



## Carlsbad COVID-19 Solid Waste Services Economic Relief

### Guidelines:

#### **Residential & Multifamily Dwellings-**

At this time, all Residential and Multi Family Dwellings solid waste collection services will be provided according to normal collection schedules. No changes.

#### **Commercial Businesses-**

The city's Sustainable Materials Management Division understands that local businesses, like businesses everywhere, are being hard hit by the COVID-19 related crisis. Many have had to close or significantly modify their operations, resulting in a reduction of solid waste materials (trash, recycling or other disposable items). Staff is available to help. Waste Management, the city's franchise hauler, will support business by helping to analyze businesses' current needs and make recommendations on service changes, as needed.

Options may be available to commercial customers who have cart or bin service containers, including:

- 1) **Reducing** collection frequency, such as changing from three collections weekly to one collection per week. (*Billing continues*)  
Please contact WM Customer Service: (760)929-9400
- 2) **Downsizing** or reducing the size of a collection container. (*Billing continues*)  
Please contact WM Customer Service: (760)929-9400
- 3) **Suspending** all collection services only if a business has been closed and is not conducting normal operations. (*Billing stops*)  
*Prior to service suspension, businesses must complete and submit the Carlsbad Solid Waste Services Economic Relief Application.*
  - a) Business can secure (lock) carts/bins – Containers will remain on location. Business is responsible for any trash/recycling placed in the containers.
  - b) Business cannot secure (lock) carts/bins – Upon approval of *Carlsbad Solid Waste Services Economic Relief Application*, city staff will contact Waste Management and containers will be removed. Additional time will be required to implement based on the numbers of requests received and available resources.

Items 1 and 2 above can be initiated immediately by calling WM Customer Service at (760) 929-9400. Item 3, requests for suspension of service must complete *Carlsbad Solid Waste Services Economic Relief Application*. Items 2 and 3b may require a few days to implement, based on the number of requests received and the available resources.

Once City of Carlsbad lifts the Emergency Declaration or by business request, whichever occurs first, solid waste services and containers will be returned back to normal at NO additional charge. Contact WM Customer Service: (760)929-9400 to resume service.

Please call the city's Sustainable Materials Management Division at (760) 602-4646 or email [recycle.trash@carlsbadca.gov](mailto:recycle.trash@carlsbadca.gov) if you have any questions or would like to discuss any service changes.