

# COMMERCIAL WASTE COMPLIANCE SERVICE GUIDE

FOR COMMERCIAL PROPERTIES  
LOCATED IN UNINCORPORATED  
SACRAMENTO COUNTY

# TABLE OF CONTENTS

Helping Your Business with Waste Management_____	<b>3</b>
Waste Requirements for Commercial Properties_____	<b>4</b>
Detailed Requirements by Business Type_____	<b>5</b>
Container Requirements_____	<b>6</b>
Compliance with State and County Regulations_____	<b>7</b>
Multifamily Properties_____	<b>8</b>
Alternative Collection Services_____	<b>9</b>
Service Waivers_____	<b>10</b>
Choosing Your Franchised Waste Hauler_____	<b>11</b>
Billing, Cancellations, and Service Disputes_____	<b>12</b>
Commercial Hazardous Waste_____	<b>12</b>
Construction and Demolition (C&D) Debris_____	<b>13</b>
Steps To Prevent Illegal Dumping at Your Businesses and Multifamily Property_____	<b>14</b>
Resources for Property Owners and Managers_____	<b>15</b>





# HELPING YOUR BUSINESS WITH WASTE MANAGEMENT

This guide helps commercial properties in unincorporated Sacramento County follow waste management requirements.



## WHAT YOU NEED TO KNOW

- Waste & Recycling Basics: Compliance requirements, hauler selection, and service agreements.
- Property Owner Responsibilities: Educating tenants, customers, and employees on how to manage waste effectively.
- Other Waste Handling: Construction and demolition (C&D) debris, commercial hazardous waste, and illegal dumping.

## HELP IS AVAILABLE

The Sacramento County Commercial Waste Compliance team is here to provide you with technical assistance and any clarification of state and local laws.

## CONTACT OUR TEAM!

Email: [CommercialWaste@saccounty.gov](mailto:CommercialWaste@saccounty.gov)

Call: (916) 874-4200



# WASTE REQUIREMENTS FOR COMMERCIAL PROPERTIES

Sacramento County requires all commercial properties, including businesses, non-profits, schools, public agencies, and multifamily/condos, to comply with waste management regulations.



**Your Checklist for Compliance:** Subscribe to waste collection services consistent with local and state regulations.

- ☐ **Set Up Service:** Establish garbage, organics, and recycling collection service with a franchised waste hauler.
- ☐ **Provide Proper Bins:** Ensure clearly labeled, adequately sized, and easily accessible containers are available for employees and tenants.
- ☐ **Ongoing Education:** Provide annual training to employees, contractors, tenants, and customers on proper sorting and recovery. New tenants must receive this information within 14 days of moving in.
- ☐ **Allow Inspections:** Grant access to County inspectors to verify compliance with waste management regulations.

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## COMPLIANCE RESPONSIBILITY

- ▶ **Account Holder:** The individual or entity who sets up garbage service is also responsible for ensuring compliant waste service, including container placement, labeling, and accessibility.
- ▶ **Shared Properties:** For properties like strip malls, the owner or property manager may hold the primary waste service account. Tenants (e.g. restaurants) can have additional service (extra organics containers) based on operational needs. Additional tenant services do not fulfill the primary account holder's recycling and organics obligations.



# DETAILED REQUIREMENTS BY BUSINESS TYPE

BUSINESS TYPE	WASTE TYPE	FREQUENCY	SIZE/CAPACITY	SPECIAL NOTES
 GENERAL COMMERCIAL	Garbage	Weekly	Sufficient to handle waste generated, avoid overflow and pest issues	—
	Organics	Weekly	Sufficient to handle waste generated, and divert all organic material from landfill	See page 9 and 10 for alternatives and waivers
	Recycling	Monthly	Sufficient to handle waste generated, and divert all recyclable materials from landfill	
 RESTAURANTS/ FOOD PRODUCERS	Garbage	Weekly	Sufficient to handle waste generated, avoid overflow and pest issues	—
	Organics	Weekly	Sufficient to handle waste generated, and divert all organic material from landfill	High volume restaurants will need more frequency to accommodate all generated food waste and food-soiled paper
	Recycling	Monthly	Sufficient to handle waste generated, and divert all recyclable materials from landfill	
 MULTIFAMILY	Garbage	Weekly	Sufficient to handle waste generated, avoid overflow and pest issues	Containers must be equally accessible for all tenants. Multifamily properties are required to subscribe to bulky waste removal service, on an as-needed basis.
	Organics	Weekly	Sufficient to handle waste generated, and divert all organic material from landfill	
	Recycling	Monthly*	Sufficient to handle waste generated, and divert all recyclable materials from landfill	*Most multifamily properties generate enough to need weekly service

# CONTAINER REQUIREMENTS

This section outlines requirements for container types, placement, labeling, and locking.

## OUTDOOR CONTAINER ESSENTIALS

- ✓ **Placement:** Containers must be located together in an enclosure or near an enclosure or building.
- ✓ **Capacity:** Ensure containers are large enough to avoid overflow and illegal dumping.
- ✓ **Accessibility:** Recycling and organics containers must be as accessible as garbage containers.
- ✓ **Multifamily Properties:** Waste enclosures need at least one garbage, recycling, and organics container (unless mandatory valet service is provided).
  - **Limited Space** – spread recycling and organics containers evenly throughout the property. Use signage or maps to inform tenants.
  - **Locked Containers** – provide tenant access and clearly communicate the process and hours with signage/outreach. Templates available at [SacGreenTeam.com](https://www.sacgreenteam.com).



## INTERIOR CONTAINER ESSENTIALS

- ✓ **Three-Stream System:** Provide co-located garbage, recycling, and organics containers in common areas.
- ✓ **Labels:** Clearly label each container with what is and is not accepted.
- ✓ **Education:** Conduct annual training for tenants and janitorial staff on waste separation. New tenants must receive this information within 14 days of occupancy.

- ✓ **Free Resources:** Printable signage and labels are available at [SacGreenTeam.com](https://www.sacgreenteam.com).



## SPECIAL REQUIREMENTS FOR RESTAURANTS

- ✓ **Restaurants with counter service** (where customers clear their tables) must provide labeled containers for garbage, recycling, and organics for customer use.
- ✓ **Kitchen Containers:** Provide separate containers for garbage, recycling, and organics in food preparation areas.



## HELP FOR MEETING REQUIREMENTS



Sacramento County is offering free Waste Diversion Toolkits to small/micro businesses and non-profits in unincorporated areas to support compliance. Toolkits include free interior recycling and organics containers, signage, training materials, and technical assistance.

**APPLY TODAY!**



# COMPLIANCE WITH STATE AND COUNTY REGULATIONS

## GARBAGE COMPLIANCE

**Why It Matters:** Per California law (§ 17331), commercial properties must remove garbage every seven (7) days.

**How to Comply:** All commercial properties must subscribe to weekly garbage service.



## RECYCLING COMPLIANCE

**Why It Matters:** All commercial properties must subscribe to at least monthly recycling collection.

### Recyclable Materials

- Paper
- Cardboard and paperboard
- Plastic bottles/containers
- Metal cans
- Glass bottles/jars

*Recyclables must be kept loose and not bagged.*



## ORGANICS COMPLIANCE

**Why It Matters:** California law (SB 1383) mandates weekly organic material collection.

### Organic Materials

- Food scraps
- Food-soiled paper
- Green waste (e.g., trimmings, plants)
- Clean wood (unpainted, unstained)
- Compostable bags are allowed



For details on acceptable items, contact your Commercial Franchised Solid Waste Hauler.

# MULTIFAMILY PROPERTIES

Recycling and organics containers must be placed in or near waste enclosures alongside garbage containers.

## EDUCATION AND TRAINING REQUIREMENTS

California SB 1383 mandates specific education requirements to help tenants and staff understand the importance of diverting organic waste from landfills. As a property owner or manager, you have a vital role in promoting the separation of organics and recycling from garbage on your property:

### 1. Provide Informational Materials

- ▶ Distribute educational materials to tenants about separating organic waste. Including information on:
  - The significance of diverting organic waste from landfills.
  - How to properly sort organic materials from garbage.
  - Collection services available.



### 2. Conduct Training Sessions

- ▶ Organize periodic trainings for staff and tenants to reinforce understanding of the organic waste collection program.
- ▶ Training should cover:
  - Accepted organic materials.
  - Proper disposal methods.
  - Consequences of improper disposal.

### 3. Ensure Access to Resources

- ▶ Ensure tenants have easy access to designated organic waste collection containers.
- ▶ Provide educational resources to facilitate proper sorting of organic materials.

### 4. Monitor and Report Compliance

- ▶ Regularly monitor organic waste collection requirements among tenants.
- ▶ Offer feedback and education as necessary to improve participation.
- ▶ Be prepared to report your educational efforts and tenant compliance to the Commercial Team.



**Fulfilling education requirements develops a culture of sustainability in our community and contributes to California's Climate Pollutant Reduction Strategy and waste reduction goals.**



# ALTERNATIVE COLLECTION SERVICES

There may be alternatives for recycling and organics collection services that do not require using a franchised waste hauler, such as using a third-party recycler or self-hauling landscaping trimmings.

- ▶ **Verification Required:** File an Alternative Service Verification form with the County and provide evidence, such as one of the following.
  - A contract with a licensed recycler.
  - Weight tickets from a licensed solid waste facility.
- ▶ **Important:** The option for Alternative Services will be revoked if supporting evidence is not included or maintained at the property.

20101

**RECYCLER TO CONSUMER RECEIPT**

**RECYCLING CENTER**

Street Address: Sacramento, CA 95444 • (916) 111-0000


CERTIFICATION NO. RC 123456.001		DATE 2/12/24	
NAME (Might Match) Name Last Name		DRIVER LICENSE NO. AA1234567	
ADDRESS 1234 Street St		OTHER ID.	
CITY Sacramento		STATE CA	
ZIP 95800			

MATERIAL	GROSS WEIGHT	TARE	NET WEIGHT	BASIC	ADJ.	SCRAP VALUE	TOTAL VALUE
Aluminum			6	SC		.05	.30
Glass			23	SW		.105	.24
Plastic #1	8.5	7.3	12	SW		1.32	1.58
TOTAL							
GRAND TOTAL PAID:						2.12	

\*BASIC: (SW) SEGREGATED - Basic Payment By Weight  
(SC) SEGREGATED - Basic Payment By Weight  
(C) COMINGLED

\*\* ENTER PERCENT ADJUSTMENT FOR SHRINKAGE

*Thank You!!!*

SELLER'S SIGNATURE: 



For more information, visit  
SacGreenTeam Commercial Services webpage.

# SERVICE WAIVERS

In rare instances, a commercial property may be waived from recycling and/or organics collection service requirements. There are no waivers for garbage service. Waivers follow state regulations, are temporary, subject to change, and may be revoked at any time.

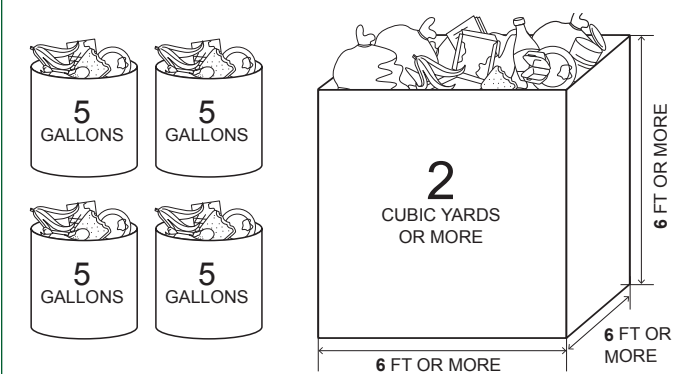
## PHYSICAL SPACE WAIVERS

- Require photographic evidence of space constraints.
- County staff may conduct an on-site inspection.

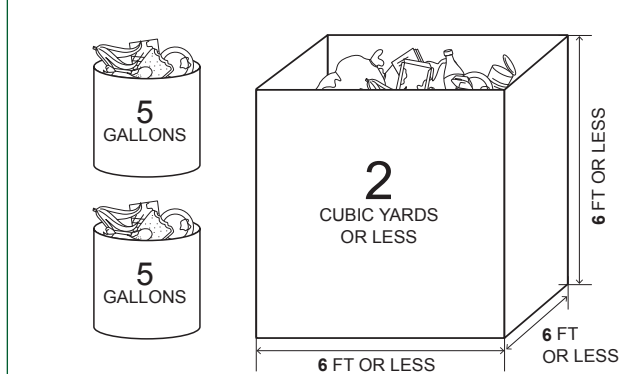
**Note:** Physical space waivers are only considered after adjusting levels of service including container sizes and frequency of collection.

## ORGANICS DE MINIMIS WAIVER

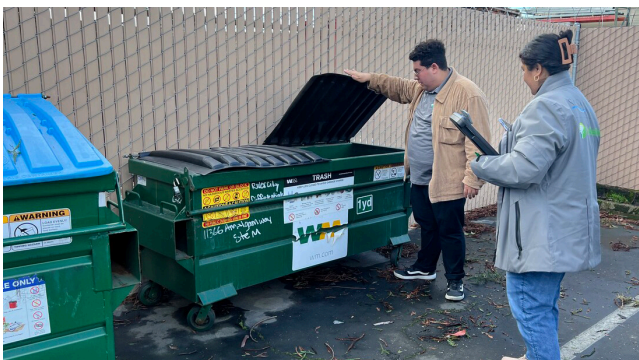
- Applies to commercial properties (excludes multifamily properties) that generate minimal organic waste based on total waste generated. Waivers will be considered and approved if your commercial property meets one of the following criteria:



Subscribe to two cubic yards or more of garbage, recycling and organics service and produce less than 20 gallons of organics in a week.



Subscribe to less than two cubic yards of garbage, recycling, and organics service and produce less than 10 gallons of organics in a week.



- All properties submitting a waiver must be inspected by the County to verify information.

**Note:** Businesses that sell or handle food and receive an inspection or require a Sacramento County Environmental Management Department (EMD) permit under their Retail Food Protection Program, as well as multifamily properties, are **not eligible** for an organics De Minimis waiver.



# CHOOSING YOUR FRANCHISED WASTE HAULER

Approved franchised waste haulers are contracted with Sacramento County to provide garbage, recycling, and organics collection for commercial properties in unincorporated areas.

- **Open Market System:** Commercial properties can choose different haulers for garbage, recycling, and organics collection. Haulers cannot require you to bundle all three services, allowing you to compare pricing and service options.



Find the list  
of approved  
franchised  
waste haulers.

## FRANCHISED WASTE HAULER CUSTOMER SERVICE AGREEMENTS

When signing a service agreement with a franchised waste hauler:

- **Initial Terms** – contracts can be for any agreed duration but cannot auto-renew for more than one year.
- **Key Details to Compare**
  - Term length.
  - Container size and collection frequency.
  - Additional fees (e.g., environmental, fuel, replacement costs).
  - Issue resolution options (e.g., missed pickups, size changes, credits).

## CUSTOMER PROTECTIONS UNDER COUNTY CODE (SCC 6.20.340)

Verify your service agreement complies with County standards, including:

1. Itemized cost for all services (fees, taxes, delivery, removal).
2. Clear term lengths with no auto-renewals longer than one (1) year.
3. At least 30 days' written notice before rate increases.
4. Termination allowed with written notice at least 30 days before renewal.
5. Hauler must respond to inquiries within five (5) business days.
6. Limited liquidated damages
  - a. Up to three (3) months' fees for early termination during renewal term.
  - b. Up to six (6) months' fees during the initial term.
7. Adjustments for regulatory changes allowed.

**Assistance:** If your agreement does not comply, email [CommercialWaste@SacCounty.gov](mailto:CommercialWaste@SacCounty.gov).

# BILLING, CANCELLATIONS, AND SERVICE DISPUTES

## BILLING AND SERVICE ISSUES:

Contact your hauler directly for assistance.

- Franchised waste haulers must provide a copy of your service agreement within five (5) business days upon request.

## CANCELLATION PROCESS:

1. Review your contract for expiration dates and termination fees.
2. Provide written notice (mail or email) to your hauler at least 30 days before renewal. Keep a copy for your records.

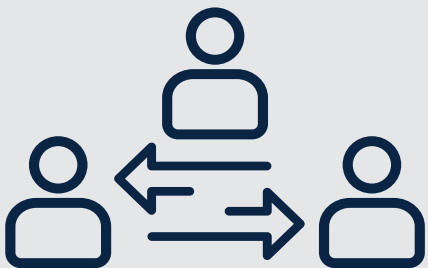
## EARLY TERMINATION FEES:

- Liquidated damages:
  - Renewal term – up to three (3) months' fees.
  - Initial term – up to six (6) months' fees.

## SERVICE DISPUTES

If issues remain unresolved after good-faith efforts:

- Document your communication with the hauler.
- Email [CommercialWaste@SacCounty.gov](mailto:CommercialWaste@SacCounty.gov) with the following.
  - Property name and service address.
  - Account number.
  - Documentation of the issue.



# COMMERCIAL HAZARDOUS WASTE

Businesses can dispose of hazardous waste at Sacramento's Household Hazardous Waste (HHW) drop-off facilities. Acceptable Hazardous Waste: Acids, batteries, gasoline, paint products, chemicals, fluorescent tubes and bulbs, propane tanks, pharmaceuticals, and more.

## ELIGIBILITY FOR HHW DROP-OFF:

- Businesses generating less than 220 pounds (27 gallons) of hazardous waste or less than 2.2 pounds of extremely hazardous waste per month qualify as Very Small Quantity Generators (VSQGs).
- Appointments are required.
- Fees vary by material type and quantity.
- Follow all local, state, and federal hazardous waste regulations.
- Obtain an EPA ID Number and a Hazardous Waste Generator Permit as required.



Local HHW Drop-Off  
Facilities and details  
available



# CONSTRUCTION AND DEMOLITION (C&D) DEBRIS

General contractors or project managers working on a commercial building project that requires a building permit have C&D diversion requirements.

C&D debris includes: Concrete, metals, cardboard, lumber, drywall, plastics, carpet, mattresses, and more.

## C&D DEBRIS DIVERSION REQUIREMENTS

California Green Building Standard Code (CalGreen) requires at least 65% of nonhazardous commercial building project C&D debris to be diverted from the landfill for recycling or reuse. Projects requiring compliance include:

- ▶ New construction.
- ▶ Full demolitions
- ▶ Additions and alterations valued at \$200,000 or more. (Valuation determined by Sacramento County Community Development, Building Permits & Inspection Division.)



## ADDITIONAL REQUIREMENTS

- ✓ 100% of excavated soil and land clearing debris must be reused or recycled (e.g., trees, stumps, rocks).
  - Exception: Diseased or pest-infested materials.
- ✓ Job Site Universal Waste: Additions/alterations must properly dispose of fluorescent bulbs/tubes/lamps, electrical ballasts, mercury-containing thermostats, batteries, E-waste, Cathode Ray Tubes (CRTs), non-empty aerosol cans, and photovoltaic (PV) modules.

## C&D DEBRIS RECYCLING LOCATIONS

Sacramento County has **three (3) Certified C&D Sorting Facilities** for mixed C&D debris recycling. Contact a franchised waste hauler for a C&D debris container or you can self-haul debris as the project permit holder or contractor.



For a list of C&D sorting facilities, franchised waste haulers, and additional resources, scan the QR code.

# STEPS TO PREVENT ILLEGAL DUMPING AT YOUR BUSINESS AND MULTIFAMILY PROPERTY

Sacramento County collects illegal dumping in the public right-of-way of the unincorporated areas. Illegal dumping on private property is the property owner's responsibility to have it removed. All illegal dumping should be reported to 3-1-1 for investigation purposes.

## TIPS TO REDUCE ILLEGAL DUMPING

1. **Report Illegal Dumping:** Use the Sac County 311 Connect app or 311 Connect website. You can also call 3-1-1 (or 916-875-4311 if you're outside unincorporated areas).
2. **Enhance Security:** Install surveillance cameras to deter and document illegal dumping, improve lighting in vulnerable areas to increase visibility, and restrict access after hours with gates or chains.

## ADDITIONAL TIPS

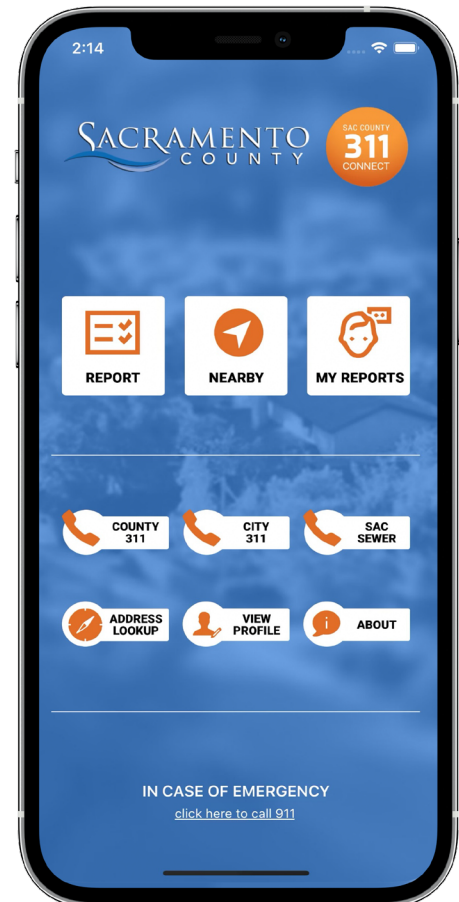
1. **Raise Awareness:** Educate residents and staff on environmental and impacts of illegal dumping. Use signs, brochures, and digital campaigns to promote proper disposal methods.
2. **Manage Bulky Waste:** Arrange regular removal of bulky items like furniture and mattresses to prevent overflow and unsafe accumulations near waste containers.

### REWARD PROGRAM

If your tip leads to an administrative penalty, citation or arrest, you may be eligible for a \$1,000 reward.



Learn more about additional  
Illegal Dumping resources





# RESOURCES FOR PROPERTY OWNERS AND MANAGERS

The Department of Waste Management and Recycling has resources to help property owners meet the legal requirements for education, bin labels, and janitorial training. Access the information on **SacGreenTeam.com**



## MULTIFAMILY PROPERTY RESOURCES

Free Kitchen Pails, Magnets, & Brochures for Tenants. *By Appointment Only & While Supplies Last* – Pickup Free Educational Materials for your Tenants.

To schedule an appointment, contact:  
**CommercialWaste@SacCounty.gov**



**View the Multifamily Recycling as a Tenant Video**



For questions and assistance, contact **CommercialWaste@SacCounty.gov** or call our hotline at **(916) 874-4200**.



**WE SIMPLIFY WASTE COMPLIANCE,  
YOU FOCUS ON BUSINESS**




**EXPERT GUIDANCE  
FOR SUSTAINABLE SUCCESS.**

Department of Waste Management and Recycling  
10863 Gold Center Drive  
Rancho Cordova, CA 95670-6047

## **Commercial Waste Compliance**

For more information on regulations, recycling tips,  
and other resources:



 **SacGreenTeam.com**  
 **CommercialWaste@SacCounty.gov**  
 **SacGreenTeam.com/Translates**

عربي 中文 فارسی Русский Español  
Tagalog Українська Tiếng Việt

