



## **Pueblo of Laguna Utility Authority Service Policy & Procedures Handbook Transfer Station Operations Solid Waste Container (Hurby Curby) Guidance**

**Purpose:** The purpose of the Pueblo of Laguna Utility Authority - Solid Waste Department, Service Policy & Procedures Handbook is to define the rules for the solid waste containers and its operation for the Pueblo community members.

For all customers that acquire a 90-gallon waste container from the POLUA Transfer Station, the following criteria shall be acknowledged and followed.

1. The waste container issued to you is the property of the Pueblo of Laguna Utility Authority (POLUA). For pick-up service purposes, the waste container shall be placed at a designated assignment. If you are moving to a new residential location within the Pueblo of Laguna (PoL) you must contact the POLUA Billing Office at (505) 552- 9631 to update your account information to avoid fees and penalties. Customers shall notify by phone call or in writing to the POLUA Billing Office if they are no longer going to reside within the POLUA service area, to avoid continued service charges as outlined in the POLUA Tariffs.
2. Each waste container has a number painted on it. Please remember the number as it will be required if you need to report loss, theft, or damage. A customer may request an additional container at a cost of \$12.00 per month (POLUA Tariff); however, the POLUA reserves the right to impose additional fees. For more information regarding fee adjustments, contact the POLUA Billing Office at (505) 552-9631.
3. As part of the issuance of a waste container, it is the customer's responsibility to prevent unnecessary loss or damage. Customers may be required to replace lost or damaged containers where negligence has occurred. It is your responsibility whether the hurby is lost, stolen or damaged. You will be responsible for the replacement cost of a POLUA issued container (POLUA Tariff 4.12 pg. 21) in the amount up to \$250.00.
4. All household trash should be placed in bags inside the POLUA issued waste container. Any excess household trash not fitting into the waste container and left alongside the container will not be the responsibility of the POLUA. If any trash or waste is left outside the container it shall be the customers responsibility to ensure that the trash outside of the containers is secure from animals, rodents, snakes, etc. The POLUA will not be responsible if loose trash begins to scatter due to torn or damaged bags. No loose trash will be picked up.
5. All E-Waste<sup>1</sup> and White Goods<sup>2</sup> must be disposed of at the POLUA Transfer Station by

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<sup>2</sup> Typically, large electrical household appliances used domestically such as refrigerators, washing machines, etc.

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the customer. *For a complete listing of E-Waste items, refer to one of the following:*

- Appendix A
  - Contact the POLUA Customer Service Representative
  - Website at [www.lagunaua.org](http://www.lagunaua.org)
6. Hours of Operations
- a. Monday – Friday 8:00 am to 4:30 pm. *Please note that regular operating hours may change from time to time to accommodate, seasonal, special events, meetings or other POLUA related matters.*
  - b. For weekend, holiday, or seasonal hours, please visit our website at [www.lagunaua.org](http://www.lagunaua.org) or call (505)552-9631 and speak to the Customer Service Representative for schedules of operation. The weekend and holiday schedule will be posted on social media as well.
  - c. Transfer Station will be closed on Sundays, holidays and other posted POLUA events.
  - d. Due to high wind situations, the Transfer Station Supervisor may be required to shut-down operations at the Transfer Station for public disposal only, field services will continue, for safety purposes. To learn more about “*High Wind Advisory’s*”, please contact the POLUA Customer Service Representative or visit our website at [www.lagunaua.org](http://www.lagunaua.org).
7. Containers must be in place **no later than 8:00 am on the day of collection**. If waste containers are placed the day/night before the regularly scheduled pick-up, the POLUA will not be responsible for any loose or scattered trash due to high winds, animal disturbances, etc. If your container is not in its designated location on the scheduled pick-up day, the POLUA reserves the right to consider this as a “*No Pick-Up*” status.
8. Special Assistance Pickup can be made available to customers requiring special accommodations. To receive special services an account holder must submit a Special Assistance Pick Up Application and have a doctor’s certification and must be on account file. To request a Special Assistance Pick-up application, please contact the POLUA Customer Service Representative or visit our website at [www.lagunaua.org](http://www.lagunaua.org).
9. The Solid Waste Driver(s) will designate a location marked with an “**X**” to place your waste container for weekly scheduled pick-ups. A customer who has experienced a “*No Pick-Up*” will have to transport their own trash to the POL Transfer Station or an approved landfill facility. **Containers must be accessible and placed away from obstructions such as vehicles, mailboxes, plants, walls, etc. and shall not be tied down. Drivers will not untie or move restrictive containers.**
10. The following items are **not allowed** to be performed or placed within your POLUA issued waste container. **Failure to comply, may result in warning, suspension, or termination of services.**
- a. No burning.
  - b. All bio-hazardous and hazardous waste generated, such as sharps/needles, lancets, and single razor blades, household cleaners, automotive products (used

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oil filters, oil containers, brake pads, brake rotors, shocks, springs, engine parts, and any type of cleaners), bullets, paints, pesticides, fertilizers, or vehicle batteries, etc. For a complete listing of bio-hazardous and hazardous items that are accepted at the Transfer Station refer to one of the following:

1. Appendix B
  2. Appendix C
  3. Contact the POLUA Customer Service Representative, at (505)552-9631 or call the Transfer Station at (505)350-2940.
  4. Website at [www.lagunaua.org](http://www.lagunaua.org)
- c. No hot ashes or ashes of any kind.
  - d. **No dirt, mortar, concrete, plaster or other construction materials, weeds/yard waste, cooking oil, grease.**
  - e. **No dead animals or animal waste, this includes litter and feces. Please contact the Transfer Station at (505) 350-2940 for more information on how and where to dispose of a deceased domestic animal.**
  - f. **Items referenced under this section will not be picked up.**
11. Care of Container
- a. Customer shall maintain their assigned container as necessary to prevent germs, disease, rodents, insects, and unpleasant odors.
  - b. If a container requires maintenance beyond normal wear, please contact the Transfer Station at (505) 350-2940 during normal working hours or call the Customer Service Representative for a Service Order.
12. Safety Tips
- a. **Please do not allow children to play near refuse equipment or waste containers.**
  - b. To move, steady the container by placing your foot behind the container wheels before tipping and rolling it.
  - c. It is better to pull the container up an incline, rather than pushing it.
  - d. It is better to push the container down a decline, rather than pulling it.
  - e. Container lids should be opened carefully in windy conditions and not in the same direction that the wind is blowing. ***Do not place any heavy objects such as rocks, bricks on top of lids.***

To provide you the best service possible, the Pueblo of Laguna Utility Authority appreciates your cooperation in ensuring the responsibility, care, and safety of your container. Failure to comply with the guidelines outlined herein, may result in warning, suspension, or termination of services. For questions or concerns, please call the POLUA main office at 552-9631 or Transfer Station at (505) 350-2940. You can also visit our website at [www.lagunaua.org](http://www.lagunaua.org) to learn more about the Solid Waste Department. Thank you.

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## **Appendix - A**

### **Electronic Waste (E-Waste) Information Sheet**

**What is E -Waste?** E-waste are common electronic products that can be reused, refurbished, or recycled. E-waste that is not recycled often ends up in the landfills. As a result, toxic substances commonly found in electronics such as lead, cadmium, and mercury have the capability of contaminating land, air, and water.

#### **Examples of E-Waste Products**

- Computers and Peripherals
- Fax Machines
- CPUs
- CRT Monitors
- Printed Circuit Boards
- Mice
- Typewriters
- DVD and VHS Players
- Stereo Equipment
- iPods
- Thumb Drives
- Hard Drives
- LCD Monitors
- Scanners
- Cables and Cords
- Memory Devices
- Telephones and Cell Phones
- Printers
- Laptops
- Servers
- Plotters
- Modems
- Keyboards
- Copiers
- Cameras
- Microwaves
- Water coolers
- Pre-lit Christmas Trees
- Back-up Batteries
- Power Strips
- Fluorescent Bulbs

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## **Appendix – B**

### **Hazardous Wastes Information Sheet**

#### **What is Hazardous Household Wastes?**

Household wastes which can burn easily (flammable), corrode, or irritate skin (corrosive), generate heat or explode (reactive), or poison humans and animals (toxic) are examples of hazardous household wastes.

#### **Examples of un-acceptable items:**

- Explosives or ammunition
- Compressed gases
- Radioactive waste
- Biomedical waste
- Business generated waste
- Prescription medicine
- Paints
- Fertilizers
- Household cleaners and chemicals
- Insecticides
- Pool chemicals
- Vacuum Dust

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## **Appendix – C**

### **Bio-Hazardous Wastes Information Sheet**

**What Is Bio-Hazardous Waste?** Is infectious agents or hazardous biologic materials that present a risk or potential risk to the health of humans, animals, or the environment. The risk can be direct through infection or indirect through damage to the environment. Biohazardous materials include certain types of recombinant DNA, organisms, and viruses infectious to humans, animals, or plants (e.g., parasites, viruses, bacteria, fungi, prions, and rickettsia), and biologically active agents (e.g., toxins, allergens, and venoms) that can cause disease in other living organisms or cause significant impact to the environment or community.

**Biologic waste:** any biohazardous or non-biohazardous waste containing biologic material, including but not limited to blood and blood products, clinical specimens, pathological waste, animal carcasses and soiled bedding, cultures and stocks of microbial materials, sharps and other items that have been in contact with biohazardous materials, biotechnology byproduct effluents designated for disposal, and laboratory supplies, plastics, or glassware that have been in contact with biologic materials.

#### **A Few Things You Should Know about Proper Disposal of Household Needles, Lancets and Other Sharps**

- Put all household generated sharps: needles, lancets, and single razor blades into a rigid plastic container such as an empty laundry detergent or bleach bottle.
- Do NOT use glass or coffee cans.
- Clearly label the container "Contains

Sharps" with a waterproof marker.

- Immediately put used syringes or lancets into the container.
- Screw on the top after each use.
- Don't clip, bend, or recap the needles because you could injure yourself.
- Keep the container away from children!
- Add a few tablespoons of household bleach for added safety (optional).
- Seal it with heavy-duty tape when the container is full.
- Take to a drop-off collection site or see trash disposal steps below.

#### **Trash Disposal**

- Put your homemade sharps container in a box.
- Clearly label the box as "Danger Sharps Inside."

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