



City of Laguna Beach

Residential Recycling Guide



Please keep this guide
as a reference for
2024-2025

 **CR&R**
INCORPORATED
environmental services
the face of a greener generation

Welcome to CR&R Environmental Services!

Effective July 1, 2024, CR&R Environmental Services (CR&R) will be the franchise waste hauler for the City of Laguna Beach.

CR&R is proud to be your new waste and recycling collection services partner. We are committed to providing reliable services and groundbreaking environmental initiatives. We are leaders in environmental services with operations across Orange County, Los Angeles County, Riverside County, San Bernardino County, San Diego County, and Imperial County.

CR&R was founded in Stanton, California in 1963 by Clifford R. Ronnenberg. Since then, CR&R has utilized cutting-edge innovations and is in pursuit of a zero-waste disposal program.



CR&R is excited to begin waste and recycling services in the City of Laguna Beach. With years of experience in management, sustainability, and municipal waste operations, we are confident that all residents will experience a smooth and seamless transition.

Transition from Property Tax to Direct Billing

Residents of Laguna Beach will now receive their waste and recycling invoices from CR&R directly, rather than through an annual charge placed on their property tax bills. CR&R



utilizes a quarterly billing system, and issues invoices prior to services being performed. Residents will be billed in February, May, August, and November of each calendar year. Invoices will be generated from the existing number and size of carts we have on file. If you feel there is an error in the billing, please contact Laguna Beach's dedicated Customer Service at **(949) 662-3819**.

Once you receive your first invoice from CR&R, you can visit www.crrinc.com/pay to make a payment online. There is also an option to set up automatic payments, charge to your credit card or bank account, and set up electronic billing. You may also make your payment via mail or by calling CR&R's dedicated Laguna Beach Customer Service team.

Your invoice will include the following information:

- **Billed services**
- **Account number**
- **Important upcoming CR&R information**

Your account number is unique to your residency and will allow you to schedule additional services with CR&R. Your invoice will also include your access code, which allows you to utilize online services through CR&R's website. Your access code will allow you to set up an online account, automatic payments, and electronic billing.



California Senate Bill 1383

Senate Bill 1383 (SB 1383) went into full effect in 2022. SB 1383 requires all residential properties to reduce their organic waste disposed in landfills. SB 1383 promotes edible food diversion, organic recycling, and lowering contamination levels in all waste streams. Organic waste, such as food scraps and yard trimmings, contribute to greenhouse gas emissions when anaerobically decomposed in landfills.



What can be composted?



Food Waste | Food-Soiled paper



Yard Waste

Residential Cart Service

Residents of Laguna Beach can select 35-gallon, 65-gallon, or 95-gallon carts for each waste stream. All service packages include once a week service on your collection day for all carts.



All rates are subject to annual rate adjustments on July 1st of each year, starting in 2025.

Service Package Options

Starting July 1, 2024, residents will notice a slight decrease in their residential waste and recycling rates. Residents can choose from any of the following service packages:

Package A- One (1) 35-gallon landfill cart; one (1) recycling cart of any size, and one (1) organics cart of any size: **\$26.74 per month.**

Package B- One (1) 65-gallon landfill cart; one (1) recycling cart of any size, and one (1) organics cart of any size: **\$27.05 per month.**

Package C- One (1) 95-gallon landfill cart; one (1) recycling cart of any size, and one (1) organics cart of any size: **\$27.25 per month.**

Additional Carts

Residents who have additional carts beyond one of each type (landfill, recycling, and organics) will be charged the following rates starting October 1, 2024.






- Extra 35-gallon landfill cart: **\$6.63 per cart, per month**
- Extra 65-gallon landfill cart: **\$6.84 per cart, per month**
- Extra 95-gallon landfill cart: **\$6.98 per cart, per month**
- Extra recycling cart of any size: **\$3.90 per cart, per month**
- Extra organics cart of any size: **\$6.65 per cart, per month**

For questions regarding adding or removing carts, changing cart sizes, or if your cart is lost, stolen, or damaged, please contact Laguna Beach's Customer Service at **(949) 662-3819**. You may also email LagunaBeach-Recycles@crrmail.com.

What Goes Where

To reduce contamination, use these guidelines and examples when sorting landfill, recycling, and organic materials in your carts.

The black lid cart is for landfill materials, the blue lid cart is for recyclable materials, and the green lid cart is for organic materials.

LANDFILL	RECYCLABLES	ORGANICS
<ul style="list-style-type: none"> • Broken Glass/Mirrors • Ceramics • Diapers • Flexible Packaging • Pet Waste/Cat Litter • Polystyrene • Waxed Paper • Palm Fronds • Plastic Bags/Film  	<ul style="list-style-type: none"> Plastic <ul style="list-style-type: none"> • Drink Bottles • Detergent Containers • Milk Containers Glass <ul style="list-style-type: none"> • Bottles • Jars Metal <ul style="list-style-type: none"> • Aluminum Cans • Tin Cans Paper <ul style="list-style-type: none"> • Flattened Cardboard • Unsolicited Mail • Magazines • Newspaper • Milk/Juice cartons   <p>Please do not bag your recyclable items</p>	<ul style="list-style-type: none"> Food Scraps <ul style="list-style-type: none"> • Fruits • Vegetables • Meat • Fish • Dairy • Grains • Food-Soiled Paper • Coffee Grounds and Filter Yard Waste <ul style="list-style-type: none"> • Flowers • Grass • Leaves • Prunings • Weeds   <p>NO PALM FRONDS</p>

Palm fronds are not allowed in the organics cart due to their coarse and wiry material. Hazardous waste is NOT to be disposed of in any of the carts.

CR&R supports the City of Laguna Beach with their environmental initiatives, such as the ban to distribute single use plastic bags and balloons. Please note any of these items should be disposed of in the black lid landfill cart.

Kitchen Food Scrap Pail

Place food scraps, such as leftovers and stale or spoiled food, into your pail. Line your pail with a BPI-certified compostable bag to help keep your pail clean and odorless. When the kitchen food scrap pail is full, empty the materials into your organics cart for your weekly collection. To watch a short video on how to recycle your food scraps, please scan the QR code.



To request a kitchen food scrap pail, please email LagunaBeach-Recycles@crrmail.com, or call Laguna Beach's dedicated Customer Service at **(949) 662-3819**.

Special Services

Included in your Service Package

Sharps Collection

Sharps disposal mail-back containers are available upon request at no charge. The mail-back container allows residents to safely and properly dispose of sharps waste including needles, injector pens, and syringes. Sharps disposal containers can also be picked up from your residence by scheduling a pickup. To request a sharps mail-back container, please call Laguna Beach's dedicated Customer Service at **(949) 662-3819**.



Textile Recycling Program

CR&R will collect textiles placed at the curb during two (2) specific weeks of the year. The textiles will be taken to local charities for repurposing. Additional information on textile recycling will be disclosed at a later date.



Holiday Greenery Collection Program

CR&R will collect all holiday greenery for a three-week period between December 26th and January 15th. Residents can place holiday greenery in or next to their organics cart for collection. Additional information pertaining to holiday greenery collection will be distributed closer to the month of December.



Household Hazardous Waste

Household Hazardous Waste (HHW) is any type of product that requires special handling under environmental law and prohibits disposal in regular waste. HHW includes items such as cleaning products, car care products, paint, electronic waste, universal waste, and pharmaceutical waste. Residents of Laguna Beach are entitled to four (4) HHW pickups per year, with one (1) collection per quarter. Additional HHW pickups can be requested for **\$31.22 per collection**.



Special Services

Included in your Service Package (Continued)

Bulky Item Collection

Items that cannot properly fit in your carts, such as a chair or desk, are considered bulky items and require a special pickup. Residents are entitled to four (4) bulky item pickups per year, compared to a previous three (3) pickups per year. Bulky item pickups may contain a maximum of ten (10) items per collection. Additional pickups can be requested for **\$31.22 per collection**. To arrange a collection of bulky items, please use our Online Scheduling Service at www.crrinc.com, or call Laguna Beach's dedicated Customer Service line at **(949) 662-3819**.



Acceptable Items Include:

- Sofa beds, couches, tables, chairs, mattresses, box springs, patio furniture, washing machines, dryers, refrigerators, stoves, dishwashers, water heaters, etc.

Non-Acceptable Items Include:

- Construction and demolition material such as wood, asphalt, concrete, automotive parts, batteries, hazardous waste, or liquids are not permitted.

At Cost Services

Valet Services

CR&R staff will retrieve your carts from your home and return them after service for **\$31.22 per month**. For customers who require assistance due to a disability, this service is provided at no cost upon presentation of valid disability documentation.

Temporary Services

CR&R provides temporary services for construction and clean up projects. Bin sizes for temporary services range from 3-yard bins to 40-yard rolloff bins.



To schedule a HHW pickup, set up valet services, or for additional information on temporary services, please contact Laguna Beach's dedicated Customer Service at **(949) 662-3819**.

Non-Containerization

Non-containerization occurs when landfill, recyclable, or organic materials are not placed in your CR&R provided container with the lid fully closed. Non-containerization is prohibited in the City of Laguna Beach.



If non-containerization occurs, CR&R will provide two (2) written notices with no charge. Additional notices provided will include a **\$39.34 fee per instance**.

For questions regarding cart sizing and non-containerization, please contact Laguna Beach's Sustainability Team at LagunaBeach-Recycles@crrmail.com.



Events

CR&R is committed to being a part of the Laguna Beach community. CR&R will host the following events for Laguna Beach residents at no additional cost:

Semi-Annual Shred Events

- Residents of Laguna Beach may bring a maximum of ten (10) banker boxes of paper to shred events.

Annual Household Hazardous Waste (HHW) Drop Off Event

- Residents will be able to dispose of HHW at a specified drop off facility once a year.

Semi-Annual Compost Giveaway Events

- CR&R will provide two (2) compost giveaway events per year. Residents are entitled to five (5) bags of complimentary compost per event.

Quarterly Compost Workshops

- CR&R will host quarterly compost workshops where residents have the opportunity to learn the benefits of composting and how to do it at their homes.



Additional information pertaining to each event will be released as each event nears.

Where Do Your Materials Go After Collection?

Landfill Material

The waste from your black lid landfill cart consists of materials that cannot be recycled or repurposed into something new, so it is taken to one of the landfills in Orange County.



Recyclables

The recyclables from your blue lid recycling cart are processed at CR&R's Material Recovery Facility (MRF). The recyclables are separated utilizing a process of manual and mechanical sorting.



Organics

The yard waste and food scraps from your green lid organics cart are taken to one of CR&R's approved compost facilities. At this facility, the organics material is converted into compost.



Holiday Collection Schedule

CR&R observes the following holidays throughout the year:

- **New Years Day**
- **Memorial Day**
- **Independence Day**
- **Labor Day**
- **Thanksgiving Day**
- **Christmas Day**

If a holiday falls during the week, collection for the remainder of the week will be postponed by one (1) day. Example: If Independence Day is on a Thursday, and your home is serviced on Fridays, your home will be serviced on Saturday.



Frequently Asked Questions

Why did this change of waste haulers occur?

In July 2023, Laguna Beach's City Council voted to accept a solid waste and recycling franchise agreement with CR&R Environmental Services on behalf of the City. Effective July 1, 2024, CR&R will be the contractual waste hauler for the City of Laguna Beach.

Do I have to have all three (3) waste streams?

Yes. Per SB 1383, all residents must have all three (3) waste stream carts at their homes. Residents may opt out of having an organics cart if they have a City-verified backyard composting program.

How do I reduce odors from my kitchen pail or organics cart?

CR&R recommends bagging the materials using compostable bags, or sprinkling baking soda and layering the kitchen pail or organics cart with newspaper. In addition, residents can place the kitchen pail in their freezer, or use peppermint oil.

Is food-soiled paper compostable?

Yes. CR&R accepts food soiled paper in organics carts. Food soiled paper is classified as paper products that have been in contact with food grease. Examples of food soiled paper include used napkins, paper towels, and pizza boxes.

Can I place my palm fronds in the organics cart?

No. Due to palm fronds coarse and wiry material, palm fronds must be placed in the landfill cart to avoid instances of contamination.

How should I place my recycling in my blue lid recycling cart?

Residents should place their recycling in their blue lid recycling cart loosely. Please avoid bagging your recyclable materials.

Follow Us On Social Media

Want to stay up to date with CR&R? Scan the QR Code for all our links!



If you have additional questions or concerns, please contact Laguna Beach's dedicated Customer Service at (949) 662-3819.



CR&R
I N C O R P O R A T E D

environmental services

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P.O. Box 125 Stanton, CA 90680-2912



For any further questions,
comments, or concerns,
contact us at:

Laguna Beach

Customer Service

(949) 662-3819

M-F 8 AM to 5 PM

Saturday 8 AM to 12 PM

or **LagunaBeach-Recycles@crrmail.com**

For more information
regarding our programs,
services, or general information
please visit: **www.crrinc.com**
or **www.lagunabeachcity.net/crrtransition**