

Keeping Safe & More



A mountain of recyclables is sorted at the **Recology** facility in Vallejo. Customers can help keep employees safe by recycling properly.

The best way to help **Recology** drivers and employees during the Covid-19 pandemic is to follow the rules for recyclables. Materials that are sorted correctly and placed out for collection properly reduce the need for employees to touch Toter® or materials. This helps keep safe the drivers who collect the materials and the employees who sort materials.

Plastic bags, Styrofoam, materials contaminated with food, clam-shell containers, and household garbage are the main offenders in the recycling stream. Never put these items into the blue recyclables Toter®. All of these items go in the gray residual waste Toter®.

Another way to help is to flatten cardboard boxes that are placed in the recyclables Toter®. This is a great help to those who sort the materials.

Finally, please be extra diligent to rinse all containers before placing them in the blue Toter®. Clean materials really help keep employees safe.

Recology collection employees are furnished with sanitizer, protective masks, and gloves. You will probably recognize many of these employees as your friends and neighbors. We all need to do everything possible to keep each other safe during these challenging times.

Proper Leaf Recycling

Please do not rake leaves and 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.



Summer is here and that means extra amounts of yardwaste in Dixon. Customers have options for extra yardwaste collection. The first option is to rent additional yardwaste Toter® 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 bundles of tree or shrub prunings beside your green Toter®. Your green Toter® must be set out to use Extra Yardwaste services.

Residential Street Sweeping Schedule

Streets are swept during weeks marked in green. Call 707-678-4026 or click recology.com for information. Remove vehicles from the curb by 5AM on your sweep day to ensure your street area is swept.

| JULY | | | | | | | AUGUST | | | | | | | SEPTEMBER | | | | | | | OCTOBER | | | | | | |
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Zero IN Dixon

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 the **Recology** Environmental Solutions office, 235 North First Street, where payments can be made and another drop-box in front of the Vacaville office. 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.



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

Customers may also call the office during working hours at 707-678-4026.

"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 Bulky Item 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 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."

recology.com



Summer 2020

Zero IN Dixon

COVID-19 Changes



The current pandemic has caused a number of temporary changes in the way **Recology** does business.

There have been no changes to collection services (including curbside used oil and batteries) or street sweeping services. Here is a quick list of the temporary changes in **Recology** services due to the Covid-19

pandemic:

Main office at 1 Town Square Place: 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 707-678-4026 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 promptly during working hours.

Bulky Item, E-waste collection, Special Pickups: These services are temporarily suspended.

Payments: Pay bills by mail, over the phone, or online. Payment drop-boxes for checks or money orders are available at 235 N 1st Street in Dixon and at 1 Town Square Place in Vacaville. Cash is not accepted in the drop boxes. 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 that purchases some recyclables and accepts Household Hazardous Waste is temporarily closed. The Recycling Facility in Vacaville is also temporarily closed.

What can and cannot go in the blue Toter®?

Customers in Dixon are able to recycle a great variety of materials. Following is a list of the materials that can and *cannot* go in the blue Toter®.

Place in the Blue Toter®:

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. Metal lids from jars.

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

Never Place in the Blue Toter®:

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.

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

Bundles, boxes, or bags of materials placed outside of the Toter® will not be collected.

Click recology.com or call 707-678-4026 for more information.

Welcome Isabell!

Isabell Angel was born on Earth Day, so what better career could there be for her than the **Recology Dixon** Waste Zero Specialist?

"I get to teach people while improving the health of our environment," explains Isabell. "**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."

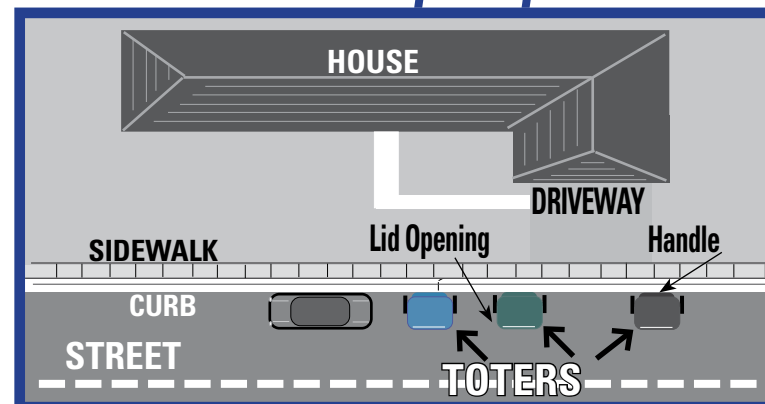
Isabell recently obtained her B.S. degree from UC Davis in Biochemistry and Molecular Biology, so she is a perfect fit to help implement new programs and provide community outreach on environmental programs offered through **Recology**.

Isabell lives in Vallejo. When not working, she enjoys eating pizza and visiting breweries with her fiancé Mike.



Isabell Angel
Waste Zero Specialist

Check for proper Toter® placement



- Toters® should be placed out with the wheels touching the curb. The lid should open to the street with the handle in the back.
- Don't block the sidewalk.
- Don't park cars within 3 feet of Toters®.
- Place Toters® 3 feet apart.
- Put Toters® out by 6AM on your pickup day.
- Remove Toters® from the curb as soon as possible after pickup and place them out of view from the street.

Hay Road Landfill Open

The **Recology Hay Road Landfill** is open every day from 8am until 4pm. Vehicle tires and used motor oil may be taken to Hay Road.

Organic compost is available at the landfill. Dixon 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.



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