



Proud to be your service provider for the collection of **Recyclables**, **Garbage**, **Food Scraps** & **Yard Trimmings**.

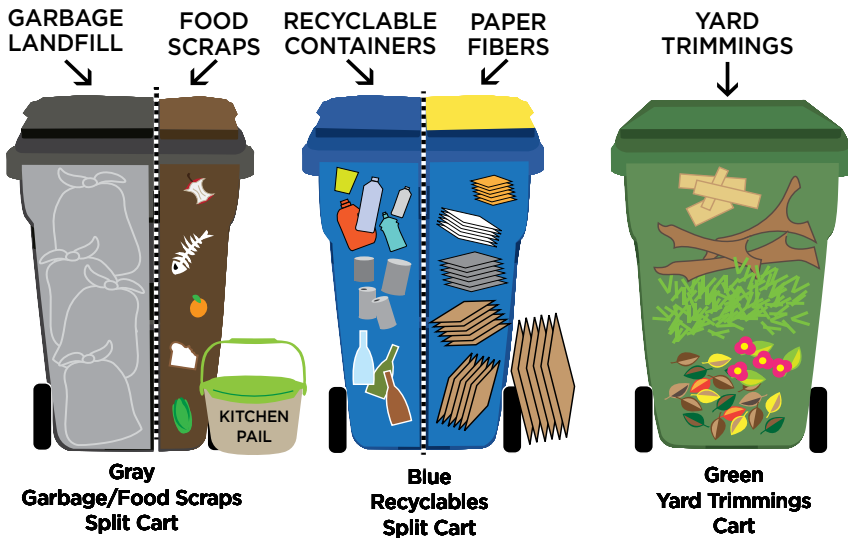
# Single Family Residential News

JANUARY - MARCH 2018

## Milpitas Sanitation is Your New Waste Services Collection Provider!

Your new curbside collection program includes new carts!

<b>Gray = Garbage</b>
<b>Brown = Food Scraps</b>
<b>Blue = Recyclables</b>
<b>Green = Yard Trimmings</b>



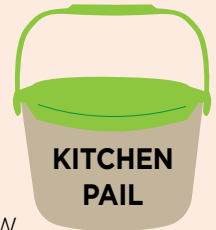
### Why Split Carts?

USE CORRECT CARTS TO SORT YOUR WASTE FOR:

- Compliance with California regulations.
- A reduction in the amount of material going to the landfill and the impact of greenhouse gas emissions and odor.

### The Handy Kitchen Food Scraps Pail

Single family residents received a food scraps kitchen pail with their new collection carts. Use it to store food scraps until you empty it into the food scraps side of your Gray Garbage/Food Scraps Split Cart. **You can line your pail with any type of plastic bag**, a paper bag, paper towel or newspaper. Please do not place the pail at the curb for collection.



### Pay as You Throw Program

In September and October 2017, Milpitas residents were given the opportunity to choose the right-sized Gray Garbage/Food Scraps Split Cart to best fit their collection needs. If you did not choose a cart size, a default medium sized cart was delivered to you. A Blue Recyclables Split Cart, a Green Yard Trimmings Cart and a Food Scraps Kitchen Pail were included at no additional cost.

**If you would like a different size Gray Garbage/Food Scraps Split Cart, please contact us via our website or by phone: 408-988-4500 to arrange a cart switch. Cart sizes and rates can be found on our website: [www.MilpitasSanitation.com](http://www.MilpitasSanitation.com).**

### Holiday Service Schedule

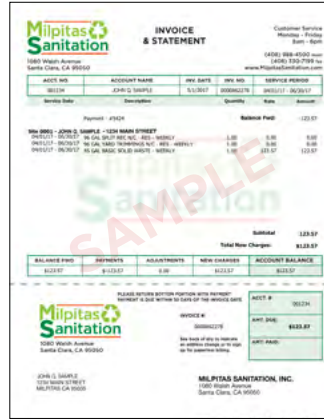


Collection days will NOT change during the weeks of Martin Luther King Jr. Day and Presidents' Day. Please be sure to put your carts out for collection by 6am on your regular service day.

# Your New Bill From Milpitas Sanitation

## Sign up for Auto-Pay!

Currently, your Auto-pay with the City of Milpitas is only for water and sewer. If you want to continue Auto-Pay for your garbage bill, you must sign up with Milpitas Sanitation. Please contact us today to get started!



## Milpitas Sanitation bills in advance on a quarterly schedule.

Beginning January 1, 2018, your new residential solid waste collection bill will be sent to you by Milpitas Sanitation on a quarterly schedule/every three months. **Your first bill from Milpitas Sanitation will be for 4 months of service and include the month of December. Future billings will be for 3 months of service.**

NEW RESIDENTIAL QUARTERLY BILLING SCHEDULE			
QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
Jan. 1 - March 31	April 1 - June 30	July 1 - Sept. 30	Oct. 1 - Dec. 31

## Exact residential billing dates are based on Residential Groups.

Residential Groups are determined by the first letter of the customer's last name. See chart below.

IF YOUR LAST NAME STARTS WITH THE LETTER:	YOUR RESIDENTIAL GROUP IS:	YOUR QTR. 1 BILLING DATE IS:	YOUR QTR. 2 BILLING DATE IS:	YOUR QTR. 3 BILLING DATE IS:	YOUR QTR. 4 BILLING DATE IS:
A-F	RES 1	JAN. 1	APR. 1	JULY 1	OCT. 1
G-N	RES 2	FEB. 1	MAY 1	AUG. 1	NOV. 1
O-Z	RES 3	FEB. 25	MAY 25	AUG. 25	NOV. 25

# Frequently Asked Billing Questions

**What about my water and sewer bill?** The City of Milpitas utility bill will continue to include solid waste collection service and cart rental fees (if applicable) through the service period ending November 30, 2017. Beginning **service date** December 1, 2017, the City will bill for water and sewer services only.

**Why is my first bill a higher amount? Is there still a cart rental fee?** The January 2018 bill from Milpitas Sanitation is for solid waste collection services for the service period from December 1, 2017 to March 31, 2018. There will no longer be a cart rental fee.

**Why have I received two bills?** During the billing transition period (Dec. 1, 2017 - March 31, 2018), you may receive bills for solid waste collection services from both the City of Milpitas and Milpitas Sanitation. **You are not being overcharged.** (Always check the service period of your bill.) Please pay both bills by the due dates listed.



**Remember to:  
Reduce, Reuse,  
Recycle, Rot & Donate!**

### Contact us:

www.MilpitasSanitation.com  
email: info@MilpitasSanitation.com • phone: 408-988-4500

### Office:

hours: Monday-Friday: 8am-6pm  
location: 1080 Walsh Avenue, Santa Clara, CA 95050

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visit [www.MilpitasSanitation.com](http://www.MilpitasSanitation.com) and click on the translate button.



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