



Welcome to Valley Vista Services

New Customer Information for Diamond Bar

About Valley Vista Services

Valley Vista Services (VVS) has proudly served communities across Southern California for more than six decades. Since 1957, our family-owned and operated company has been committed to providing reliable waste and recycling services. We take pride in delivering friendly, dependable service while building lasting relationships with the communities we serve.

Our mission is to make a positive impact through exceptional customer care, innovative sustainability solutions, and meaningful community partnerships. Whether it's weekly curbside collection or recycling education, we're here to help keep your communities clean, green, and thriving.



**Green
Cart**

Organic
Waste



**Blue
Cart**

Recyclables



**Black
Cart**

Household
Trash

Standard Residential Services: Billed every three months.

Valley Vista Services offers waste collection to meet your household's needs. Please place all carts out by **6:00 AM** on your scheduled service day.

Standard service includes:

- **Three collection carts:** One each for trash, recyclables, and organics. Choose from 35, 64, or 96-gallon sizes. The default size for all carts is 64 gallons. Customers may request one (1) additional recycling and organics carts at no additional cost.
- **Bulky item pickups:** Schedule up to four (4) on-call bulky item collections per year, at no extra charge. Each pickup allows for up to four (4) bulky items.
- **Annual Holiday Tree Collection:** VVS will collect holiday trees placed out from December 26 through the second Sunday in January at no additional cost. Trees must be free of decorations, lights, and stands. Simply place your tree out on your regular collection day during this period, and it will be picked up as part of our annual holiday tree collection sweep. For flocked trees, please call VVS Customer Service to schedule collection. Trees must be cut into sections no longer than 6 feet.

Additional Services

Valet Service

VVS offers complimentary roll-out and return service for customers with a legally or medically recognized disability. The disabled individual must be the named account holder on the VVS account.

Senior Discount

Customers eligible for the senior discount must be 60 years of age or older, listed on the VVS account, and reside at the service address. A valid ID is required as proof of eligibility.

Disability Discount

Customers who are verified as disabled through a valid DMV-issued handicap certification are eligible to receive the Senior Discount rates listed in the approved rate sheet. The disabled individual must be the named account holder on the VVS bill.

On-Call Sharps Containers

VVS offers free delivery of sharps containers for customers participating in the home-generated Sharps mail-back program, at no additional cost.

Door-to-Door Household Hazardous Waste (HHW) Collection

Residential customers are entitled to two free door-to-door HHW pickups per calendar year. Accepted items include paint and paint products, household cleaners, automotive waste, garden chemicals, fluorescent tubes, thermometers, household batteries, and electronic waste.

Curbside Used Oil and Oil Filter Collection

Customers can place used motor oil and oil filters curbside on their regular collection day at no additional cost. Used motor oil must be in a clean, sealed container, and oil filters should be placed in clean, sealed zip-lock bags.

Cart Placement

Place all carts at the curbside or in your designated collection area by 6:00 AM on your service day. Please place wheeled cart(s) in the street on either side of your driveway with the wheels against the curb and the front of the cart(s) facing the street. Keep each cart at least two (2) feet away from any obstruction such as vehicles, trees, shrubs, posts, and other containers.

For safe and efficient pickup, please make sure cart lids are fully closed. Overfilled carts or those with open lids may be tagged.



Ways to Connect with VVS



17445 E Railroad St, City of Industry, CA 91748



Monday – Friday: 8:00 AM – 5:00 PM

Saturday: 8:00 AM – 1:00 PM



(800) 442-6454



ValleyVistaServices.com



DBresidential@myvvs.com



Follow us @ValleyVistaServices

Whether you have questions, need to request a service, or want to stay informed, we're just a call or click away. We're grateful for the opportunity to serve the City of Diamond Bar and remain committed to keeping your community clean, green, and thriving.

Holiday Schedule

VVS observes the following 6 holidays:

- ◆ **New Year's Day**
- ◆ **Memorial Day**
- ◆ **Independence Day**
- ◆ **Labor Day**
- ◆ **Thanksgiving Day**
- ◆ **Christmas Day**

If your collection day falls on or after one of these holidays, service will be delayed by one day. If a holiday falls on a Saturday or Sunday, there will be no change to your service day.

