



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, recyle, 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.

FREE KITCHEN

COMPOST PAILS

City of Oroville residents can pick up a free kitchen pail at City Hall while supplies last.

The pails are a convenient place to put food scraps and food-soiled paper until you are ready to dump them into your green curbside composting cart.

Email recycle@cityoforoville.org for more information.

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.

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



TIPS TO REDUCE INSECTS AND ODORS

As temperatures rise, pests may start to appear around your composting containers. Here are some tips to keep your container cleaner and fend off unwanted insects:

PUT small amounts of food scraps in paper bags before tossing into your green bin.

STORE your composting container in cooler, shadier places when possible.

LAYER larger amounts of food with uncoated soiled paper (napkins or paper towels).



COVER food scraps with baking soda, apple cider vinegar, salt, and/or lime or lemon juice to dry up insects.

We offer a one-year courtesy exchange for carts and bins. If your cart is heavily soiled or damaged, call Customer Service to schedule an exchange.

Remember that plastic disposal bags are not accepted in the composting container. This includes bags that are labeled compostable. Compostable bags take 100 days to decompose, while our composting operations are completed in 60.



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