



Introducing  
... Eastern Madera County

# Recycling

By sending less waste to the landfill today,  
we are building a cleaner, brighter future for tomorrow.

Recycling, along with reducing and reusing the trash we produce, is an important component in the effort to preserve our natural resources and reduce environmental pollution. Curbside recycling is your chance to make a difference in our community for future generations with small adaptations to your everyday consumption and disposal habits.

*Recycling will be*  
**Easy**

## FREQUENTLY ASK QUESTIONS - GENERAL

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### **What time should garbage and recycling containers be out for service?**

All containers need to be out by 7:00 am.

### **Where should I place my carts for service?**

Residents should place their carts **3 feet apart** from one another as close to the street as possible. Place the carts facing the street.

### **Can I have trash or recyclables sticking out of the top of my cart?**

No, the lids of either cart are required to be completely closed. Customers will be tagged and charged additional fees for infractions.

### **Can I get an Extra trash or recycling cart?**

Yes! For information on additional pricing, and to change the quantity of your containers please contact our office.

### **Does the trash in my cart have to be bagged?**

For sanitation reasons we would prefer only your trash to be bagged.

### **Will you pick up trash or recycling left next to the cart?**

Yes, additional garbage or recycling collected will result in an additional charge.

### **Can I put my trash collection on vacation hold?**

No, we are unable to provide that service.

**Do you pick up oversized items?** EMADCO will accept certain bulky items dropped off at our business office for a small fee. Please call our office for a list of items we accept and for pricing details.

**Can I use my own trash container?** No, EMADCO uses an automated trash system that does not allow our trucks to pick up any type of container besides the ones we provide with our service.

### **How do I report a missed pick up?**

Contact our office at (559) 683-4680.

### **How do I report a lost or damaged cart?**

Contact our office at (559) 683-4680.

### **May I take the carts with me when I move, or use them at another property which I own?**

No, carts remain the property of EMADCO and may not be moved from the assigned property. Each cart has an identification number on it that is registered to a specific address.

### **Will you pick up household hazardous waste?**

No, however customers are able to drop off all household hazardous waste items for free at the Fairmead Landfill. For more information call (559) 665-7300.

### **How do I dispose of medical needles?**

EMADCO has a 24hr Sharps drop off box at our office.

**Can I put paint in my trash cart?** No, paint can be taken to local facilities offering paint recycling. For more information please contact True Value (559) 683-7117 or American Floors (559) 683-5667.

### **Who do I call to report an illegal dumping?**

Please make contact with the Madera County Sheriff's Department.

## FREQUENTLY ASK QUESTIONS - RECYCLING

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### How do I know what can be placed in my recycling cart?

Residents may obtain a list of recyclable and non-recyclables by visiting the recycling portion of our web site ([www.emadcodisposal.com](http://www.emadcodisposal.com))

**Can I opt out of recycling?** Residential curbside recycling is included for all residential customers whether the service is used or not.

**Do you recycle glass?** Yes, please place your glass in your recycling cart. **We are unable to accept any broken glass.**

### Do you recycle electronics?

Most electronics can be recycled at Sierra E-Waste Recycling at no charge. For more information (559) 760-6764

### Do you recycle motor oil or oil filters?

There are several certified used oil recycling center's near you. For the locations and details go to ([www.emadcodisposal.com](http://www.emadcodisposal.com)) then visit the "Hazardous Waste Disposal section." Most of these locations accept your oil for free.

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## FREQUENTLY ASK QUESTIONS - BILLING & ACCOUNT

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### What are your office hours?

We are open from 8:00am to 4:00pm, Monday through Friday.

### What is your billing cycle?

Residential customers are billed quarterly in advance. Commercial customers are billed on a monthly basis in advance.

**Where can I pay my bill?** We try and make paying your bill as convenient as possible. You can always mail your payment to our office. In addition we have a drop box at our location. For your added convenience, we offer auto-payment via your checking account. For this service contact our office (559) 683-4680.

### What do I need to do to start service?

Please contact our office (559) 683-4680.

### Am I being billed for the cart?

No, we provide one refuse and one recycling cart as part of our standard service. Additional carts may be obtained for an added fee. Although EMADCO retains ownership of the carts, it is the customer's responsibility to keep them clean. Normal wear and tear is expected, however, negligent damage (eg. burned cart), may result in an additional replacement charge.

### What happens when I don't pay my bill?

#### **Emadco's Non-Pay Policy is as follows:**

The due date is the 10th of the month after the statement date. If payment is not received within 45 days of the statement date you will be charged a late fee and your service will be shut off without any further notice. Once your service has been shut off you will be required to pay in full, plus pay a restart fee. Toters will be pulled 4 weeks after shut off, if no payment is received.

*We offer online bill pay as well as automatic credit card payments.  
Please call our office for details - (559) 683-4680.*



*"Serving the Mountain Community for over 50 years"*

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**559-683-4680**