



## 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. Representatives are available 8 AM – 5 PM Monday through Friday by calling **530.533.5868**.

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](mailto: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, recycle, and rot!**

## COMPOST — IT'S THE LAW

California law SB 1383 and City Municipal Code Chapter 8.13 require all businesses and multi-family dwellings to subscribe to and participate in recycling and composting programs.

Food scraps, food-soiled paper, and designated composting container to reduce greenhouse gas emissions and air pollution. To inquire about receiving an exemption, email the City of Chico at [recycle@chicoca.gov](mailto:recycle@chicoca.gov).

**All businesses must be compliant with the law by the end of the year.**

### To do so:

- Sign up for compost collection with Recology at [rbccwastezero@recology.com](mailto:rbccwastezero@recology.com) or have a waiver on file.
- Use color-coded indoor bins — blue for recycling and green for compost — and put them next to all landfill containers.

- Label all containers with color-coded signs.
- Sort recyclable and compostable materials properly.
- Educate staff about sorting requirements annually and keep records.
- Audit bins at least once a month and provide feedback to staff if materials are found in the wrong containers.

### FREE RESOURCES

- For free staff training, signage, door hangers, lease-addendum examples, and consultations, email [rbccwastezero@recology.com](mailto:rbccwastezero@recology.com).
- Request free compost pails, indoor blue and green Slim Jim and Brute cans, as well as 5-gallon buckets from [recycle@chicoca.gov](mailto:recycle@chicoca.gov). Available while supplies last.
- Scan this QR code to view printable labels and signage from the Recology website.



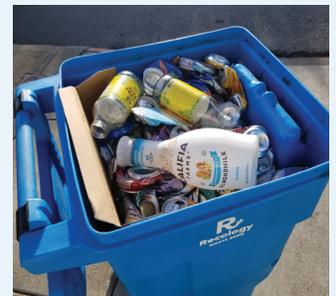
## RECYCLING IS EASIER THAN EVER

Subscription to and participation in recycling services is now mandatory. Customers in Chico are entitled to one free 96-gallon recycling cart with weekly service.

Please know that the City of Chico and Recology will be monitoring containers,

so you must have adequate capacity and service levels for all recyclables.

Existing “cardboard only” bins are now mixed recycling. Please put all recyclable materials into one container and let Recology’s workers and machines do the rest!



## 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.



## NEVER PLACE THESE ITEMS IN YOUR LANDFILL BIN

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

Hazardous waste disposal drop-off:  
Butte Regional Household Hazardous Waste Facility  
1101 Marauder Street, Chico, 95973  
Friday: 9 AM - 1 PM | Saturday: 9 AM - 4 PM

