Blue Bag recycling, which allows a mix of recyclables in one bag, significantly increases the recovery of recyclable materials in a cost effective manner. Blue Bag programs increase recycling by an average of 2 to 4 %. Blue Bag recycling allows South Tahoe Refuse to collect all residential trash and recycling using one route per household. This minimizes vehicle emissions and eliminates the cost of additional "recycling" trucks and separation bins. Blue Bag recycling works for both single family and multi-family residences. When families recycle at home, it becomes a life-long practice and, combined with new school and public facilities recycling programs, contributes to our goals for sustainable communities. As the Blue Bag recycling program is implemented, the Material Recovery Facility will continue to recycle from the commercial and construction waste streams. Although recycling markets are still fluctuating, the Blue Bag recycling program is moving forward, another step in our commitment to recycling programs throughout our communities.



Important Information About City Ordinance No. 921, Chapter 23-12.8. Bulk Items.

The City of South Lake Tahoe Ordinance No. 921, Chapter 23-12.8, regarding Bulk Items has been in effect since August 15, 2002. It states: "All bulk items (non-hazardous) left at curbside will be picked [up] by the Franchisee during regularly scheduled route days and the account holder will be billed accordingly."

This notice is intended to help you better understand what service you are entitled to and how South Tahoe Refuse handles Bulk Item pickup as set forth by the City Ordinance.

All residential units in the City of South Lake Tahoe receive weekly, unlimited service for normal household solid waste and residential yard cleanup. Waste or other items may not be left out in open view. Bulk items left at curbside or in or near dumpsters will be picked up automatically for an additional fee. "Free" or giveaway items will be picked up and charged against the property as well. Construction materials are NOT picked up as a part of your normal residential waste collection service.

Cans and or bags must be placed at road's edge no later than 7 a.m. on your scheduled pickup day. If you have a garbage closet or bear-proof enclosure, it must be unlocked and accessible on your pickup day. Garbage closets or bear-proof enclosures should not be placed any farther back than 10 feet from the road's edge on your property. You may use 32-gallon cans with tight-fitting lids and secured plastic bags (for yard waste). There is a 50-pound weight limit per can and a 30-pound weight limit per plastic bag.

Since landlords are responsible for the cost of all solid waste collection services for their properties, landlords should establish clear rules with their tenants for handling of household solid waste and disposal of bulk items. Bulk items are accepted at the South Tahoe Refuse Transfer Station at lower rates than curbside pickup (see examples below).

The Clean Tahoe program will provide pickup of HAZARDOUS bulk items, such as refrigerators, freezers, TVs, computer monitors, engine blocks and transmissions. Items left in or near dumpsters or at curbside will be considered designated for pickup and additional fees.

South Tahoe Refuse will provide pickup of NON-HAZARDOUS bulk items, such as furniture, on the customer's regular collection day. Materials left in or near dumpsters or at curbside will be considered designated for pickup. Pickup and disposal fees will be charged to the property owner. Bulk items may not exceed weight (75 lbs.) or size (6'x4'x4') limitations.

A formal notification and hearing process has been established for delinquent solid waste customer accounts. Delinquent accounts for mandatory collection will be collected through the annual property tax process as an ad valorem property tax.

**PLEASE CALL THE OFFICE TO GET THE PRICE DIFFERENCE BETWEEN
CURBSIDE PICK UP AND SELF HAUL PRICES.
530 541-5105 MONDAY – FRIDAY 8:00-5:00**

2140 Ruth Ave South Lake Tahoe, CA 96150 530 541-5105

SOUTH TAHOE REFUSE CO.

RECYCLING IN SOUTH LAKE TAHOE

In South Lake Tahoe, we recycle all of our residential and commercial solid waste through our Materials Recovery Facility (MRF). Solid waste is collected and brought to the MRF, where a conveyor belt system moves materials through a line for sorting of recyclables. In 2007, South Tahoe Refuse recycled over 58,000 tons, over 44% of the materials we received.

WHAT YOU CAN DO AT HOME

- Rinse recyclable food and beverage containers and place them in a separate trash bag;
- Bundle or bag newspaper and mixed papers separately;
- Place these separated recyclable materials in your trash containers;
- Isolate home health care waste in containers, seal with tape and mark with a red marker;
- Bring household hazardous waste to the South Tahoe Refuse Transfer Station on Tuesday or Saturday mornings; do not put paint, stains, poisons, pesticides, oil, cleaners, or automobile products in your trash can or down the drain.

MRF RECYCLING

- Aluminum Cans
- Glass Beverage & Food Containers
- Plastic PETE #1: i.e., soda and water bottles
- Plastic HDPE #2: i.e., milk jugs, juice & detergent containers, shampoo bottles
- Tin Cans: i.e., fruit, soup, cat food cans
- Newspaper: bundled & dry
- Cardboard: clean & dry
- Mixed Paper: white paper, mail, catalogs, magazines, phone books, cereal boxes

The Following Materials Can Be Brought to the Transfer Station for Recycling.

2140 Ruth Avenue, South Lake Tahoe CA

Reduced Charges Apply for the Handling of Most Materials.

- Metals and Appliances
- Wood: natural vegetation and milled; i.e., lumber, siding, limbs, slash, pine needles
- Cardboard: clean & dry, small to large quantities, no charge
- Asphalt & Concrete, clean, no rebar
- Tires: all sizes
- Televisions and computer monitors
- Used Motor Oil: uncontaminated, \$ 0.04 per quart incentive offered
- Automobile Batteries, no charge

REMEMBER THE SOUTH TAHOE REFUSE BUY-BACK CENTER

2192 Ruth Avenue

FOR YOUR CALIFORNIA REDEMPTION VALUE (CRV) BEVERAGE CONTAINERS

And where donations can be made to local organizations

AND REMEMBER TO REDUCE AND REUSE!

Approved Bear Can Enclosure Vendors:

Baker Bear Bin
(530) 587-1374
dbakerbin@yahoo.com

GP Fabrication
Raymond Ghio
(209)464-4614
www.gpfab.com

Tahoe Bear Box
(530) 546-3154
www.bearbox.org

Scotty's Hardware
Manufactured by No Bear Can
Brenda
(775) 884-9353
www.nobearcan.com/products

Bear Guard
(530) 581-2211
www.bearguardinfo.com

Brown Bear
(530) 587-2895
www.brownbearhomecare.com

Sierra Paw Box
Manufactured by Paw Box/Rack-It
(530) 307-1140
www.sierrapawbox.com

Bear Saver
(800) 851-3887
sales@bearsaver.com



Additional information about approved enclosures can be found at:

edcgov.us/Government/EMD/SolidWaste/Approved_Bear_Resistant_Garbage_Can_Enclosures

Inclusion in the list assumes that the enclosures will be installed in accordance with the requirements of all regulatory agencies, including the Tahoe Regional Planning Agency.

It is further understood that any enclosures may be removed from this list if found to be inadequate.

This list is provided to assist homeowners. It does not infer any recommendation nor liability as to the manufacture or maintenance of the merchandise.

Enclosures should accommodate 32-gallon garbage containers.

For more information about the bear-resistant garbage can enclosure requirements or for information about how to add a new unit to the list of approved enclosures, contact El Dorado County Environmental Management in South Lake Tahoe at (530) 573-3450.

RESIDENTIAL REFUSE RECEPTACLE SHELTERS (Bear-Proof Enclosures)

Specifications for Shelter placement:

- Maximum of 10 feet front setback from property line
- Minimum of 5 feet front setback from property line
- Out of the roadway
- Out of snow storage easements
- Kept accessible to refuse removal personnel