



Customer Service and Recycling Guide

Yamhill and Polk Counties

Recology is Proudly Employee Owned

Collection Services

Recology 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

Rain, 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.

RECYCLE

Plastic Bottles, Tubs,
Cups & Buckets
(up to 5 Gal.)



Diapers, Garbage,
Pet Waste,
Hazardous Items



NO

Plastic Bags,
Toys, Forks,
Spoons &
Plates

YES



Cardboard,
Newspaper,
Cereal
Boxes,
Junk Mail



Tin, Aluminum,
Scrap Metal



Electronics,
Glass Bottles,
Yard Waste



Depot



Carts -- placed 4 feet apart



Carts too close together

RECYCLING DEPOT

RWO Recovery Zone
2200 NE Orchard Avenue
McMINNVILLE
Open Mon - Sat, 7am - 4pm

MOTOR OIL - Place oil in a clear plastic jug with a tight-fitting lid. Set out up to two gallons next to your cart on your service day, or drop it off at our depot.



Residential Recycle Collection Schedule

Your recycle cart is collected **every other week** on your regular service day.

GREEN Weeks = Within the City Limits of McMinnville

YELLOW Weeks = other towns and unincorporated Yamhill County

Subscription Yard Debris = **GREEN Weeks** for ALL customers (McMinnville, Amity & Lafayette)

OCTOBER 2015

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

JANUARY 2016

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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APRIL 2016

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JULY 2016

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OCTOBER 2016

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NOVEMBER 2015

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FEBRUARY 2016

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MAY 2016

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AUGUST 2016

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NOVEMBER 2016

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DECEMBER 2015

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MARCH 2016

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JUNE 2016

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SEPTEMBER 2016

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DECEMBER 2016

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NO CHANGE TO SERVICE DAYS

⬢ (Service occurs one day late for the rest of the week; For example, Thursday customers get service on Friday, Friday's customers get service on Saturday.)

Recycling

WHY 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 DEPOT LOCATIONS

MCMINNVILLE

RWO Recovery Zone
2200 NE Orchard Avenue

YAMHILL

Highway 47 at Public Works

SHERIDAN

Sheridan Road near Highway 18
Glass and Yard Debris (*Sheridan residents only*)

GRAND RONDE

Tyee Road east of Grand Ronde Road

RIVERBEND LANDFILL

13469 SW Hwy 18, 5 miles west of McMinnville.
Open to the public, fees apply for some items.
(*This depot is not operated by Recology Western Oregon*).

YARD DEBRIS RECYCLING

Customers living within the city limits of Amity, Dayton, McMinnville, Lafayette and Sheridan can bring their clean yard trimmings to Recology NW Greenlands-McMinnville at no charge. Customers pay for this program as part of their collection service. Curbside yard debris collection service is available in McMinnville, Amity and Lafayette for an additional monthly subscription fee.

Important Info

HOLIDAYS 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 pick-up schedule. Our office and the Recovery Zone are 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.

RESOURCE RESCUE AT THE RECOVERY ZONE

Located at 2200 NE Orchard Ave. in McMinnville, Resource Rescue accepts trash, tires, wood, appliances, electronics, car batteries, and more. Fees apply for most items.

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.

OFFICE LOCATION/HOURS Our office is located at 1850 NE Lafayette Ave. in McMinnville, and we are open 8 am to 5 pm, Monday through Friday.

Questions?

Give us a call at **503-472-3176**,
or toll-free at **866-908-1183**,
email us at rwoinfo@recology.com,
or visit us online at www.recologywesternoregon.com.



Reduce & Reuse Tips

GO BOX-LESS! Choose products with minimal packaging. Many convenience items create more waste than the economy size - try buying in bulk instead.

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.

Keep it Clean!

It can be hard to remember that not everything can be recycled. When non-recyclable items get in the mix, bad things can happen. We have divided the common "problem materials" into three categories:

NOT IN THE CART: Some items, such as **glass bottles, batteries** and **electronics**, cannot be placed in your curbside recycle cart, and should be brought to the closest depot. Glass fragments can wear out equipment and lower product quality if they find their way into the paper or plastic streams.

NOT BY RECOLOGY: Other items, such as **plastic bags** or **paint** may be collected by grocery stores or other locations in your community, but are not accepted in your curbside recycling cart or at our recycling depots. Plastic bags get caught in the sorting equipment, and often have to be cut off of the moving parts by hand.

NOT AT ALL: Some items find their way into recycling carts that just do not belong. This list of nasty no-no's includes **diapers, pet waste, and leftover food**. These items attract rodents, make the materials and equipment gross, and can even make the workers sick!

Home Composting

Composting 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.

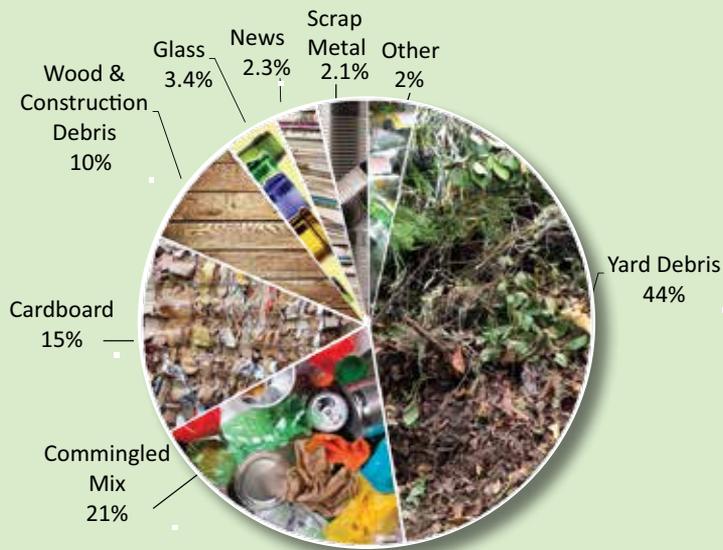


Eco-nomics

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
Total	30,199



E-Waste

OREGON 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).

Drop off electronics at the RWO Recovery Zone recycling depot, located at 2200 NE Orchard Avenue in McMinnville. 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.

Hazardous Waste

Cleaning products, paints, pesticides and other chemicals can be dangerous if not disposed of properly. Recology partners with Yamhill County Solid Waste to hold two free household hazardous waste collection events each year. The collection events for 2016 are scheduled in Newberg on May 21st, and in McMinnville on October 15th. For more information, call YCSW at 503-434-7445, or visit their website at www.ycsw.org.

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. 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:

McMinnville Habitat ReStore
1040 SE 1st Street
McMinnville
503-434-6810

Sherwin-Williams
570 Highway 99W
McMinnville
503-472-6770

STEPS FOR SETTING UP AN ONLINE RECOLOGY ACCOUNT

1. Visit our website: 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

VALLEY 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

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.

