

Pandemic Service Update



Proper setout of carts helps ensure your cart will be emptied. The recyclables cart shown above is too close to a parked car making operation of the mechanical arm impossible. Drivers must tag carts that are improperly set out and leave them unemptied.

Recology Vallejo continues to provide collection service without interruption during the pandemic, but there are some changes in the way the company operates. Following is a summary of services currently offered to customers:

Main office at 2021 Broadway:

Closed until **Recology** safety officials authorize opening.

Assistance by phone:

Customer Service Representatives work remotely Monday through Friday from 8am until 5pm. Contact us at 707-552-3110 to get information about services, to enroll in E-BillPay service, or for other assistance.

Assistance by web: The "Contact Us" feature available through recology.com is given the same priority as phone calls or phone messages. Contact requests are answered promptly during working hours.

Bulky Item, E-waste collection,

Special Pickups: These services are now available. No mattress or box spring collections at this time. Contact us to schedule service.

Payments: Pay bills by mail, over the phone, or online. A payment box for checks or money orders is available outside the office at 2021 Broadway. Cash is not accepted.

Pay-By-Phone is free for customers to use at any time. Call 707-731-6526 to make your payment. Have your account number ready and follow the instructions.

Go to billpay.recology.com to pay online. Customers may make a one-time payment

or create an online account for recurring payments. We accept American Express, Discover, Mastercard, and Visa credit cards, or we can debit your bank account.

Recycling Facility: Temporarily open **on Saturday only** from 8am until 3:30pm.

Service Requests: Customers are encouraged to use the website at recology.com for service requests. Customers may also call the office during business hours, Monday-Friday, 8am to 5pm, at 707-552-3110.

Bulky Item Collection

Residential customers may use Bulky Item Collections to help clear extra trash. Up to two collections each year may be scheduled at no extra charge. Two cubic yards of material may be set out for each collection. Contact us at least one day before your regular collection day to schedule your Bulky Item Collection. Mattresses and box springs are not being accepted at this time.

Holiday Tree Recycling

Cut up trees that are free of ornaments, nails, tinsel, and stand to place in the green yardwaste cart. Trees that are not free of these materials and all flocked trees cannot be recycled and must go in the gray garbage cart.

Rate Adjustment

The rates for residential and commercial **Recology** services are adjusted annually. This year there will be a 2.3% increase in rates effective January 1, 2021.

Holiday Schedule

Refuse collections will not be made on Thanksgiving, Thursday, November 26. Thursday customers will have materials collected on Friday, November 27. Friday customers will have materials collected on Saturday, November 28.

Christmas and New Year's Day fall on Fridays this year. There will be no collections on these holidays. All Friday collections will take place on Saturday.

The **Recycling Facility** in Vallejo will be closed on Thanksgiving Day, Christmas Day, and New Year's Day.

Holiday schedule information is available at:

recology.com



facebook.com/recologyvallejoamericancanyon

Fall 2020



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Vallejo Views

Holiday Solutions!

The holiday season often sees a sharp increase in the amount of Styrofoam and cardboard in the collection streams. **Recology** offers easy solutions for these items.

Styrofoam

Never place Styrofoam in the blue recyclables cart. Place small amounts of Styrofoam packaging material into tightly sealed bags and place in the gray garbage cart. Do not place loose packaging material into the cart. Contact us at least one day before your regular trash collection day to schedule a pickup of Styrofoam too large to fit in the cart. There is no extra charge for this service.

Some mailing services accept "popcorn" Styrofoam for recycling.

Cardboard

Flatten cardboard boxes and place in the blue recyclables cart. The lid of the cart must be able to close.



Explosive containers like those above can cause fires and present a safety threat to drivers and employees who handle the materials. Propane tanks, fire extinguishers, and other dangerous items must never be placed out with the trash or recyclables. Help keep our employees safe!

Commercial Customer Regulations

Commercial customers who generate more than two cubic yards of waste are now required to subscribe to both recycling service and organic service. Previously, only customers generating four or more yards were required to participate. Organic waste includes plant material or food waste. Customers can comply with the law by diverting waste from your trash container to your recyclables container.

Waste Zero experts are available to you through **Recology**. These experts will help you comply with SB 1383, AB 1826, and other regulations. We will help you implement a customized program that works best for you. Get started by calling us at 707-552-3110 or contacting us through recology.com.

Accepted Blue Cart Recyclables

Paper-Newspaper, boxes, bags, cardboard (flattened), magazines, catalogs, glossy paper, phone books, softcover books, shredded paper in paper bags, junk mail, envelopes, all colors of office paper.

Glass-All beverage and food containers in all colors. Empty container, rinse, and remove lid or cap.

Plastic-All #1 through #7 narrow-neck bottles (water, soda, and detergent bottles). All California Redemption Value (CRV) containers. Plastic tubs for margarine, butter, yogurt, etc. Empty all containers and rinse.

Metal-Food and beverage cans (aluminum, steel, and tin). Rinse. Clean aluminum pans or foil. Empty aerosol cans. Loose lids from jars.

The following materials are not recyclable. Check website or call for proper disposal instructions.

Never Mix With Blue Cart Recyclables

Paper-No hardcover books or binders; soiled papers, food wrappings, napkins, tissues or towels, waxed paper milk cartons or waxed paper juice cartons.

Glass-No drinking glasses; ceramics; window glass or mirrors; light bulbs or fluorescent tubes.

Plastic-No plastic toys, cups, garden hoses, etc.; plastic bags; Styrofoam; clam-shell food containers; PVC or other piping; diapers.

Metal-No electronic or computer equipment; hangers; scrap metal; fuel or propane tanks, etc.

Landlords, Check Your Account

Landlords are urged to check the account status of their rental property. In Vallejo it is the property owner, not the tenant, who is responsible for the payment of the **Recology** bill. Notices of overdue accounts are mailed in January, April, and June. Unpaid bills, along with additional penalties, can result in assessments against your property. Customers can easily avoid these issues by periodically checking their accounts. Call us at 707-552-3110 with your account number or service address to check the account status.

Assembly Bill 1826

- On and after April 1, 2016, businesses that generate 8 cubic yards or more of organic waste per week shall arrange for recycling services.
- On and after January 1, 2017, businesses that generate 4 cubic yards or more of organic waste per week shall arrange for recycling services.
- On and after January 1, 2019, businesses that generate 4 cubic yards or more of commercial solid waste per week shall arrange for recycling services.
- Returning organic materials to soils reduces greenhouse gases and conserves landfill space.
- Food is the largest single source (15.5%) of all waste in California.
- More than six million tons of food products are discarded in California landfills every year.
- The **Recology** compost facility has been converting food waste and green waste into rich organic compost for years.

Learn more at calrecycle.ca.gov/Organics/

