



# Customer Service and Recycling Guide North Tillamook County

Recology is Proudly Employee Owned

# Collection Services

**R**ecology offers a variety of can, cart, and container sizes and service frequency options. Some services are not available in all areas, and some cities have restrictions on container size or placement. Please call us for details on any special services or rules that apply for your area.

## SET-OUT TIME

For curbside service, set out your can/carts by 6am on your pick-up day (or the night before). Your actual service time may vary from week to week. Many cities require that carts be brought back in within 24 hours after collection to ensure the public right-of-way. This includes sidewalks, driveways and roadside locations.

## WEIGHT LIMITS

32 gallon can = 60 lbs.  
32 gallon cart = 75 lbs.  
90 gallon cart = 150 lbs.



## CURBSIDE PLACEMENT

Please place your can or cart within 4ft of the curb or road's edge and 4ft from obstacles, such as cars, trees, basketball hoops and mailboxes.

## SIDEYARD SERVICE\*

If you are unable to put your can or cart out to the curb or would rather not have to, we may be able to walk in or drive in to empty it. This service is popular for second homes and vacation properties. Please be sure your cart is outside any locked gates, and can be seen from the road. This will help ensure you get great service every time. We are not responsible for wear and tear to property that occurs as a result of these activities.

## EXTRA TRASH\*

Please place loose items in bags or boxes. We charge for extra trash if the cart is over-full and the lid cannot close.



OK (no extras)



Extra will be charged.



Extra will be charged - extra trash is bagged.

\*Additional charges apply.

## MISSED SERVICE

If we missed you or if you forgot to put your carts out, give us a call and we'll take care of it. Service fees may apply.

## IS THIS MY WEEK?

If you have less-than-weekly service, and you set your cart out on the wrong week, you may be charged for an extra pick-up, or the cart might be missed. Please check your service calendar - many customers post it on their garage or back door.

## VACATION STOP

**Planning a trip?** Give us a call and we will put your account on hold until you return. This service is available from two weeks up to six months.



# Weather

**R**ain, snow, wind... nothing can deter us, but it might delay us by a few hours or even a day. We understand the importance of keeping garbage and recycling from blowing around on stormy days. We have developed a few ideas that may work for you.

## PREPARING FOR A STORM

- Bag all of your trash and tie the bag closed. Recyclables cannot be bagged in plastic bags, but smaller material can be secured inside larger boxes, paper bags, or tubs.
- Subscribe to sideyard service; available year-round or just for the winter.
- Don't overload your cart. If the lid is partially open, it will blow open in strong winds.
- Don't put your cart out overnight if the forecast calls for windy and/or stormy weather (Cans/carts do need to be out by 6am on your service day).

## SECURE YOUR LID

Place a rock or another large object on top of the can/cart.

**Please no bungee cords – serious injuries can occur!**



## WIND LATCH

We offer a variety of solutions designed to help stop the wind from blowing open the lids of our carts. Please call for options and pricing.



# Keep It Clean

## **T** SUNAMI & BEACH DEBRIS

Help keep our beaches clean by picking up debris that washes up after storms.

Some items need special handling:

**Hazardous Materials;** (Oil/chemical drums, gas cans, propane tanks) Do not move items. Call 211 and report location and description.

**Abandoned Vessel or Container;** Call 911 in an emergency. If it is a navigation hazard, call 211 and report location and description.

**Debris with Attached Organisms;** move above high tide line or throw away. Call 211 or email [beach.debris@state.or.us](mailto:beach.debris@state.or.us) with photos, include date and location information.

**Litter and Marine Debris;** (Bottles, bags, cans, buoys, foam) Remove and dispose or recycle.

## WHAT ABOUT HAZARDOUS WASTE?

Cleaning products, paints, pesticides and chemicals can be dangerous if not disposed of properly. Bring these items to the next Household Hazardous Waste Collection Event at the Tillamook Transfer Station. This program is sponsored by the Tillamook County Solid Waste Department. For more info and event dates call 503-815-3975, or visit [www.co.tillamook.or.us/gov/solidwaste](http://www.co.tillamook.or.us/gov/solidwaste).



## PAINT RECYCLING

The Paint Product Stewardship Program is a manufacturer-run program to collect unwanted paint for recycling/disposal.

For more information on this program, visit [www.paintcare.org](http://www.paintcare.org). The program is funded by a surcharge added to the price of new paint. All paint retailers charge the surcharge, but most do not serve as collection locations. You can drop off interior and exterior paints, coatings, and sealers at the next HHW collection event, or you can visit one of these local collection sites:

### CARTM

(503) 368-7764  
34995 Necarney City Road  
Manzanita, OR 97130

### Sherwin Williams

(503) 738-6751  
3527 Highway 101 N  
Gearhart, OR 97138





**The Oregon Coast's Only One-Stop  
RECYCLING CENTER  
REUSE STORE—THE REFINERY  
REUSE MATERIALS—THE REBUILDING YARD  
MANZANITA TRANSFER STATION**

**It is easy to recycle or repurpose (almost) everything.**

**Re-think your Trash! Recycling saves you \$\$\$**

**We recycle 41 different materials for **NO CHARGE**—that's right—**FREE****

Let our friendly staff show you how.

**For a full list of what CARTM can accept go to: [www.cartm.org/materials](http://www.cartm.org/materials)**

*We do charge for: trash, yard debris, construction debris, tires, empty propane tanks and appliances w/refrigerants.*

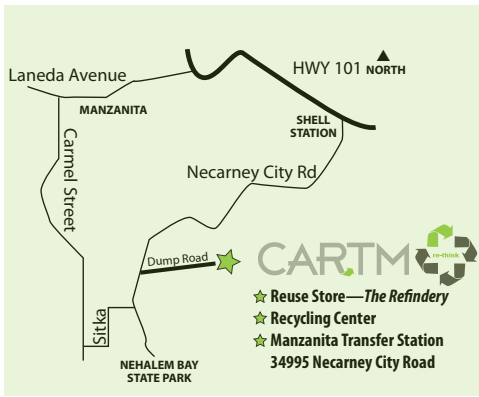
**Reuse & Repurpose first before recycling!**

We accept almost anything clean and reusable for our resale store.  
Find just what you need for your next indoor or outdoor project.

**Come and experience CARTM for yourself!**

We welcome your questions and comments and look forward to showing you around!

**Get inspired ~ Visit us in person ~ See how we keep the ART in CARTM!**



**34995 Nectarney City Road  
Manzanita, Oregon 97130  
503-368-7764 • [info@cartm.org](mailto:info@cartm.org)**

To learn more about CARTM's unique trio of services, please visit:

**[www.cartm.org](http://www.cartm.org)**

**WINTER HOURS (Labor Day to Memorial Day)  
Thursday - Sunday, 10 a.m. - 4 p.m.  
SUMMER HOURS (Memorial Day to Labor Day)  
Thursday - Monday, 10 a.m. - 4 p.m.**



***The most unique reuse store  
on the Oregon Coast  
all the bargains and treasures  
you expect at CARTM ~  
creative reuse you've never  
dreamed of  
you're gonna love what you find!***



**LIKE US on Facebook: CARTM & The Refinery**

CARTM Recycling is a 501(c)(3) non-profit organization. Your donations are happily accepted and are fully tax deductible.  
THANK YOU!

ADVERTISEMENT

# Recycling

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## HY RECYCLE?

**Save Natural Resources** - Trees that are grown for paper are a renewable resource; oil for plastics and the ores for making metals are not.

**Protect the Environment** - Manufacturing processes that use recycled materials use less energy and create less pollution compared to the refining and processing of raw materials.

**Save Landfill Space** - Only items that cannot be re-used or recycled should be thrown away.

**Lower your Garbage Bill** - By creating less garbage, you may be able to change to a smaller container or change to less-than-weekly service, which should lower your bill.

## RECYCLING AT CARTM

We are fortunate to have CARTM as our community partner to provide recycling drop-off services to our North Tillamook County customers. We are fortunate to have CARTM as our community partner to provide recycling drop-off services to our North Tillamook County customers. CARTM is located at 34995 Necarney City Road in Manzanita. For more information, please see their ad on page 4.

## KEEP IT CLEAN!

CARTM accepts so many items for recycling, it can be hard to remember that not everything can be recycled. When non-recyclable items get mixed in with recyclable materials, it takes CARTM's staff and volunteers valuable time to clean it up. Common problem items include the following:

**NO PLASTIC BAGS** - Please do not drop off plastic bags. These can get caught in the processing equipment, and often have to be cut off of the moving parts by hand. Plastic bags may be collected at local grocery stores, but **the best bag is no bag!**

**NASTY NO-NO'S** - Some items find their way into recycling containers that just do not belong. This list includes diapers, pet waste, and leftover food (pizza box=yes, pizza=no). These items attract rodents, make the materials and equipment gross, and can even make workers sick!

Please note that all information is subject to change. If you have questions, Please call CARTM at 503-368-7764 or visit their website at [www.cartm.org/materials](http://www.cartm.org/materials).

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# Important Info

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**OLIDAYS** Service occurs as usual on every holiday except for Thanksgiving and Christmas. We take these two days off, so service will be delayed by one day for the rest of the week. If Christmas falls on a weekend, there will be no change in the pickup schedule. Our office is closed on most holidays, but you can email us or leave us a voice message anytime. We do our best to respond to all messages during the next business day.



## OFFICE HOURS

Our customer service center is open Monday through Friday from 8am to 5pm.

## MEDICAL WASTE

Medical waste and sharps (*needles, syringes, etc.*) cannot be thrown out with the regular trash. We offer safe, efficient disposal using approved containers - contact us for more information.

## BUSINESS SERVICES

We offer a variety of waste audit consulting services at no charge to customers, including help with enclosure design and container size, frequency and recycling services that work best for you.

## Questions?

Give us a call at **503-861-0578**, or toll-free at **866-908-1183**, email us at [rwoinfo@recology.com](mailto:rwoinfo@recology.com), or visit us online at [www.recologywesternoregon.com](http://www.recologywesternoregon.com).





# Reduce & Reuse Tips

**GO BOX-LESS!** Choose products with minimal packaging. Many convenience items create more waste than the economy size. Buying in bulk can help you get the biggest bang for your buck.

**SELL OUT!** Have a garage sale, donate to a local charity thrift shop, or post items online.

**SAY NO TO WRAP!** Give gifts of time, services, or home-baked goodies this year! For kids, try a membership to a **zoo or museum**.

**EAT IN!** Resist the fast food solution. Keep a few easy-to-make dinner ideas handy. Make double portions and freeze the rest for later.

**BLOCK JUNK MAIL!** To help stem your tide of junk mail, visit [www.junkmailstopper.com](http://www.junkmailstopper.com) for ways to remove your name from several national mailing lists.

**OPT OUT!** If you would like to receive this information electronically, just send an email with your name and service address to [rwoinfo@recology.com](mailto:rwoinfo@recology.com) – use the subject line “opt out”. Due to ORS459A.010, we are unable to remove you from our list completely.

# Home Composting

**C**omposting your yard trimmings and kitchen scraps is a great way to help your plants and reduce the amount of waste you generate.

## HOW TO MAKE COMPOST

- Build or buy a compost bin, or just make a pile. Use the Internet to find plans or bins that will work best for you.
- Mix two parts greens (*grass, leaves and flowers*) to one part browns (*dry leaves, sticks and twigs*).
- Some kitchen scraps are acceptable (*vegetable and fruit peels, eggshells, coffee grounds, etc.*). Do not use meat or dairy products - these can attract rodents, flies, and cause bad odors.
- Turn and water regularly; keep your pile moist (*like a damp sponge*), and move the material around using a pitchfork or shovel.

## WHY USE COMPOST?

Compost increases water retention, decreases the need for chemical fertilizers and pesticides, and helps keep a useful resource from going to waste.

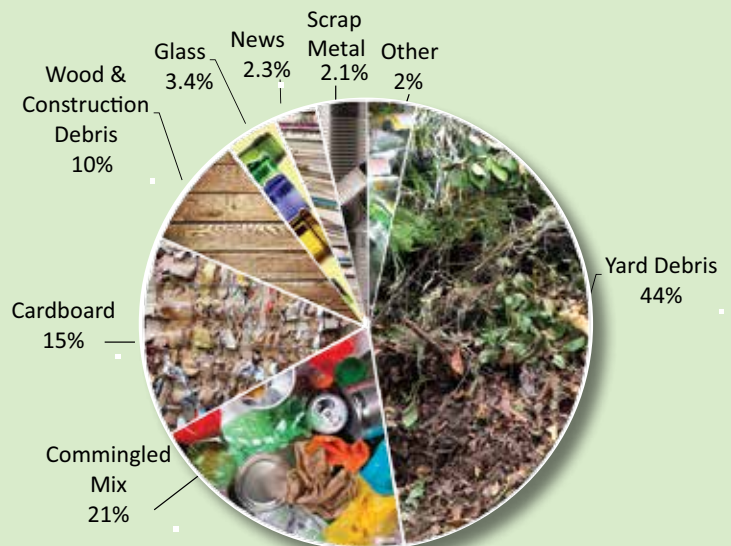


## Eco-nomics

Our recovery programs have come a long way since we started curbside recycling back in the early 1990's, but we still have a long way to go to get to "WASTE ZERO".

In 2014, Recology Western Oregon Customers recycled 30,199 tons of material, and disposed of 68,994 tons of trash, achieving a 30.4% recovery rate.

Here are some of the highlights:	Tons
Yard Debris	13,275
Commingled Mix	6,356
Cardboard Boxes	4,551
Construction Waste	3,062
Glass Bottles & Jars	1,040
Newspapers & Magazines	680
Scrap Metal	639
Other	596
<b>Total</b>	<b>30,199</b>



# E-Waste

**O**REGON E-CYCLES is a free recycling program for computers, monitors and TVs. The program is financed by electronics manufacturers with oversight from the Oregon Department of Environmental Quality (DEQ).

Bring your electronics to CARTM or to the Tillamook Transfer Station. For large quantities, please call us to schedule an appointment. It may also be possible to have items collected from your site.

## ACCEPTED ELECTRONICS INCLUDE

- Desktop and laptop computers (erase or destroy hard drives)
- TVs and monitors (regardless of age or working condition)
- Keyboards and mice
- Speakers and Printers
- DVD players and VCRs

TVs, computers, monitors, and laptops are PROHIBITED from the landfill, so please do NOT place them in the trash.



# Bulky Item Pickups

**LARGE ITEMS** We can pick up mattresses, TVs, computers, appliances, and more! Just give us a call, and we will schedule a time to collect your items from the curb. A service charge and disposal/recycling fee will apply for most items.



# Temporary Boxes

**3-YARD RENTAL CONTAINERS** Great for garage clean-ups and smaller construction projects.

**DEBRIS BOXES** For larger jobs, order a 10, 20 or 30 cubic yard box. You load it, we haul it.

It's not about what we  
*throw away.*

It's about what we  
*save together!*



Recology: a world without waste.

## STEPS FOR SETTING UP AN ONLINE RECOLOGY ACCOUNT

1. Visit our website:  
[www.recologywesternoregon.com](http://www.recologywesternoregon.com) and click "**Receive and pay bills online**" under the "**Quick Links**" section.
2. Under the Log In button select "**New user? Enroll here**"
3. Fill out the online form with your information. The password must meet the following requirements:
  - At least 3 letters with at least 1 upper & 1 lower case letter
  - 1 number
  - 1 special character (@#%^\_+= only)
  - Between 8 and 30 characters long
4. The "House Number" field is only the house number, not the street name or apartment number
5. Once submitted, an online account will be created for your Recology Western Oregon bill. **All future statements will be emailed** as long as your online account is active.



1850 NE Lafayette Avenue  
McMinnville, OR 97128-3434

## TILLAMOOK FALL 2015

### Did you know...

- We helped our customers to recycle over 30,000 tons of material in 2014.
- Recology is one of the largest Employee-Owned businesses in the United States.

## For Your School

### IN THE CLASSROOM...

We can provide your class with presentations, books, videos or lesson plans regarding waste reduction, reusing products and materials, recycling or any other energy or resource conservation topic.

### ON THE BUS...

We also offer tours of our facilities – we can even reimburse your school for the cost of the bus and driver!

### OR ON THE WALL...

We sponsor an annual poster contest in April to celebrate Earth Day. Prizes are awarded for the top three posters in each age group. Teachers whose students submit posters are entered in a drawing for a \$100 gift certificate for school supplies!

### WE CAN DO IT ALL!

For more information, call **503.472.3176** or email [rwinfo@recology.com](mailto:rwinfo@recology.com)

## ESOP

Recology is proud to be one of the largest Employee-Owned businesses in the US. All of our employees participate in an Employee Stock Ownership Plan (ESOP). Each year they work, shares of the company are set aside for them. At retirement, the company buys back the shares at the current price, creating a supplemental retirement benefit for the employee. For more information on ESOP plans, please visit [www.esop.org](http://www.esop.org).

