



## Q&A: Push Charges for Trash, Compost & Recycling Services from Oakland Recycles

Commercial and multi-family dwelling (MFD) customers may be charged “Push Rates” for on-property service that requires the collection driver to move trash, compost or recycling containers to a location where the collection truck can lift and empty the bin. Push rates are based on the distance the driver must push a container for emptying. Here are answers to some common questions about this service, including ways to reduce or avoid push charges.

**Q: When did push charges take effect?**

A: The new program launched July 1, 2015, including charges for push service. Trash and compost push rates for multifamily customers were not included on invoices in July, August or September 2015, while Waste Management was conducting field audits of services to determine the push service level provided for each customer. In addition, some commercial customers were charged push rates beginning in July, while others were not. Push rates are included in current October 1, 2015 invoices for MFD and commercial customers.

**Q: I don't want to pay Waste Management or California Waste Solutions to do this work. Can I use a different service provider to move my containers?**

A: Property managers and business owners may make their own arrangements to move their containers – you are not required to use Waste Management or California Waste Solutions for this service. You may have an on-site manager, an employee, a resident or any third party move the containers.

**Q: How can I reduce or avoid these charges?**

A: Waste Management will provide free technical assistance to help you reduce or avoid push charges. They can assist with finding a different location to reduce the distance, reduce the number of bins or collection frequency, which can reduce the push charges or other charges. Contact Waste Management at 510-613-8710 or [csnorthbay@wm.com](mailto:csnorthbay@wm.com) for multifamily property managers, and 510-613-8700 or [csnorthbay@wm.com](mailto:csnorthbay@wm.com) for commercial customers, to schedule an on-site visit to review your container storage location(s), number of containers, and push charges.

**Q: I don't want to pay the push charges on my October bill. Can I get them waived?**

A: If you are able to reduce or eliminate your push charges through relocation of containers or other changes to service, please contact Waste Management to discuss rebate or waiver of your bill(s).

**Q: I talked to Waste Management and I still need assistance. Who can I contact?**

A: If Waste Management cannot or does not resolve a problem for you, please contact the City of Oakland's Recycling Hotline 510-238-SAVE (7283) or [recycling@oaklandnet.com](mailto:recycling@oaklandnet.com). Full program information is online at [www.OaklandRecycles.com](http://www.OaklandRecycles.com).