



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 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!

Batteries Can Spark Trouble

Lithium-ion batteries in everyday electronics can spark dangerous fires when thrown in the trash or recycling.

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

Find free battery drop-off locations at recology.com/batterysafety or leave them at the Oroville Transfer Station, 2720 S Fifth Avenue, 8 AM – 5 PM Monday – Friday. There is a limit of 5 pounds or 1 gallon.

If you have larger quantities, visit our Hazardous Waste Facility at the same location from 9 AM – 2 PM on the first and third Fridays of the month.

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 AND COMPOSTING?

Local and state laws require businesses and multi-family properties of 5 or more units to participate in recycling and composting programs to help reduce waste and conserve resources.



All businesses must be in compliance with the law by the end of the year. Email rbccwastezero@recology.com to contact a Recology Waste Zero Specialist about setting up recycling and composting services.

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!

Food scraps, food-soiled paper, and yard trimmings must be placed in your designated composting container. You may inquire about receiving an exemption from the City of Oroville at recycle@cityoforoville.org.



NEVER PLACE THESE ITEMS IN YOUR LANDFILL BIN

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

Hazardous waste disposal drop-off:
Recology Butte Colusa Counties
2720 South Fifth Avenue, Oroville 95965
9 AM – 2 PM first & third Fridays of the month