



**City of Victorville Customer Service Division**  
**RESIDENTIAL REFUSE & RECYCLING COLLECTION INFORMATION**  
**Updated July 1, 2021**

Trash service is mandatory in the City of Victorville, and it is the City's desire to provide you with the best possible service. We ask for your cooperation by complying with the following requirements.

**COLLECTION DAY:** Trash and recyclables are collected once per week on the same day. Call Victorville Disposal at 760-245-8607 if you need to find out your collection day.

**HOURS OF COLLECTION:** Containers must be at the curb by 6:00 a.m. of your scheduled day. Containers must be removed by 8:00 p.m. on the day of collection.

**AUTHORIZED TRASH AND RECYCLING CONTAINERS:** Residents must use the hauler--provided automated containers for trash and recycling collection. The black (or green) container is 95 gallons in size and is for regular trash, including yard waste. The blue container is 60 gallons in size and is to be used for recycling only. Call the City Customer Service Division at 760-955-5001 to request containers if your house does not have the containers.

Note: All trash and recyclable materials must be placed in the appropriate containers. Extra material left on the ground next to the containers will not be collected.

**QUESTIONS ABOUT YOUR BILL:** Call the City of Victorville Customer Service Division at 760-955-5001.

**MISSED SERVICE & SERVICE ISSUES:** Call Victorville Disposal Company directly at 760-245-8607 as soon as possible on your scheduled day to resolve any concerns. Please make sure containers are at the curb by 6:00 a.m. to avoid missed collections.

**AUTOMATED COLLECTION GUIDELINES:**

- ✓ Recycling is mandatory per the Victorville Municipal Code. Recyclable items must be kept separate from trash.
  - ✓ Blue barrel is for recyclables only. Do not put trash in blue barrel.
  - ✓ Black (or green) barrel is for trash and garden trimmings. Do not put recyclables in trash barrel.
  - ✓ Put trash and recycling barrels at the curb by 6 a.m. of your scheduled pick-up day.
  - ✓ Put barrels with wheels against the curb and handles facing your home.
  - ✓ Put barrels at least 3 feet away from cars, mailboxes, and other barrels.
  - ✓ To reduce litter, it helps to bag trash before putting in barrel. It also helps to put loose papers into a paper grocery bag before dropping into the blue recycling barrel. Do not put recyclables in plastic bags.
  - ✓ Lids must be closed.
- ➔ **Do not** put rocks, dirt, concrete, sod, sand, or construction/demolition material in your trash or recycle barrels.
- ➔ **Do not** put more than 150 pounds in the barrels. Overweight barrels can not be dumped! You will need to download the barrel so that it can be dumped. There is a \$19.53 fee to have trash truck return and re-service the barrel once it has been downloaded.

- ➔ **Do not** over-stuff barrels, or materials will get stuck, and barrel will not empty.
- ➔ **Do not** load materials over the top rim of the barrels. Lids must be closed!
- ➔ **Do not** put hazardous or toxic materials like motor oil, pesticides, etc. in your barrels. See below for more information on proper disposal of household hazardous wastes.
- ➔ **Do not** put trash in recycling container. There is a \$20.83 fee to have a trash truck return and re-service the recycle can as trash.
- ➔ **Do not** refill trash or recycle containers on the same day. The trash and/or recycle drivers will not “stand by” or return to empty re-filled containers. If you have extra trash or recyclable material, please see “EXTRA TRASH OR RECYCLABLES” note below.

**DAMAGED CONTAINERS:** Call Victorville Disposal Company directly at 760-245-8607 to request a replacement of damaged containers. Containers damaged via normal use will be replaced or repaired free of charge. If containers have been deliberately destroyed/vandalized by resident/homeowner, there will be a replacement charge. Note: Automated containers are the property of the City’s franchised hauler. They are provided to each household, but they do not belong to the resident or property owner.

**RECYCLING IS MANDATORY:** Victorville Municipal Code Section 6.36.110 and 6.36.113 require designated recyclable materials to be kept separate from trash. It is unlawful to place recyclables in the trash. “Designated Recyclables” includes paper and cardboard, glass bottles and jars, plastic containers, and tin and aluminum cans. In addition, California State Law AB 939 requires all cities to reduce waste sent to landfill by 50%. If the City fails to make progress towards achieving this goal, it could be fined up to \$10,000 per day. The City of Victorville has implemented a curbside recycling program (the blue bin program) to comply with the requirements of AB 939. Note: Recycling containers are to be used for recyclable materials only. ***If recycling containers are contaminated with trash, there is a \$20.83 fee to have trash truck return and re-service the recycle can as trash.***

**EXTRA TRASH OR RECYCLABLES:** If you have more trash each week than can fit into your 95-gallon trash container, you may obtain additional trash containers at a cost of \$13.62 per month per container. If you have a one-time or occasional extra trash, you can call Customer Service at 760-955-5001 to request that extra bags of trash be removed. There is a fee of \$2.54 per bag. You must call in advance to schedule extra bags of trash to be picked up. Note: If most of your extra material is recyclable paper, then it is best to order an extra recycling barrel. There is no charge for the first extra recycling barrel. Subsequent extra recycling barrels are \$1.74 per month per container. Call Customer Service at 760-955-5001 to order extra containers or to schedule extra bags of trash to be picked up.

**TREE TRIMMINGS & EXTRA YARD WASTE/LEAVES:** Tree trimmings should be cut to 3½-foot lengths and should be put in the black (or green) trash barrel. If you have a lot of tree trimmings, you can rent a temporary dumpster from Victorville Disposal (call 245-8607) or you may need to hire a gardener for their removal. If you have more garden trimmings each week than will fit into your green 95-gallon trash container, you can obtain an additional trash barrel at a cost of \$13.62 per month. Call the Customer Service Division at 760-955-5001 to arrange for additional containers. You can have the extra container removed after 1 month. You can change the number of carts once/year. Note: There is a \$32.54 fee if you change the number or size of carts more than once/year.

**FREE DROP-OFF OF YARD TRIMMINGS:** The City has a free garden trimming drop-off program for City residents. Call the City of Victorville Recycling Program at 760-955-8615 for details. Information is also available at [www.VictorvilleCA.gov/DumptItRightVV](http://www.VictorvilleCA.gov/DumptItRightVV). City of Victorville residents can dispose of brush, tree trimmings, sod, and leaves free of charge. You must provide proof of City residency, including a valid photo ID and a current utility bill that shows your service address located in the city. The free program is

not available to businesses, commercial landscapers, or commercial vehicles.

**TRASH SPILLS:** Neither the City of Victorville nor the Disposal Company are responsible for spilled trash caused by weather, animals, birds, overfilled containers, or containers with open lids.

**OIL, GREASE, PAINT, SOLVENTS, AND OTHER HAZARDOUS WASTE:** ***Do not*** put these materials in the trash or recycle barrels. These materials may be disposed of for free at the Fire Department’s Household Hazardous Waste Disposal Facility located on Loves Lane, off of Desert Knolls Drive, near the County Fairgrounds. Hours are Wednesdays and Sundays from 9:00 a.m. - 4:00 p.m. Call the City at 760-955-8615 for more information.

**VACANCY:** If you move out or sell your home, please call the Customer Service Division at 760-955-5001 to stop your account.

**HOLIDAY SCHEDULE:** There is no residential trash or recycling pick-up on **New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, or Christmas.** If the holiday falls on a weekday, trash and recycling collection will occur one day later through the end of the week. For example, if the holiday falls on Tuesday, then Tuesday customers are collected on Wednesday, Wednesday customers are collected on Thursdays, etc., up until Saturday. There is no Sunday pickup.

**SMALL CAN SERVICE:** Households generating 40 gallons or less per week of trash can sign up for Small Can Service which reduces the Solid Waste Services category by \$5.14/month. Customers may change the size of their container at no cost one time per year. There is a \$32.54 fee for all subsequent can size changes during the 12-month period.

**FEES:** Fees for single-family residential trash and recycling service are billed monthly, along with fees for water, storm drains, sewer use, and hazardous waste management. The rates as of July 1, 2021 are:

MONTHLY FEE

Solid Waste Services*	\$29.80
Sewer Use Fee**	43.89 (Only charged to homes connected to sewer system.)
Storm Drain Fee	4.00
Hazardous Waste Fee	.32

\*Fee is for Standard Service consisting of one 95-gallon black (or green) trash container and one 60-gallon (blue) recycling container. Additional trash containers may be ordered at a cost of \$13.62 per month. There is no charge for the first extra recycling container. Second extra recycling containers are \$1.74 per month. Note: Curbside audits of service levels and additional containers are periodically conducted to ensure accurate billing records. Drivers will not empty extra containers that are not on record/file.

\*\***SEWER FEE:** Note—If your bill includes a “Sewer Use” fee, then this means that City records indicate your property is connected to the sanitary sewer system. If you are being charged the sewer fee, but your property is served by a septic tank, please contact the Customer Service Division at 760-955-5001 ASAP so that City records can be updated. Only properties connected to the sewer system should be charged the Sewer Use Fee.

**SENIOR/DISABLED DISCOUNT:** There is a discount of \$5.79 off the Solid Waste Services Fee for individuals

who meet eligibility requirements. To qualify, you must be over 62 or disabled, own and live in your home, and meet income limits. To request an application for discount, contact the Customer Service Division at 760-955-5001.

**QUESTIONS:** Please call the Customer Service Division at 760-955-5001, or write: City of Victorville Customer Service Division, P.O. BOX 5001, Victorville, CA 92393-5001.

For recycling and cleanup information, call the Recycling Program hotline at 760-955-8615 or go to [www.VictorvilleCA.gov/Recycle](http://www.VictorvilleCA.gov/Recycle) or [www.VictorvilleCA.gov/DumpItRightVV..](http://www.VictorvilleCA.gov/DumpItRightVV..)

SW docs New Customer Flier  
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