

1850 NE Lafayette Avenue McMinnville, OR 97128-3434

Astoria 2021

# Customer Service & Recycling Guide

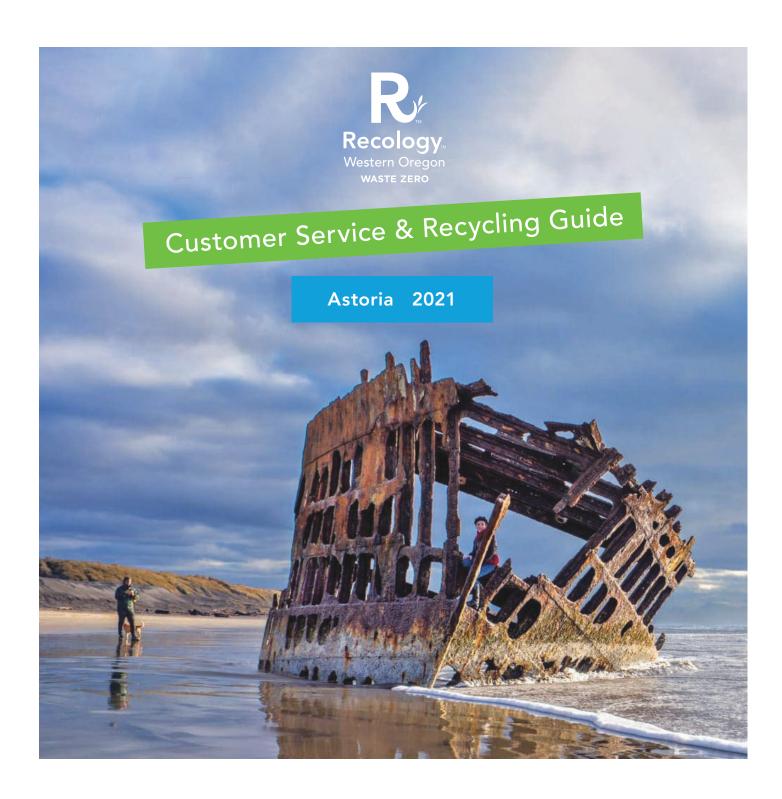
# Coastal Oregon

# **Artist Residency Program**

The Coastal Oregon Artist Residency (COAR)
Program is a partnership between Recology Western
Oregon and Astoria Visual Arts (AVA), a non-profit
membership organization to enhance, strengthen,
and promote the arts in Greater Astoria. The
program seeks to support the creation of art from
recycled, repurposed, and discarded materials
recovered from Recology's Astoria Recycling Depot
and Transfer Station.

While the 2020 COAR Program has been postponed due to Covid-19, visit www.Recology.com/Recology-Western-Oregon to enjoy past projects.





## **Contact Us!**

## **Recology Western Oregon**

2320 SE 12th Place, Warrenton, OR 97146

Our office is temporarily closed due to COVID-19. If you are experiencing financial difficulties, please contact us to set up a payment plan.

Customer Service 503.861.0578 Monday–Friday, 8am–5pm Pay by Phone 971.312.0178 Toll Free 866.908.1183

@RecologyWesternOregon

RWOinfo@Recology.com www.Recology.com/Recology-Western-Oregon

# Collection Services



Recology provides a wide variety of cart and container sizes and service frequency options. Some services are not available in select areas, and some cities have restrictions on container sizes. Call or email our Customer Service team for details on special services or rules that apply in your area.

#### **Collection Set Out Time**

For curbside service, set your cart out by **6am on your collection day** (or the night before). Your actual service time may vary from week to week. Many cities require that carts are 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 cart 75 lbs 90-gallon cart 150 lbs

#### **Curbside Placement**

Please place your carts within 4ft of the curb or road's edge and 4ft from other carts and obstacles, such as cars, trees, basketball hoops and mailboxes.

#### **Missed Collection**

If your cart service did not happen as scheduled, email or call our Customer Service team to discuss options. Fees may apply.

## **Extra Trash**

Place loose items in bags or boxes. There is an additional fee for extra trash if the cart is overflowing AND/OR the lid does not close. Driver will service up to one additional cart of extra trash. Extra trash over that amount will require preauthorization, please email or call Customer Service. Fees apply for all extra trash.

# What's My Recycling Collection Schedule?

Your recycling service calendar can be found in this guide. If you have less-than-weekly trash service, you can find your service calendar on our website or contact our office to have one sent to you.

# **Vacation Stop**

Planning a trip? Email or call us to discuss options.

# **Holiday Service**

On most holidays, Recology operates as usual. Recology does not collect on Thanksgiving and Christmas day. During those times, service is delayed by one day for the remainder of the week. For example, in 2020 Christmas falls on a Friday. Normal Friday customers will be collected on Saturday, no other customers are affected.



# Preparing for a Storm

# Be Prepared for All Types of Weather

- Bag all trash and tie bags closed before placing in your garbage container. Recyclables should be placed loose in your cart, but can be secured inside larger boxes or paper bags.
- 2. Don't overload your cart. If the lid is partially open, it will blow open in strong winds.
- 3. Do not put your cart out overnight if the forecast calls for windy and/or stormy weather. However, carts DO need to be out by 6am on collection day.

#### Secure Your Lid

Place a rock or another large object on top of the 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.

## **Temporary Boxes**

We offer 3, 10, 20 & 30 cubic yard boxes. If your home was built before 2004, you may need an asbestos survey before we can deliver a box to you. Call for more information and proper disposal options.

# **Bulky Item Pick Ups**

Recology collects mattresses, computers, TVs, appliances and more! Give us a call to schedule a curbside collection. Service charges and disposal fees apply for most items.





# Setting Up an Online Account

- 1. Visit www.Recology.com
- 2. Click on "My Local Recology"
- Enter your zip code in the pop-up window & click "submit"
- 4. Click on "Pay My Bill"
- 5. Click on "Choose Your Local Recology" and select Recology Western Oregon
- 6. Click on "Enroll" to set up a new online account
  Note: Click on "One Time Payment" to pay online without creating an account
- 7. Fill out the online form with your information. The password must be:
  - a. At least 3 letters with at least 1 upper
     & 1 lower case letter
  - b. At least 1 number
  - c. At least 1 special character (@#%^-\_+ only)
  - d. Between 8 and 30 characters long

#### **PLEASE NOTE**

In the House Number field, enter only the house number of the service address, not the street name or apartment number.

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.

To pay your Recology statement by phone, please call 971.312.0178 and have your account number ready.

#### **Business Services**

Recology offers waste audits and other services at no charge to commercial customers, including help with enclosure design, container size, collection frequency, and finding the recycling services that work best for you.



# Reduce, Reuse

# and Recycle Right!

# Why Recycle?

- 1. Saves water, energy and other natural resources like trees, minerals, natural gas and oil.
- 2. Reduces the amount of waste sent to landfills.
- 3. Prevents pollution by reducing the need to collect new raw materials.
- 4. Helps create jobs in recycling and manufacturing.
- May help lower your garbage bill by allowing you to switch to a smaller container or less frequent service.

# Waste Reduction and Reuse are even better than Recycling!

When you choose to reduce and reuse, less material, energy, and natural resources are used in the product's lifecyle. You also avoid the emissions from the extraction, processing and transport of new goods. With the power of Reuse, Reduce and Repair, the impacts for our environment are out of this world!

#### **OUR TOP 10 REDUCTION TIPS**

- 1. Carry a reusable water bottle and refill it often!
- 2. Take your own mug to the coffee shop.
- 3. Carry canvas bags when grocery shopping.
- 4. Buy loose fruits and vegetables.
- 5. Choose reusable containers to store food and for packing lunches.
- 6. Refuse single-use plastics when possible.
- **7.** Buy in bulk to eliminate packaging.
- 8. Shop at stores that re-sell clothing, furniture, appliances and tools.
- 9. Use cloth napkins instead of paper ones.
- **10.** Try to repair broken items before replacing them.

## **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.



#### START A HOME COMPOSTING SYSTEM!

- 1. Build or buy a compost bin, or just make a pile.
- 2. Mix two parts greens (grass, leaves and flowers) to one part browns (dry leaves, sticks, and twigs)
- 3. Some kitchen scraps are acceptable (vegetable and fruit peels, eggshells, coffee grounds).
  No meat or dairy products—these can attract rodents, flies and cause bad odors.
- **4.** 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!

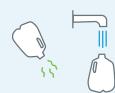
# Yard Debris Recycling

Curbside Yard Debris collection is available for all customers living within the city limits of Astoria. These folks can also bring their clean yard trimmings to the Astoria Transfer Station at no charge. Customers pay for this program as part of their collection service. All others are charged by the cubic yard to drop off material.

# **RECYCLE**

## **GARBAGE**

# FOLLOW 3 SIMPLE RULES:





EMPTY
CLEAN
& DRY!

- Empty any residual food or liquid.
- Clean the product by quickly rinsing or scraping off debris.
- Shake the container to remove moisture before tossing in your recycling cart.
- Do not use plastic bags; paper bags or boxes are OK.
- No items smaller than a tennis ball.
- Remove all lids.



Place mixed recycling loose in the red-lid recycling cart.

#### PAPER & CARDBOARD







**PLASTIC** 

















Glass is collected separately from the rest of recycling in the blue-lid recycling cart.

GLASS











# YARD DEBRIS

Place yard debris in the green-lid cart.



No dirt, sod, stumps or animal waste

# **TOP CONTAMINANTS**

- Glass bottles can be brought to a local depot.
- Electronics can be dropped off at the Astoria Transfer Station.
- Plastic bags can be taken to some local grocery stores.
- Plastic clamshells, takeout containers, coffee pods and diapers go in the trash.

Not sure about a certain material? Visit www.WhatBin.com to learn more!

# 2021 Recycling Collection Calendar

	S	M	Т	W	Th	F	S		S	M	Т	W	Th	F	S		
R						1	2	>	_		_		1	2	3		
JANUARY	3	4	5	6	7	8	9	JULY	4	5	6	7	8	9	10		
	10	11	12	13	14	15	16	7	11	12	13	14	15	16	17		
	17	18	19	20	21	22	23		18	19	20	21	22	23	24		
	24	25	26	27	28	29	30		25	26	27	28	29	30	31		
	31																
									S	M	Т	W	Th	F	S		
<b>&gt;</b>	S	M	Т	W	Th	F	S	F	1	2	3	4	5	6	7		
A		1	2	3	4	5	6	AUGUS	8	9	10	11	12	13	14		
FEBRUARY	7	8	9	10	11	12	13	Ŋ	15	16	17	18	19	20	21		
8	14	15	16	17	18	19	20	AL	22	23	24	25	26	27	28		
Ξ	21	22	23	24	25	26	27		29	30	31						
ш.	28																
				•				~	S	M	Т	W	Th	F	S		
MARCH	S	M	Т	W	Th	F	S	ш			•	1	2	3	4	٨	Commingled
		1	2	3	4	5	6	PTEMB	5	6	7	8	9	10	11	<b>\$</b> 2	Recycling and Glass
	7	8	9	10	11	12	13	Ξ			-	_		-			(In separate carts)
	14	15	16	17	18	19	20	Д.	12	13	14	15	16	17	18		(iii separate carts)
	21	22	23	24	25	26	27	SE	19	20	21	22	23	24	25		
	28	29	30	31				0,	26	27	28	29	30				Yard Debris Collecton
									C	<b>N</b> 4	-	14/	<b>T</b> 1		C	I	
	S	M	Т	W	Th	F	S	24	S	M		W	Th	F	S		
APRIL					1	2	3	ER	<u>ш</u>					1	2		Holiday Collection
	4	5	6	7	8	9	10	В	3	4	5	6	7	8	9		Recology does not
	11	12	13	14	15	16	17	остов	10	11	12	13	14	15	16		collect on Thanksgiving or Christmas. Collection
	18	19	20	21	22	23	24	Ö	17	18	19	20	21	22	23		will occur one day late
	25	26	27	28	29	30		0	24	25	26	27	28	29	30		after the missed holiday.
									31								
	S	М	Т	W	Th	F	S										
MAY				T T		l i	1	2	S	M	Т	W	Th	F	S		
	2	3	4	5	6	7	8	BE		1	2	3	4	5	6		
	9	10	11	12	13	14	15	NOVEMB	7	8	9	10	11	12	13		
	16	17	18	19	20	21	22	/E	14	15	16	17	18	19	20		
	23	24	25	26	27	28	29	6	21	22	23	24	25)+	-26	-27		
	30	31	23	20	21	20	27	Z	28	29	30						
	30	31								_,							
JUNE	S	M	Т	W	Th	F	S	~	S	M	Т	W	Th	F	S		
		171								141							
	L	7	1	9	3	4	5	CEMBE	Е	L	7	1	2	3	4		
	6		8		10	11	12	<b>≥</b> Ш	5	6	7	8 1E	9	10	11		
	13	14	15	16	17	18	19		12	13	14	15	16	17	18		
	20	21	22	23	24	25	26	DE	19	20	21	22	23	24	25		
	27	28	29	30				_	26	27	28	29	30	31			

#### **Ewaste**

Oregon E-Cycles is a free recycling program for computers, TVs and monitors. The program is funded by manufacturers, with oversight from Oregon DEQ. Drop off items at the Astoria Transfer Station.

For large quantities, call ahead to make an appointment. TVs, computers, monitors and laptops are prohibited from the landfill. Please do not place them in the trash.

#### **Household Hazardous Waste**

Cleaning products, paints, and other chemicals can be dangerous if not properly disposed.

#### **CLATSOP COUNTY'S HHW FACILITY**

1780 Williamsport Road, Astoria, OR Next to the Astoria Transfer Station

Contact Clatsop County to learn more. Call 503.325.9302, visit their website at www.co.Clatsop.or.us/PublicHealth, or email Health@co.clatsop.or.us.

### **Medical Waste**

Medical waste and sharps (e.g. needles, syringes) cannot be thrown out with the regular garbage. We offer safe, efficient disposal using approved containers—contact us for more information and pricing.

# **Paint Recycling**

All paint sold in Oregon includes a surcharge to fund a collection and recycling program. Visit www.PaintCare.org for details. You can drop off latex and oil-based paints at one of these locations:

#### CITY LUMBER CO.

2142 Commercial St. Astoria, OR 97103 503.325.4511

#### **SHERWIN-WILLIAMS**

3527 Highway 101 N Gearhart, OR 97138 503.738.6751



#### **ASTORIA TRANSFER STATION**

1790 Williamsport Road, Astoria



Accepted at the Self-Service Recycling Depot: Glass bottles and jars, cardboard, paper, tin and aluminum cans, motor oil, and rigid plastic bottles and tubs. No fees apply.

#### **KNAPPA/SVENSEN DEPOT**

**92435 Svensen Market Road**Next to the Clatsop County Sheriff's Office

Available every weekend Friday afternoon–Monday morning

#### **WESTPORT DEPOT**

1177 Westport Ferry Road
Behind the Westport/Wauna Fire Department

Available every other weekend Friday afternoon–Monday morning

#### **WARRENTON DEPOT**

The Corner of SW 1st Street. and SW Main Court Alleyway behind 119 S. Main Avenue, Warrenton

Accepted: Glass and cardboard only

#### **GEARHART DEPOT**

698 Pacific Way, Gearhart

Accepted: Yard debris and glass Gearhart residents only.

#### **CANNON BEACH DEPOT**

East 2nd Street and Spruce Street, Cannon Beach

 Accepted: Yard debris, mixed recycling, cardboard and glass

Cannon Beach residents only.

#### **SEASIDE DEPOT**

Avenue South & Alder Mill Ave, Seaside

Accepted: Mixed recycling, cardboard, and glass



