

FAQs

1. Who is Waste Connections?

Waste Connections is the premier provider of solid waste collection, transfer, recycling and disposal services, along with recycling and resource recovery, in mostly franchise and secondary markets across the US and Canada. Waste Connections serves millions of customers across North America including thirty municipalities in California.

2. Will my collection day change? Will I notice any changes?

Your collection day will remain the same. The driver and staff who currently service your account will remain the same. The equipment and company logo will remain the same. Our office will remain at the same location, 7000 National Drive. During and after this transition.

3. Am I required to have trash collection?

Yes, the Livermore Municipal Code requires all premises – residential and commercial – to subscribe to minimal solid waste collection, including recyclables and organics, with the franchised hauler, Livermore Sanitation. This requirement is in place to minimize public health and safety issues, as well as the negative impacts of neighborhood nuisances.

4. Are my rates going to increase?

All rates and rate structures as well as any future changes will remain governed by the existing franchise agreement.

5. Will I continue to receive enhanced services?

Yes. Waste Connections will uphold all obligations of the franchise agreement. In addition to the weekly curbside collection of garbage, recyclables, and organics materials, residents benefit from three on-call cleanups every 12 months; as well as the curbside collection of used motor oil/filters; household batteries; cell phone/accessories; cooking oil and donated clothing.

Contact us:

Office hours: 7am - 5pm, M-F

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