

Zero IN Dixon Commercial

Recology Responds to Pandemic

While the COVID-19 pandemic impacts people on a global scale, **Recology Dixon** continues to provide collection service without interruption. There are, however, changes in the way the company operates.

"The safety of our customers and our employees continues to be our highest priority," explains **Recology Dixon** General Manager Scott Pardini. "Residential and commercial customers will see no change in their collection schedule, but many other services have been suspended or modified."

The **Recology Recycling and Buy-Back Facility** at the corner of First and C Streets is closed until further notice.

Customers are encouraged to pay bills by US mail, by phone, or online. There is a drop-box at **Recology** Environmental Solutions, 235 North First Street, in Dixon and another in front of the Vacaville office where payments can be made. The **Recology** main office at 1 Town Square Place in Vacaville is closed to visitors.

To pay by phone, just call 707-635-9041 anytime. 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.

Customers are encouraged to use the website at recology.com for service requests. Customers may also call the office during working hours at 707-678-4026.



Recology drivers continue to service residential and commercial customers on schedule during the pandemic.

"We only have a small number of people in the office," Pardini explains. "Most of our Customer Service team have been working remotely, and they have been amazing. Calls are being answered and emails are responded to regularly by staff."

Services like Special Collections have been temporarily suspended. **Recology's** safety director is in close contact with City and County health officials to plan a safe reopening of all **Recology** services.

"We are all in this together," said Pardini. "Customers can really help by making sure materials are sorted properly. Help eliminate reasons why employees have to touch materials. Please rinse recyclable containers and break down cardboard."

"**Recology** workers are essential to the health and operation of Dixon," Pardini said. "Our drivers and other employees are following all safety guidelines as we continue to provide uninterrupted service. I can't say enough how determined we are to provide customers with the best service possible during these challenging times."

Summer 2020



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Information & Updates

Welcome Isabell!



Isabell Angel

Isabell Angel is the newly hired Waste Zero Specialist for **Recology Vacaville Solano**. She is an important resource for commercial customers to design effective recycling programs.

"I get to teach people while improving the health of our environment," explains Isabell. "There are a number of

new regulations aimed at commercial customers and **Recology** is here to help. **Recology** is a company that 'walks-the-walk' when it comes to reducing waste. As a Zero Waste Specialist, I play a key role to achieving this goal."

Isabell recently obtained her B.S. degree from the University of California at Davis in Biochemistry and Molecular Biology.

Contact **Recology** at 707-678-4026 for help to design a commercial recycling program that complies with all regulations.

Assembly Bill 1826

- Adopted September 28, 2014.
- 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/

Covid-19 Changes

There have been no changes to collection services during the pandemic. Here is a quick list of the temporary changes that have been implemented:



Main office at 1 Town Square Place: Closed until **Recology** safety officials authorize a safe opening.

Assistance by phone: Customer Service Representatives work remotely Monday through Friday from 8am until 5pm. Contact us at 707-678-4026 to get information about services, to enroll in E-BillPay service, or for other assistance.

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

Payments: Pay bills by mail, over the phone, or online. A payment box for checks or money orders is available at 235 N 1st Street in Dixon. Cash is not accepted. Pay-By-Phone is free for customers to use at any time. Call 707-635-9041 to make your payment.

Recycling and Buy-Back Facilities: The facility at the corner of First and C Streets is temporarily closed. The Recycling Facility in Vacaville is also temporarily closed.

Avoid Dangerous Items

Items that are flammable, explosive, or just dangerous to handle must never be placed out for collection. Boat flares, caustic chemicals, fireworks, hypodermic needles, propane tanks, and other dangerous items can easily explode or catch fire when collected.

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