



To: Torrance Customer

Subject: **Information About Your Services**

Dear Customer:

On behalf of the entire Waste Resources (WR) team, thank you for your business. WR has been serving the City of Torrance for over 15 years and we look forward to providing you with great service that turns Today's Waste into Tomorrow's Resource.

In February, your collection program will transition to a **mandatory** 3-container system:

- **BLUE-lid** for dry recyclables (bottles, cans, printer paper, and cardboard);
- **GREEN-lid** for mixed organics (greenwaste, food scraps, and food-soiled paper); and
- **BLACK-lid** for trash (non-organic and non-recyclable items).

If required to comply, you will receive a **blue** and/or **green** container by February 16, 2024. **Services begin Monday, February 19, 2024**, and your invoice will reflect the corresponding service rate. These mandatory services are required by State and local law to increase waste diversion and reduce landfill waste and greenhouse gas emissions. Please follow recycling procedures and sort materials properly. Non-compliance may result in additional fees.

Some customers may be exempt from State and City recycling or organics collection service requirements. Allowable exemptions include lack of space, a business generates minimal amounts of recyclable or organic material, or self-hauls material to a recycling center. To request an exemption from the City, please complete the enclosed waiver form and send to info@wasteresources.com, including all required documentation. One of our recycling coordinators will contact you to review and determine if your account may qualify for an exemption. The City will make the final determination.

Other services available to our customers include:

- Bulky Item and E-Waste Pickup (Free (1x/quarter) for multi-family properties; small fee for businesses);
- Locking lids to secure your recyclables and keep out scavengers;
- Graffiti removal and bin cleaning;
- On-site evaluation to help you determine the most cost-effective program for your location; and
- Extra pickups to handle infrequent surges to prevent overflow.

Our customer service team is available Mon-Fri 7am-5pm and Sat 8am-12pm to answer any questions you may have about your services by phone (888-467-7600) or email (info@wasteresources.com).

Please visit our website, wasteresources.com for expanded service information, FAQ's, and links to other resources. "Like" us on [Facebook](#) and "Follow" us on [Twitter](#) and [Instagram](#) to keep up to date on holiday closures and events that promote recycling and waste minimization.

Thank you for your cooperation and participation in this mandatory program.

Enclosures



A: Cliente de Torrance

Sujeto: **Información Sobre Sus Servicios**

Estimado(a) Cliente:

En nombre de todo el equipo de Waste Resources (WR), gracias por su negocio. WR ha servido la ciudad de Torrance por más de 15 años y esperamos brindarle un servicio excelente que convierte los Desechos de Hoy en Los Recursos del Mañana.

En febrero, su programa de recolección hará la transición a un sistema **obligatorio** de 3 contenedores:

- **Tapa AZUL** para reciclables secos (botellas, latas, papel de imprimir, y cartón);
- **Tapa VERDE** para compuestos orgánicos mixtos (residuos verdes, restos de comida y papel sucio con comida); y
- **Tapa NEGRA** para basura (artículos no orgánicos y no reciclables).

Si se requiere cumplir, recibirá un contenedor azul y/o verde antes del 16 de febrero de 2024. **Los servicios comienzan el lunes, 19 de febrero de 2024**, y su factura reflejará la tarifa de servicio correspondiente. Estos servicios obligatorios son requeridos por las leyes estatales y locales para aumentar la desviación de desechos y reducir los desechos de los vertederos y las emisiones de gases de efecto invernadero. Siga los procedimientos de reciclaje y clasifique los materiales correctamente. El incumplimiento puede resultar en cargos adicionales.

Algunos clientes pueden estar exentos de los requisitos del servicio de recolección de productos orgánicos o reciclaje estatales y municipales. Las exenciones permitidas incluyen falta de espacio, una empresa genera cantidades mínimas de material reciclable u orgánico, o autotransporta material a un centro de reciclaje. Para solicitar una exención de la Ciudad, complete el formulario de exención adjunto y envíelo a info@wasteresources.com, incluida toda la documentación requerida. Uno de nuestros coordinadores de reciclaje se comunicará con usted para revisar y determinar si su cuenta puede calificar para una exención. La Ciudad tomará la decisión final.

Otros servicios disponibles para nuestros clientes incluyen:

- Recolección de artículos voluminosos y desechos electrónicos (gratis (1 vez/trimestre) para propiedades multifamiliares; pequeña tarifa para empresas);
- Tapas con seguro para asegurar sus materiales reciclables y mantener alejados a los carroñeros;
- Eliminación de grafitis y limpieza de contenedores;
- Evaluación de reciclaje en su sitio para ayudarlo a determinar el programa más rentable para su ubicación; y
- Recolecciones adicionales para manejar sobretensiones poco frecuentes para evitar desbordamientos.

Nuestro equipo de servicio al cliente está disponible de lunes a viernes de 7am-5pm y sábados 8am-12pm para responder a cualquier pregunta que pueda tener sobre sus servicios por teléfono (888-467-7600) o correo electrónico (info@wasteresources.com).

Visite nuestro sitio web, wasteresources.com, para obtener información ampliada sobre el servicio, preguntas frecuentes y enlaces a otros recursos. Haga clic en "Me gusta" en Facebook y "Síguenos" en Twitter e Instagram para mantenerse actualizado sobre los cierres de vacaciones y eventos que promueven el reciclaje y la minimización de desechos.

Gracias por su cooperación y participación en este programa obligatorio.

Documentos Adjuntos

P.O. Box 3697
Gardena, CA 90247

Ph 310.366.7600
Ph 888.467.7600
Fx 310.366.7606

wasteresources.com

MANDATORY RECYCLING AND ORGANIC WASTE COLLECTION SERVICE



January 1, 2024

Dear City of Torrance Business Owner or Property Manager,

On March 1, 2022, the Torrance City Council adopted a mandatory recycling and organics collection ordinance to comply with the requirements of California Senate Bill 1383 (SB 1383). The City's ordinance (No. 3898) requires all organic waste generators, both residential and commercial, to divert organic waste from landfills by participating in an organic waste collection program.

The City's ordinance includes an enforcement process for non-compliant residential and business properties to receive administrative citations and fines. In response to the City's requirements, your waste hauler contacted you to start an organics collection program, and subsequently, your business or residential property declined that service.

Due to the current absence of a recycling and/or organics recycling program, the City of Torrance has requested your waste hauling company to contact you to set up delivery, review cost impacts, provide education and outreach materials, and discuss your participation in the new recycling program(s). Failure to enroll in these services will result in automatic enrollment, with containers being delivered and billed accordingly. Failure to participate in the organics and/or recycling program may result in enforcement action.

The law also lowers the "de minimis" threshold from a half cubic yard of material weekly to 2-gallons of organic waste per week. This means that it is unlikely that your business and/or complex can avoid these requirements because of limited organic waste generation. Your waste hauler can discuss opportunities regarding container size options based on your property's specific needs. Please note that all multi-family complexes must have an organics collection program in place.

For more information on SB 1383, please visit <https://calrecycle.ca.gov/organics/slcp>. Thank you for your cooperation in diverting organic waste from landfills.

Respectfully,

City of Torrance
Public Works Department

SB 1383 ORGANICS RECYCLING REGULATIONS - WAIVER APPLICATION FORM



Senate Bill (SB) 1383 requires businesses and multi-family complexes to arrange for recycling and organics collection services. Organic waste includes food scraps, food-soiled paper, and yard trimmings/green waste.

Only those who have requested and received a waiver from the City can avoid mandated participation, per Torrance Municipal Code 43.9.010. Properties granted waivers will be exempted for a five (5)-year period from state requirements. To maintain this exemption, state law requires written verification of eligibility to be submitted to the City every **five (5)** years. During each five-year exemption period, state law also requires that the City be notified any time the waste generated at the property exceeds the qualifying waste generation amount for any waiver granted or of any other relevant changes.

The form must be completed in its entirety for the City to consider the waiver request and backup documentation for all waiver types must be provided with this completed form.

There are two types of waiver requests:

- 1) Waiver for properties with Minimal Organic Waste (i.e., “De Minimis Waiver”)
 - Commercial businesses that generate a limited amount of organic waste may apply for a low generator “de minimis” waiver if they have:
 - a) Total solid waste collection of two cubic yards or more per week, and organic waste of less than 20 gallons per week.
 - b) Total solid waste collection of less than two cubic yards per week and collected organic waste of less than 10 gallons per week.
 - Multi-family properties will **not** be considered nor approved for a De Minimis Waiver.
- 2) Space Constraint Waiver
 - Properties lacking space for separate or additional green waste or food waste collection containers may request a space-constraint waiver.
 - To qualify, you **must** demonstrate that space constraints cannot be resolved by downsizing containers, using split containers, or other solutions. You must first work with your hauler and/or the City to consider solutions to space constraints.
 - State regulations allow the City to waive compliance only if the City’s own staff, a licensed architect, or a licensed engineer confirms the lack of adequate container space on premises.



SB 1383 ORGANICS RECYCLING REGULATIONS - WAIVER APPLICATION FORM



APPLICANT INFORMATION			
BUSINESS OR MULTI-FAMILY COMPLEX NAME		BUSINESS LICENSE NUMBER	
BUSINESS OR MULTI-FAMILY COMPLEX PHYSICAL ADDRESS		DATE SUBMITTED	
MAILING ADDRESS	CITY	STATE	ZIP
CONTACT INFORMATION <i>(for designated business representatives who should receive waiver-related notices from the City)</i>			
Contact Name/Title	Phone Number	E-Mail	
HAULER REPRESENTATIVE COMPLETING FORM (print name)		IF APPLICABLE: DATE OF SITE VISIT	
WAIVER TYPE <i>(Check the box(es) adjacent to the exemption waiver type(s) you are requesting below and provide information and answers to <u>all</u> questions requested for each waiver choice.)</i>			
WAIVER FOR BUSINESSES WITH MINIMAL ORGANIC WASTE (i.e., "De Minimis Waiver") Please provide the following information to request a "De Minimis" Waiver: <ul style="list-style-type: none"> Average amount of organic waste collected per week: <ul style="list-style-type: none"> <input type="checkbox"/> ≥ 2 cubic yards of waste and < 20 gallons of organics <input type="checkbox"/> < 2 cubic yards of waste and < 10 gallons of organics Average number of tenants/employees onsite? _____ What kind of waste does the business produce? _____ 			
SPACE CONSTRAINT WAIVER Please provide the following information to request a Space Constraint Waiver: <ul style="list-style-type: none"> I have documentation that space constraints preclude the placement of green waste and/or food waste recycling containers at my business. _____ (DOCUMENTATION REQUIRED - Attach photographs of the enclosure and/or architectural schematics) I have worked with my waste hauler to determine that we cannot adjust container sizes or make other such changes to resolve the space constraint issue. _____ 			

INTERNAL USE ONLY

City Application Review: Approved Denied

Application Verified By: _____

Waiver Expiration Date: _____

Notes: _____





STATEWIDE REGULATIONS AND REQUIREMENTS IN EFFECT JANUARY 1, 2022

- ✓ Make sure you have arranged for the correct level of service with Waste Resources based on your needs
- ✓ Separate materials by type in your business, building, unit, or home
- ✓ Place materials in the proper container for collection

ABOUT US

With over 50 years of operational experience and expertise in the waste industry, Waste Resources offers high-quality integrated waste services to our customers and brings back the good old-fashioned and outstanding service enjoyed before the “mega mergers.”

We provide dependable services to municipal, commercial, industrial, construction, and residential customers.

We are always striving to improve our environment with cutting edge ideas. Currently, we are testing and developing new technologies to ensure a healthy environment for our future. We hope to make landfills, like dinosaurs - extinct.

MANDATORY COMMERCIAL RECYCLING

Local law requires all businesses and multi-family complexes (3+ units) to recycle.

MANDATORY ORGANICS RECYCLING

Local law also requires all businesses and multi-family complexes (3+) to recycle their food scraps, food-soiled paper, nonhazardous wood waste, and landscape and pruning waste.

See inside for details on Waste Resources’ dry recycling and organics programs.



Commercial Services Guide for Torrance Customers



Keeping the world green with a touch of orange

Customer Service Hours: M-F 7am to 5pm; Sa 8am-12pm

☎ (888) 467-7600 or (310) 366-7600

☎ (310) 366-7606

🌐 wasteresources.com

✉ info@wasteresources.com

P.O. Box 3697
Gardena, CA 90247
ph 888.467.7600
fx 310.366.7606
wasteresources.com

Waste management solutions that work for your business or multi-family property.

LOCAL EXPERTISE, LOCAL SOLUTIONS, GLOBAL IMPACT.

Let us help you comply with State-mandated laws and regulations.

SERVICES AVAILABLE (call or email for more information)

TRASH, RECYCLING, AND ORGANICS COLLECTION

10 container sizes to maximize your service options

Recycling is 50% of equivalent trash service

Overfilled or contaminated containers may receive warnings and penalties

BULKY ITEM AND E-WASTE REMOVAL

Get rid of electronics, furniture, appliances, mattresses, and other bulky items properly

SCOUT SERVICE

We'll make your containers accessible for servicing and return them to their original spot

LOCKING LIDS

Secure your recyclables and keep out scavengers

ON-SITE RECYCLING EVALUATION

Get help in determining the most cost-effective program for your location

RECYCLING GUIDES

Information for management, employees, and tenants

EXTRA PICKUPS

Handle infrequent surges in need or prevent overflowing bins for an additional fee

GRAFFITI REMOVAL AND BIN CLEANING

We'll paint, clean, or replace your containers to keep them looking good

Blue - Recycle

- Cartons
- Glass containers
- Metal cans and clean foil
- Paper, newspaper, magazines, phone books, envelopes, and cardboard (flattened)
- Plastic bottles, tubs, and jars

Green - Mixed Organics

Bag It (Clear Bags Only)

- Food scraps (including meat and dairy) and leftovers
- Coffee grounds and filters, tea bags, and loose leaf tea
- Paper napkins and towels
- Soiled/greasy paper and boxes
- Biodegradable paper plates and bowls

Keep it Loose

- Grass, leaves, and flowers
- Small branches less than three (3) inches thick and four (4) feet long.
- Untreated, clean wood scraps
- **NOTE:** Larger branches will require a bulky item pickup. Call the office to schedule.

Black - Trash

- Broken Glass and Dishes
- Hoses, Disposable Gloves, and Hairnets
- Kitty Litter, Diapers, and Bagged Pet Waste
- Plastic Cups, Lids, Utensils, Straws, and Shrink/Cling Wrap
- Shoes, Clothing, Accessories, and Toys that Cannot be Donated or Sold
- Snack and Chip Bags, and Candy Wrappers
- Wrapping and Tissue (Gift) Paper

Your Containers are NOT for:

- Appliances
- Construction materials, dirt, sand, stone, or concrete
- Lawn furniture
- Rubber tires, bulky items, or hazardous waste

SERVICE NOTE: State laws require penalties and fines for misusing containers. Avoid extra charges and be sure to follow container labeling for what goes where.

flexible solutions for
your business needs

* These are partial lists. Scan the QR code to find more detailed lists.

