

Zero IN Vacaville

The New Normal

While California is finally emerging from the devastating effects of the COVID-19 pandemic, **Recology Vacaville Solano** continues to provide collection service without interruption. **Recology** employees are classified as essential workers. They continue to use determination and ingenuity to meet the challenges that the pandemic brought.

“Our highest priority has always been the safety of our customers and our employees,” explains Scott Pardini, **Recology Vacaville Solano** General Manager. “We quickly adapted to the challenges that Covid brought us. We are all so proud that collection services have continued uninterrupted during the entire pandemic.”

A few **Recology** services were paused or modified during the pandemic. Most of these are now back in either full or modified operation. The main office in Vacaville remains closed as of this publication, but **Recology** officials are working with State and local authorities to reopen as soon as is deemed safe.

Customers are encouraged to use the website at recology.com for service requests. Customers may also call the office during working hours at 707-448-2945.

“We are excited about opening the office soon,” Pardini explains. “All of our employees realize how much the community depends on our services. All of our drivers, office team, maintenance workers, and support team deserve a great deal of gratitude for the great job they did during these difficult times. We all faced this together, and now we are ready for it to all be over. Like everyone else, we are ready to adapt to the ‘new normal’.”

Carpet and Mattress Solutions

Residential customers may recycle their used carpet or used mattresses at **Recology Hay Road**, Monday–Sunday from 8AM until 4PM.

Recology Vacaville Solano Recycling Facility at 855½ Davis Street in Vacaville, accepts used carpet Tuesday–Saturday from



Recology safety officials are working closely with State and local authorities to reopen the main Recology office in Vacaville. Check recology.com to learn the latest news on the reopening. Most other services are partially or fully restored. Check the back page summary for the latest updates.

9AM until 3PM. Used mattresses are accepted on **Saturdays only** from 9AM until 3PM.

Separate carpet from pad. Remove tack strips, nails, trash, and dirt. Roll, stack, or fold pad. Cut carpet into manageable sections and roll. Keep carpet and pad dry for disposal.

Mattresses must be clean, dry, and free of insects. There is no charge to residents to dispose of used mattresses or carpeting.

Sweeping the Streets

Street sweeping takes place inside the Vacaville city limits the day after your collection day on a biweekly schedule. Residents must move their vehicles from the curb by 5AM on their sweep day to ensure the street is swept. Check the street sweeping calendar at recology.com for information.

Hay Road Landfill Open

The **Recology Hay Road Landfill** is open. Residential customers may use their Landfill Pass to self-haul a single load of up to two yards or 1,000 pounds of materials to the landfill without charge. E-waste and recyclable materials should not be included in the materials.

Organic compost is available at the landfill. 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.

Summer 2021



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Information & Updates

The Recology Way!



Jorge Vargas was driving for another company when he learned of an opening at **Recology Vacaville Solano**. He had heard only good things about working for **Recology**, so he applied and was thrilled when he landed a job seven months ago as a Route Driver.

Jorge Vargas where you can grow as an employee," Jorge explains. "The company is owned by the employees, so you have the incentive to be a better worker and provide better service."

Jorge likes the way **Recology** employees help each other. He appreciated their willingness to assist him as he adapted to his new job.

"This is my career job," Jorge said. "I hope to work here a long time. The people are great, and I am happy here."

Jorge lives in Dixon with his wife Olga and their three children, Jorge Jr. (age 15), Miklo (age 13), and Sofia (age 8). When not working, Jorge enjoys working on classic cars and spending time with his family.

Extra Yardwaste

Summer is a great time to tend gardens and trim yards. Customers have options for extra yardwaste collection. The first option is to rent additional yardwaste Toters® from **Recology**. The second option is to use your own sturdy 32-gallon cans that have handles and tight fitting lids. The third option is to use twine to tie tree or shrub prunings into bundles that are no larger than 3 feet by 2 feet. There is no extra charge for bundles or extra cans. Place either beside your green Toter®. Your green Toter® must be set out to use Extra Yardwaste services.

Pandemic Update

Following is a summary of services currently offered to customers:

Main office at 1 Town Square Place in Vacaville: Closed but officials are working with State and local authorities to open. Check the web or call for updates.

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 service related 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.

Special Pickups, Curbside Mattress and Curbside E-waste collection: All are 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. 1st 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 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. Be prepared to 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.

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

Treated Wood Solution



Treated wood, shown above, has a distinctive green or brown preservative that helps prevent the wood from rotting. It has been declared a toxic material by the State of California and will not be collected by residential drivers. **Do not put treated wood in any Toter®.**

Recology Hay Road Landfill will accept treated wood from customers who obtain a State issued variance or who fill out a special form available at recology.com/recology-vacaville-solano/hay-road-landfill/. Just take the treated wood along with the filled out form to **Recology Hay Road** for disposal.

Treated wood is also accepted in debris boxes with the proper forms/variance permit. Contact us for details at 707-448-2945 or recology.com.

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