

Zero IN Dixon Commercial

The New Normal

While California is finally emerging from the devastating effects of the COVID-19 pandemic, **Recology Dixon** continues to provide collection service without interruption. **Recology** employees are classified as essential workers. They continue to use determination and ingenuity to meet the challenges that the pandemic brought.

"Our highest priority has always been the safety of our customers and our employees," explains Scott Pardini, **Recology Dixon** General Manager. "We quickly adapted to the challenges that Covid brought us. We are all so proud that collection services have continued uninterrupted during the entire pandemic."

A few **Recology** services were paused or modified during the pandemic. Most of these are now back in full operation. The main office in Vacaville remains closed as of this publication, but **Recology** officials are working with State and local authorities to reopen as soon as is deemed safe.



Recology safety officials are working closely with State and local authorities to reopen the main Recology office in Vacaville. Check recology.com to learn the latest news on the reopening. Most other services are partially or fully restored. Check the back page summary for the latest updates.

"We are excited about opening the office soon," Pardini explains. "All of our employees realize how much the community depends on our services. All of our drivers, office team, maintenance workers, and support team deserve a great deal of gratitude for the great job they did during these difficult times. We all faced this together, and now we are ready for it to all be over. Like everyone else, we are ready to adapt to the 'new normal'."

Get Ready for SB 1383



Commercial customers must comply with a host of recycling mandates. Fortunately, **Recology** has experts who are ready to help design a recycling program that works for you.

Waste Zero experts are available through **Recology** who will help you comply with upcoming organic waste laws established by Senate Bill 1383. These rules become effective on January 1, 2022, so now is the perfect time to prepare for the new rules. Check the chart on the back page for a summary of the regulations.

Recology will help you implement a program that works best for you and meets all the mandated regulations. Get started by contacting a Waste Zero expert through recology.com or call us at 707-678-4026.

Summer 2021



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Information & Updates

The Recology Way!



Jorge Vargas

Jorge Vargas had heard only good things about working for **Recology**, so he was understandably thrilled when he landed a job seven months ago as a Route Driver.

"**Recology** is a place where you can grow as an employee," Jorge explains. "The company is owned by the employees, so you have the incentive to be a better worker and provide better service."

Jorge likes the way **Recology** employees help each other. He appreciated their willingness to assist him as he adapted to his new job.

"This is my career job," Jorge said. "The people are great, and I am happy here."

Jorge lives in Dixon with his wife Olga and their three children, Jorge Jr. (age 15), Miklo (age 13), and Sofia (age 8). When not working, Jorge enjoys working on classic cars and spending time with his family.

Senate Bill 1383

- Effective on January 1, 2022.
- Requires all commercial customers to subscribe to organic waste recycling service.
- Employees must properly sort materials for recycling and organic waste recycling.
- Recycling bins featuring sorting labels will be required in customer areas.
- Select businesses will be required to participate in an Edible Food Recovery Program.
- 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.

Important Updates

There have been no changes to collection services during the pandemic. Following is a summary of services currently offered to customers:



Treated wood (shown above) may now be taken to the Hay Road Landfill. Click recology.com/recology-vacaville-solano/hay-road-landfill/ for details.

Main office in Vacaville: Closed until safety officials authorize a safe opening.

Assistance by phone: Customer Service Specialists 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 and at 1 Town Square Place in Vacaville. 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 at 302 N. 1st Street in Dixon and 855½ Davis Street in Vacaville are now open Tuesday-Saturday, 9AM to 3PM. All visitors must wear masks and social distance. Take household hazardous waste, e-waste, mattresses, and other materials to 855½ Davis Street in Vacaville on **Saturdays only** from 9AM to 3PM.

Service Requests: Customers are encouraged to use the website at recology.com for service requests. Customers may also call us at 707-678-4026 during business hours, Monday-Friday, 8AM to 5PM.

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