



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 rbcwastezero@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 plan

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 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.



RECYCLE RIGHT!



Put these items in your blue recycling cart, not the trash. We'll recycle the contents when we service your cart.

Recycling plastic bottles, tubs, and jugs, glass, paper, cardboard, and metal means they can be remanufactured and used again. This is good for the economy and saves natural resources, energy, landfill space, and more!

If you live in a recycling service area and don't have a recycling cart, call Recology to schedule a delivery. Butte County residents call **530.533.5868**. Colusa County residents call **530.342.4444**.



If you are in a rural area where Recology does not yet offer recycling services, consider taking your recyclables to one of our transfer stations.

Oroville Transfer Station, Butte County

2720 S Fifth Avenue
Oroville, 95965
8 AM – 5 PM Monday – Friday
\$15 per load (a small, level pickup bed) of recyclables

Maxwell Transfer Station, Colusa County

3852 Co Rd 99W
Maxwell, 95955
8:30 AM – 3 PM Monday – Friday



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>