



American Canyon Waste Zero Ways

2023 SPRING NEWSLETTER



DELINQUENT ACCOUNTS

It's important to make timely payments on your recycling, organics, and garbage account to prevent service disruption.

Recology will stop collection service if full payment is not received within thirty days after the customer is notified in writing that service may be discontinued because the account is ninety days past due.



If the past-due account is not paid in full, the account holder will be subject to a third-party collection agency and without recycling, organics, and garbage pickup.

Contact Customer Service at **707.552.3110** with billing questions or to make restitution on a delinquent account.

CARE DISCOUNT

American Canyon residential customers participating in PG&E's low-income rate program CARE are eligible for a 15% discount on their monthly recycling, organics, and garbage collection bill.

To request the discount or maintain your current discount, you must present documentation annually showing your participation in the PG&E CARE program. The discount is effective from the date Recology receives the correct documentation. The discount is not retroactive.

Confirm your qualification for the discount by providing Recology American Canyon with a copy of the page(s) of your current PG&E bill showing:

- The date you enrolled or renewed participation in CARE.
- The name and address on the PG&E account must match your Recology account.

Submit the required documents to via—

Email: Customerservice007@recology.com

US mail: 2021 Broadway St., Vallejo, CA 94589

In person: Bring it to the office or put an envelope in the drop box by the front door.

FAX: 707.552.4126

REDUCE PLASTIC CONTAMINATION

Put clean and dry recyclables directly into your blue bin. Do not bag them in plastic bags.

Plastic bags make it difficult for workers to sort recyclables properly and safely. It also slows the process and increases the cost of recycling. Plastic bags and other flimsy plastics can wrap around equipment, requiring operations to shut down while workers climb onto the

machinery to cut the plastic off of gears and screens.

Lightweight plastics, such as bags and plastic wrap, can contaminate paper bales, and mills will not buy bales if they contain more than 1 percent contamination.

For all these reasons, Recology Vallejo is asking customers to "Loose Load" recyclables.



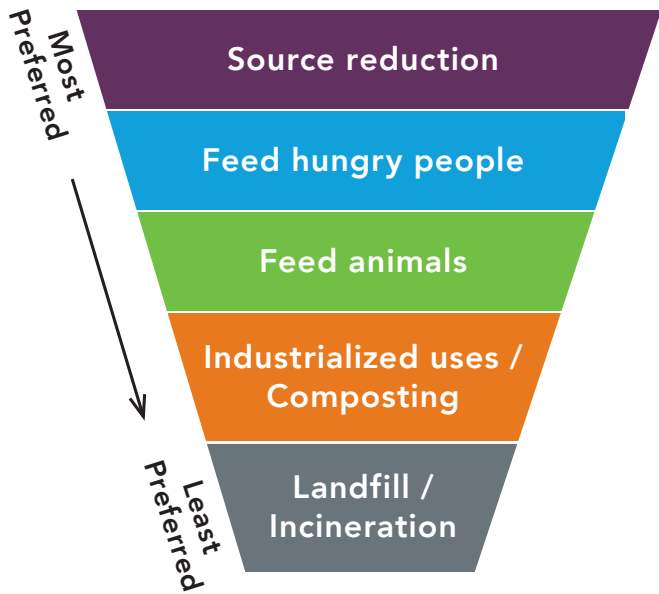
Don't bag recyclables. Place items directly in the recycling container.

For more helpful tips, visit WhatBin.com.

HOW TO "LOOSE LOAD" RECYCLING:

1. Put clean and dry recyclables directly into your blue cart or your facility's large recycling container.
2. Use plastic liners only for smaller recycling bins typically used inside your kitchen or office.
3. Check the liner for food or liquids before emptying the recyclables into your larger recycling cart. If the liner contains food or liquid, it is contaminated. Cinch the bag and place it in your landfill bin. Reuse clean liners.

FOOD RECOVERY HIERARCHY



Californians landfill nearly 6 million tons of food scraps or food waste each year. Remember, try to buy only what you need and compost all food scraps.

The chart above prioritizes actions individuals and organizations can take to prevent and divert wasted food.

COMMERCIAL CORNER

New California mandate requires businesses to compost

All American Canyon commercial customers are now compliant with the new state law. Good job! Recology assisted by delivering organics carts and outreach materials.

The law seeks to achieve:

75% ↓

reduction in landfilled organics by 2025

20% ↓

reduction in edible food waste by 2025

Recology offers **free resources** to help your business comply with SB 1383. This includes on-site training for customers and staff, program implementations to increase diversion, appropriate bin size and placement assessment, and educational or formal presentations.

To learn about local compost and recycling programs, contact our Zero Waste Team at **707.552.3110** or [Recology.com/AmericanCanyon](https://www.Recology.com/AmericanCanyon).



THANKS FOR THE RECOGNITION

The Vallejo Chamber of Commerce awarded Recology Vallejo 2022 Large Business of the Year at its annual awards ceremony in February.

"We are honored to serve the residents and businesses of Vallejo and American Canyon," said General Manager Derek Nelson. "Many of our 120 employee-owners grew up here. They and their families are invested in our community."

"Our connection and our commitment as employee-owners motivate us to do our best, day in and day out. We are proud to be a community partner, helping protect the environment and striving for zero waste."

Recology has been the resource recovery provider in Vallejo since 1926, and we look forward to serving you for many years to come.



A legacy of leadership: From left to right are Peter Friesen, retired General Manager; Bill Burrage, Regional Safety Manager; Tom Phillips, retired General Manager; Derek Nelson current General Manager; and Al Jimenez, Operations Manager.

CONTACT US!

Se Habla Español

Recology American Canyon
2021 Broadway Street
Vallejo, CA 94589

707.552.3110 Monday through Friday, 8 AM – 5 PM
[Recology.com/Vallejo](https://www.Recology.com/Vallejo)
[Facebook.com/RecologyVallejoAmericanCanyon](https://www.facebook.com/RecologyVallejoAmericanCanyon)