



WE'RE HERE TO HELP



When you need assistance with your account, give our Customer Service Representatives a call.

MEET YOUR CUSTOMER SERVICE REPS!

Our Customer Service team is ready to assist you with anything related to Recology services. They are available by phone 8 AM – 5 PM Monday through Friday at **530.533.5868** for Butte County residents and **530.342.4444** for Colusa County residents.

Customer Service Representatives can assist you with:

- Starting, stopping, or changing service
- Billing inquiries
- Reporting missed pickups, extra pickups, or other service issues

- Bulky item pickups
- Container issues
- Roll-off services
- Container size changes

GET TO KNOW YOUR WASTE ZERO TEAM!

RBCC's Waste Zero Specialists are dedicated to reducing landfill waste and maintaining compliance with state, county, and city laws. If you have any questions regarding recycling or organics, they are your perfect point of contact.

"With eight years in the refuse industry, I've worn many hats," says **Ivan Madrigal**. "I now use my experience



Recology Waste Zero Specialists Ivan Madrigal and Wesley Meador create outreach and educational materials to help you recycle right.

to help businesses and residents reduce, reuse, recycle, and Recologize!"

Wesley Meador, a recent graduate from Oregon State University, was hired by Recology in July 2024 and says he is "passionate about teaching customers how to uphold sustainable waste management practices."

Email rbccwastezero@recology.com or call **530.533.5868** if you need information about:

- Recycling and organics
- Hazardous waste disposal
- Business compliance
- Education and outreach
- Recycling events
- Waste audits and reduction plans

Reduce, reuse, recyle, and rot!



Batteries Can Spark Trouble

Batteries should not be placed in any Recology containers. Lithium-ion batteries can spark fires, overheat, or explode when improperly disposed of.

Find battery drop-off locations at recology.com/batterysafety or leave them at the Maxwell Transfer Station, 3852 Co Rd 99W, Maxwell, 95955, 8:30 AM – 3 PM Monday – Friday. There is a limit of 5 pounds or 1 gallon.

FILM PLASTICS BELONG IN THE LANDFILL

Film plastics — food wrap, resealable bags, bread bags, candy wrappers, trash bags — are not recyclable and belong in the gray landfill cart.

Film plastics and other flimsy plastics can get tangled in recycling machinery and contaminate recyclables. Its thin and stretchy nature makes it difficult to process in standard systems, leading to equipment damage and waste.

Avoid film plastics as much as possible. Buy in bulk using refillable containers, choose products with minimal or recyclable packaging, and reuse when possible.



IS YOUR BUSINESS RECYCLING?



California law AB 341 requires businesses and multifamily properties (5+ units) to participate in a recycling program to help reduce waste and conserve resources.

Recycling is easier than ever and “cardboard only” is a thing of the past! All recyclables — cardboard, paper, metal and aluminum, plastic tubs, jugs, and containers — go in the same designated recycling bin.

Whether you have a front-load bin or a cart, everything gets sorted at a Material Recovery Facility (MRF), where advanced machinery and dedicated workers separate materials by type. Just toss it all in, and let the system do the rest!

If you need help setting up or improving your recycling or organics programs, contact a Waste Zero Specialist at rbccwastezero@recology.com.



NEVER PLACE THESE ITEMS IN YOUR LANDFILL BIN

- Sharps and Medication
- Fluorescent Bulbs
- Flammables, Pesticides, or Herbicides
- Electronic Waste

To find the Household Hazardous Waste disposal site nearest you, go to:
Butte: <https://bit.ly/43yV2Sk>
Colusa: <http://bit.ly/42hErJl>

