

COMMERCIAL WASTE MANAGEMENT COMPLIANCE

SERVICE GUIDE

FOR COMMERCIAL
PROPERTIES LOCATED
IN UNINCORPORATED
SACRAMENTO COUNTY



ORGANICS

THIS GUIDE PROVIDES INFORMATION FOR COMMERCIAL PROPERTIES ABOUT:

- Requirements of commercial properties.
- Choosing a franchised waste hauler and what to know when signing a customer service agreement.
- Understanding your customer rights and enforcement.
- How to change, waive, or cancel services.
- Minimum service level requirements and container accessibility.
- Responsibilities of property owners/managers and education of tenants, customers, and employees.
- How to comply with local and state laws.

Sacramento County's Commercial Waste Compliance team provides technical assistance and enforcement of state and local laws regarding garbage, recycling, and organics (food scraps, food-soiled paper, and landscape trimmings) for commercial properties and franchised waste haulers.



PROPERTY TYPES

Commercial properties include businesses, non-profits, schools, governments, and multifamily apartment buildings. Any property subscribing to franchised waste hauler collection services is considered a commercial property.



REQUIREMENTS OF COMMERCIAL PROPERTIES:

- Provide easily accessible garbage, recycling, and organic collection containers that are correctly labeled and adequately sized. Material must not overflow from containers.
 - Multifamily properties should place recycling and organics containers where garbage containers are located.
- Annually provide information and education to employees, contractors, tenants, and customers about how to sort organics, recycling, and garbage into the correct containers.
- For all County-conducted waste audits and SB 1383 compliance inspections, provide or arrange access to properties.

CONTAINER LABELS FOR PROPER SORTING

Franchised waste haulers have signage and labels available for free that can be applied to internal collection containers to educate employees, tenants, and customers. Sacramento County also has printable signage from each franchised waste hauler on our website.



CHOOSING YOUR FRANCHISED WASTE HAULER

An approved “franchised waste hauler” is contracted with the County to collect and remove garbage, recycling, and organics from commercial properties in the unincorporated areas of Sacramento County.

The county offers an open, competitive market for commercial solid waste hauling. This means more than one franchised waste hauler can provide service for organics, recycling, or garbage collection.* Franchised waste haulers cannot require you to use their services for all three waste streams. This allows commercial properties to shop, compare, and get the best service and price for their needs. Franchised waste haulers/ services list at:

wmr.SacCounty.gov/Pages/Franchisee-Listing.aspx



* You may have more than one franchised waste hauler provide services to your property. Example: You can have one franchised waste hauler collect garbage and another to collect recycling and organics.



FRANCHISED WASTE HAULER CUSTOMER SERVICE AGREEMENTS

When your commercial property enters into an agreement, you are signing a contract. The initial term can be for any term that is mutually agreed upon by the commercial property and franchised waste hauler, and must not contain automatic renewals for successive periods of longer than one year.

THINGS TO LOOK FOR AND COMPARE WHEN REVIEWING AN AGREEMENT:

- The initial **term length**
- The **container size** and the **frequency** of collection
- **Additional charges**, such as:
 - Environmental fees
 - Container drop or replacement fees
 - Fuel charges
- **Established options to resolve service issues** per the service agreement (i.e. missed pickups, stolen containers, changing container sizes, and issuing credits)

CUSTOMER SERVICE AGREEMENTS MUST COMPLY WITH COUNTY CODE

Sacramento County Code (SCC 6.20.340) provides minimum standards for franchised waste hauler customer service agreements. Verify the terms of your customer service agreement with your franchised waste hauler – including, but not limited to:



1. Describes services provided by franchise waste hauler and itemized cost for services, such as fees, taxes, administrative costs, and costs for container delivery or removal.
2. Clearly states any initial or renewal terms and does not contain automatic renewals for successive periods of longer than one (1) year.
3. States that customer is to receive written notice of proposed increases not less than thirty (30) days prior to the effective date of such increase.
4. Allows for agreement termination by the customer with written notice any time prior to sixty (60) days of the termination date of the current term, initial or renewal.
5. States that franchised waste hauler shall respond to customer inquiries regarding the customer service agreement within five (5) business days of receiving the inquiry.
6. Does not require customers to pay more than three (3) months liquidated damages during the renewal term and more than six (6) months liquidated damages during the initial term of the customer service agreement.
7. Allows for additional collection services and/or increased charges for service due to change in the regulatory environment.

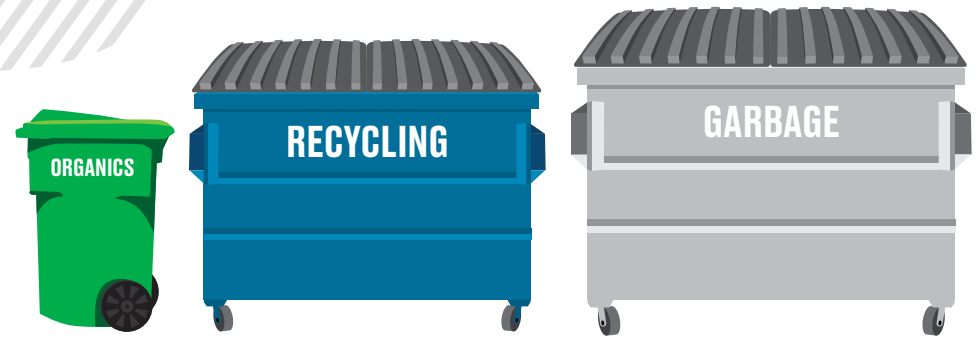
Note: *If the customer service agreement does not meet the requirements listed above, please email CommercialWaste@SacCounty.gov for assistance.*

BILLING, CANCELLATIONS, AND SERVICE DISPUTES

Customer service agreements are between the franchised waste hauler and commercial property. Contact the franchised waste hauler to resolve billing and service issues.

Franchised waste haulers/services list at:
wmr.SacCounty.gov/Pages/Franchisee-Listing.aspx

Franchised waste haulers are required to provide customers with a copy of their service agreement within five business days of request.



CANCELLATIONS

To cancel service(s) with your franchised waste hauler:



1. Review your agreement to confirm the terms, including your contract expiration date and termination fees.
2. Mail or email a written request to your hauler to cancel services at least 60 days prior to your renewal date. Keep a copy for your records.

FEES FOR EARLY CANCELLATION

There may be liquidated damage fees charged if you cancel your agreement early. Franchised waste haulers cannot require customers to pay more than three months liquidated damages during the renewal term and more than six months liquidated damages during the initial term.

SERVICE DISPUTES

Written documentation of the dispute, such as email correspondence, between the commercial property and franchised waste hauler is strongly recommended.

If you have made a good faith effort to settle a dispute with your franchised waste hauler, but the issue is not resolved, email the Sacramento County Commercial Waste Compliance team at CommercialWaste@SacCounty.gov

Include:

- commercial property name
- property service address
- garbage/organics/recycling account number
- contact method, (phone, email, mail), and
- documentation of the ongoing dispute

SERVICE TYPES

Generally, there are two types of commercial waste service:

- **Regular collection by franchised waste hauler(s)** at a permanent address for garbage, recycling, and organics
- **Construction and demolition hauling** for temporary projects that generate construction debris

REQUIRED AND MINIMUM SERVICE LEVELS



Weekly Garbage service



Weekly Organics service



Monthly Recycling service

All commercial properties are required to have all three mandated waste services. Properties, such as strip malls, will have a primary

garbage account under the owner or property manager, however they may have tenants who also contract for additional collection services such as a restaurant that requires additional organics collection service for food waste.

The level of service required depends on the property type and the waste generated. Contact your franchised waste hauler to find the right level of service and available container sizes for your business.



LOCATION, CONDITION, AND ACCESSIBILITY OF CONTAINERS

- Containers must be located within or near an enclosure or building.
- Property owners and managers are responsible for ensuring employees and tenants can access container(s).
- Containers shall not block or impede access of a street, alley, or doorway.
- The location for recycling and organics containers must be just as convenient to access as the garbage container(s).
- For properties that use valet collection services, the valet must pick up garbage, recycling, and organics as a mandatory service for all tenants to meet accessibility standards.
- Property managers are responsible for providing the correct interior collection containers with proper labeling.

ALTERNATIVE COLLECTION SERVICES

There may be alternatives for recycling and organics collection services that do not require using a franchised waste hauler, such as using a third-party recycler or self-hauling landscaping trimmings.

You must file an Alternative Service Verification form with the County and provide evidence, usually a contract with a licensed recycler or weight tickets from a licensed solid waste facility, that confirms the use of alternative service.

The option for Alternative Services will be revoked if supporting evidence is not included or maintained at the property.

The form and more information available at: wmr.SacCounty.gov/Pages/CommercialServices.aspx



SERVICE WAIVERS

In rare instances, a commercial property may be waived from recycling and/or organics collection service requirements. There are no waivers for garbage service. The waivers follow state of California regulations, are temporary, subject to change, and may be revoked at any time.

Service waiver types and eligibility are based on the property type. All waiver requests are reviewed on a case-by-case basis.



PHYSICAL SPACE WAIVERS

Physical space waivers require photographic evidence of space constraints, and may require an on-site inspection by County staff.

Note: *Physical space waivers are rarely approved. Consider adjusting container sizes and levels of service before submitting a physical space waiver.*

ORGANICS DE MINIMIS WAIVER

Commercial properties (excludes multifamily properties), that generate a minimum amount of organics may be eligible for a De Minimis waiver. The minimum amount depends on the total amount of waste generated at your commercial property. Your property must meet the following requirements to be eligible:

- Produce two cubic yards or more of waste material (garbage, organics, and recycling) and less than 20 gallons of organics in a week.
- Produce less than two cubic yards of waste material (garbage, organics, and recycling) and less than 10 gallons of organics in a week.

The County inspects all properties that submit a waiver to verify information.

Note: *Businesses that sell or handle food and receive an inspection or require a Sacramento County Environmental Management Department (EMD) permit under their Retail Food Protection Program are not eligible for an organics De Minimis waiver.*

List of ineligible businesses:



STATE LAW (SB 1383) REQUIRES FOOD SCRAPS, FOOD-SOILED PAPER AND LANDSCAPE TRIMMINGS TO BE KEPT OUT OF LANDFILLS

All commercial properties are required to subscribe to organics collection services (food scraps, food-soiled paper, and landscape trimmings). Your franchised waste hauler provides outdoor containers.

WHAT IS ORGANICS?

- **Food Scraps:** Cooked and raw food waste, such as uneaten vegetables, fruit, meat, cheese, bones, baked goods, etc.
- **Food-Soiled Paper:** Used napkins, coffee filters, greasy pizza boxes, non-coated paper plates, etc.
- **Landscape Trimmings:** Grass clippings, small branches, leaves, cut flowers, garden trimmings, and clean wood including clean wood chips (no paint, no stain, no oil, no varnish) etc.

Place these materials loosely in the organics container, or put in a paper bag, a clear plastic bag, or a BPI-certified (ASTM 6400) compostable bag, and then put in the organics container. Check with your franchised waste hauler for allowable bag types.

LANDSCAPE TRIMMINGS

These organic materials (grass, leaves, branches, mulch) must be kept out of landfills. If your landscaper hauls away your landscape trimmings, you must ensure they are properly diverting the organic material from the landfill for compost processing, and you must file an Alternative Services Form with the County. The form and information is at: wmr.SacCounty.gov/Pages/CommercialServices.aspx

If you manage your own landscaping or do not have a gardening service to remove the material, you must have organics collection services at your property with sufficient capacity to collect and remove the landscaping material, food scraps, and food-soiled paper from the property at least once per week.



OTHER THINGS TO KNOW...

CONSTRUCTION AND DEMOLITION MATERIALS

If your property is completing a renovation or cleaning out building supplies that results in construction and/or demolition waste, work with a franchised waste hauler to provide a construction and demolition container to divert these materials for recycling. For more information, email WasteLog@SacCounty.gov or visit our website at wmr.SacCounty.gov/Pages/Construction-Demolition-Debris.aspx

Construction and Demolition Materials Include: carpet, wood, paint, concrete, shingles, drywall, etc.



HAZARDOUS WASTE

The Sacramento region has several Household Hazardous Waste facility drop-off locations. Businesses that qualify as Very Small Quantity Generators (VSQGs) must call in advance to make a drop-off appointment and must pay fees depending on material type and quantity. For more information, visit: wmr.SacCounty.gov/Pages/HHW-Dropoff-Centers.aspx

Hazardous Waste Includes: acids, batteries, gasoline, paint, pesticides, pool chemicals, batteries, fluorescent tubes and bulbs, propane tanks, needles and syringes, and more.





Commercial Waste Management Compliance

For more information on regulations, recycling tips, and other resources:



 [SacGreenTeam.com](https://www.sacgreenteam.com)

 CommercialWaste@SacCounty.gov

 [SacGreenTeam.com/Translates](https://www.sacgreenteam.com/Translates)

Español 中文 Tiếng Việt Tagalog Русский हिन्दी



Printed on Recycled Paper
09.05.2023