4690 East Mesquite Avenue
P.O. Box 2711
Palm Springs, CA 92263

July – September 2018

Best Wishes Carla! Congratulations Liz!

Carla, our valued residential customer specialist of 19 years, retired April 30th.

If you knew Carla, then you knew her positive attitude and her passion to serve people. In a 2016 interview, Carla described the gratification she felt when a caller would ask for her by name because a friend or neighbor was so impressed with her helpfulness and positive attitude. Carla and her husband will continue to reside in Palm Springs.

Carla, your customers, friends and associates wish you all the best!

And, we are also pleased to announce that Liz H. has been appointed as our lead residential customer service associate. A 4-year employee, Liz has extensive customer service experience in financial, medical, transportation and distribution environments. Liz is bi-lingual and known for her patience and empathy. Liz holds a B.S. degree in business administration. Congratulations Liz!

Holiday Schedules

Our employees will observe Independence Day (July 4th) and Labor Day (September 3rd). *Collections for each holiday & the remainder of that week will occur one day late.*

Taking a Vacation?

If the date you are leaving on vacation doesn't perfectly align with your trash day, we've got you covered. Curbside subscribers can arrange onetime or multiple walk-in collections of trash and recycling. Contact customer service for information, pricing and scheduling.

Reminders

Community Clean-Up. Our next Community Clean-Up event will be October 15-20.

Address on carts. Please mark the lids of your trash and recycling carts with your house number using a permanent marker or paint. Doing so will help you keep track of your carts.

Auto-Pay. Online registration and online bill pay are available 24/7. If you are selling your home, please remember to cancel your auto-pay arrangement on our website.

Locks. Walk-In service subscribers are reminded to regularly check that gate locks function properly so that our collectors can gain access.

Service Options. We offer many collection service options. Check our website for details.

Outreach

Let's Chat. We've added a 'chat' feature to our website that, during normal business hours, links you to an available customer service staff member in real time. You may find this to be a convenient way to seek an answer or order an extra service.

Mobile Friendly. This summer we are reconfiguring our website to be mobile friendly.

Messaging. Feel free to reach out to our customer service office during off hours and weekends by email or recorded message. You'll receive a response on the next business day.

Vacation Rental Owners

We invite you to customize the walk-in service to your rental property:

- Add one or more trash and/or recycle carts
- Substitute larger carts for trash
- Add an extra regular weekly pick up
- Add a special one-time pick up
- Add Estate level service (1x a week unlimited # of carts, cans or bags)

Upcoming Events

District Elections. The Palm Springs City Council is undertaking the process to convert to district elections. Visit www.psdistricts.com to learn about the series of public forums, meetings, and hearings that will take place on this important topic.

Independence Day Holiday. July 4.

Labor Day Holiday. September 3.

Curbside Clean-Up Event. October 15-19.

Drop-Off Clean-Up Event. October 20.

Shredding & E-Waste Event. October 20.

Sharps Containers

New, empty sharps containers are available at City Hall or Fire Station #2, 300 N. El Cielo Road.

Household Hazardous Waste

Drop off up to 15 gallons or 125 pounds of Household Hazardous Waste at the County of Riverside facility in Palm Springs, 1100 Vella Road. Open Saturdays ONLY, 7 AM to Noon.