

# Zero IN Vacaville

## Treated Wood Not Accepted

Changes in State law now prohibit treated wood from being disposed of at most landfills in California. **Recology Vacaville Solano** must comply with these regulations and therefore cannot accept treated wood for collection or disposal.

Treated wood has a distinctive green or brown preservative that helps prevent the wood from rotting in wet environments or when in contact with the ground.

Treated wood will not be collected by drivers and cannot be disposed of at any **Recology** facility including the Household Hazardous Waste facility in Vacaville. There will be no exceptions to this rule.

"All types of lumber have always been unacceptable in the gray, green, and blue Toters<sup>®</sup>," explains **Recology Vacaville Solano** General Manager Scott Pardini. "We now must refuse treated wood as part of our Bulky Item Collection program and at the **Recology Hay Road Landfill**. We also do not accept it in debris boxes. We have to reject it at all of our **Recology** facilities until the State authorizes a disposal option."

State officials have not yet offered a practical disposal option for the treated wood. There is only one landfill in Northern California that is permitted to accept the waste. The only other option is for customers to take the treated wood waste to landfills outside of California that are permitted to receive treated wood.

For more information about the responsible disposal of treated wood waste, contact your local Environmental Health Department or the California Department of Toxic Substances Control.

**Spring 2021**



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Treated wood, like that above, is no longer accepted at most landfills in California. **Recology Vacaville Solano** must comply with the new regulations. As a result, treated wood will not be collected by drivers or accepted at any **Recology** facility.

### Put Leaves in Their Place

Please do not rake leaves or other yardwaste into the street. Properly contain leaves for recycling or debris for disposal. Homeowners must make sure that commercial gardeners do not rake or blow leaves into the street. Only water should go in the storm drain system.

### Compost Now Available

Organic compost is available now until October 31 at **Recology Hay Road**, weather permitting. Vacaville residents who reside in the city limits may haul up to three yards of the organic compost per visit each day at no charge.

Show your residual waste bill or other identification at the scalehouse. Compost supply is limited and is also subject to supplies on hand. You must load your vehicle and cover your load of compost.

### Landfill Passes

Residential customers were given a Landfill Pass on the lower portion of their January statement. The pass allows customers to self-haul a single load of up to two yards or 1,000 pounds of materials to the **Recology Hay Road Landfill** without charge. Appliances, tires, e-waste, hazardous waste, and recyclable materials are not allowed.



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# Information & Updates

## The Recology Way!



Crystal Morales

It was a happy day when Crystal Morales landed her **Recology Vacaville Solano** permanent job. She had previously worked a few months as a temporary employee and loved every minute of her experience.

"We are a real team here," Crystal explains. "There is a family feeling in the office.

We all help each other and take care of each other. I was super excited last year when I was hired as a **Recology** employee. This is the job I always wanted."

Crystal enjoys listening to customers and helping them with solutions. She also appreciates the many career opportunities she has at **Recology**.

Crystal grew up in Winters and now lives in Woodland where she is engaged to José Vega. When not working, Crystal enjoys live music concerts, hiking, and meeting new friends at restaurants and brew pubs.

### Landlords Check Your Account

It's time for landlords to check the status of their tenants' garbage bills. Owners, and not tenants, are responsible for the payment of the bill. Garbage bills become delinquent after 90 days. Unsettled debts and fees may be placed as a tax assessment on the owner's property.

Delinquent letters are sent to property owners in February, April, and June. Landlords are encouraged to call **Recology Vacaville Solano** at 707-448-2945 with the account number and property address to check their outstanding balance. This simple check, if done early, will help enable landlords to take quick action with their tenants financial obligation.

## Pandemic Updates

Following is a summary of services currently offered to customers during the pandemic:

**Main office at 1 Town Square Place in Vacaville:** Closed until safety officials authorize reopening.

**Assistance by phone:** Customer Service Specialists work remotely Monday through Friday from 8AM until 5PM. Contact us at 707-448-2945 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](http://recology.com) is given the same priority as phone calls or phone messages. Contact requests are answered promptly during working hours.

**Bulky Item Collection:** This service is available. 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 at 1 Town Square Place in Vacaville and at 235 N. 1<sup>st</sup> Street in Dixon. Cash is not accepted.

Pay-By-Phone is free for customers to use at any time. Call 707-305-1275 to make your payment. Have your account number ready and follow the instructions.

Go to [recology.com/bill-pay](http://recology.com/bill-pay) to pay online. Customers may make a one-time payment or create an online account for recurring payments. We accept American Express, Discover, Visa, and Mastercard credit cards, or we can debit your bank account.

**Recycling and Buy-Back Facilities** at 855½ Davis Street in Vacaville is open Tuesday-Saturday, 9AM to 3PM. All visitors must wear masks and social distance. Take Household Hazardous Waste, E-waste, mattresses, and other materials to the facility on **Saturdays only** from 9AM to 3PM. You must unload your materials.

**Service Requests:** Customers are encouraged to use the website at [recology.com](http://recology.com) for service requests. Customers may also call the office during business hours, M-F 8AM to 5PM, at 707-448-2945.

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