

## Pandemic Response

The COVID-19 pandemic has changed the way people live and do business.

**Recology Vallejo** has provided collection service without interruption during these challenging times, but temporary changes have been made to keep customers and employees safe.

“Our employees have worked hard to keep our collections on schedule,” explains **Recology Vallejo** General Manager Tom Phillips. “Residential and commercial customers will see no change in their collection schedule, but many other services have been suspended or modified.”

Bulky Item Collections (including E-waste) are being scheduled, but mattresses are temporarily excluded from this service. Special Pickups and curbside collections of motor oil and cooking oil are being scheduled.

The **Recology Vallejo Recycling Facility** at 2021 Broadway is temporarily closed but may reopen mid-July.

The **Recology** office at 2021 Broadway is also closed to visitors. Customers may pay bills by US mail, by phone, or online. There is a drop-box in front of the office where payments can also be made.

To pay by phone, just call 707-731-6526 anytime. Have your account number ready and follow the instructions.

Go to [billpay.recology.com](http://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](http://recology.com) for service requests. Customers may also call the office during working hours at 707-552-3110.

“Some employees are working



**Recology** drivers, like Samuel Villalvazo (pictured above), continue to service residential and commercial customers on schedule during the pandemic.

remotely to maintain safe social distancing,” Phillips explains. “Safety is always our top priority. Calls are being answered and e-mails are responded to regularly by staff. I’m quite proud of how everyone has responded to these difficult times.”

**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 Phillips. “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.”

Check the chart on the back page to help sort recyclables properly into the blue cart.

“**Recology** workers are essential to the health and operation of Vallejo,” Phillips said. “Our drivers and other employees are doing everything possible to provide uninterrupted service. We are all determined to provide customers with the best service possible during these challenging times.”

### **Recology Rate Relief**

Customers enrolled in PG&E’s CARE program qualify for discounted garbage rates. Mail a copy of your PG&E bill to our main office, located at 2021 Broadway Street in Vallejo, with a note requesting the rate relief. We will then apply the discount to your bill.

The newsletter from **Recology Vallejo**

[recology.com](http://recology.com)



[facebook.com/recologyvallejoamericancanyon](https://facebook.com/recologyvallejoamericancanyon)

**Summer 2020**



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# Vallejo Views

## COVID-19 Changes



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

**Main office at 2021 Broadway:** 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 707-552-3110 to get information about services, to enroll in E-BillPay service, or for other assistance.

**Assistance by web:** The "Contact Us" feature on the web at [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, E-waste, and Special Pickups:** Are available.

**Payments:** Pay bills by mail, over the phone, or online. A payment box for checks or money orders is available outside the office at 2021 Broadway. Cash is not accepted. Pay-By-Phone is free for customers to use at any time. Call 707-731-6526 to make your payment.

**Recycling Drop-Off Facility:** The facility at 2021 Broadway that accepts recyclables, Household Hazardous Waste, E-waste, mattresses, and other material is temporarily closed but may reopen mid-July. Contact us for updates.

## Assistance to Commercial Customers

Commercial customers and landlords of larger rental units that generate four or more cubic yards of waste must comply with California's AB 1826. The highlights of this bill are listed in the chart to the right. Commercial customers should also pay attention to SB 1383 that works in conjunction with AB 1826 to set goals of reducing organic waste levels 50% by 2020 and 75% by 2025. SB 1383 establishes guidelines for recovering edible food for human consumption by the year 2025. This year the law requires these customers to subscribe to both recycling service and organic service. Organic waste includes plant material either from food preparation or landscaping maintenance.

Check your **Recology** invoice to determine the quantity of waste produced. If your service level is four cubic yards or above, then you must comply with the new regulations.

**Recology** Waste Zero experts are available to help you comply with all regulations. We will

### Accepted Blue Cart Recyclables

**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. Loose lids from jars.

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

### Never Mix With Blue Cart Recyclables

**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.

help you implement a customized program that works best for you. Get started by calling us at 707-552-3110 or visit us at [recology.com](http://recology.com).

### 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/](http://calrecycle.ca.gov/Organics/)



**RECOLOGY VALLEJO**

2021 Broadway  
Vallejo, CA 94589  
707.552.3110

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