

SERVICE REMINDERS

- For information, please call our Customer Service Department at **408-392-3000**. Customer Service Representatives are available Monday through Friday, from 7:30 a.m. – 4:30 p.m.
- Please set out materials by 6:00 a.m. on your scheduled collection day. A special charge may be incurred if collection trucks need to return.
- Extra garbage must be bagged or boxed and prior arrangements for pickup must be made with Recology Silicon Valley.
- Extra Bag Tags are available for purchase through Customer Service. Extra Bag Tags have no expiration date and can be used any time for collection on your regularly scheduled garbage pick up day.
- We are not responsible for any articles left on or near collection carts.

IMPORTANT RESOURCES

Recology Silicon Valley
408-392-3000
Fax 408-392-3051
www.RecologySiliconValley.com

Countywide Recycling Info
800-533-8414
www.recyclestuff.org

Home Composting Education Program
408-918-4640
www.reducewaste.org

Household Hazardous Waste Program
408-299-7300
www.hhw.org

Environmental Resource
www.earth911.com



RECYCLING AND REFUSE SET-OUT EXAMPLE
Recyclables collected weekly in your blue cart

- Cardboard
- Glass bottles and jars
- Juice bags & boxes
- Metal cans
- Milk cartons
- Paper
- Phone Books
- Paper and hard cover books
- Plastic containers #1-#7
- Plastic bags - *please bag together before placing in cart*
- Scrap metal

Please rinse food and beverage containers and crush plastics before placing in cart.

CORRUGATED CARDBOARD

Please breakdown or cut cardboard to fit inside recycling cart. Extra cardboard that cannot fit inside cart should be flattened and tied with string in bundles no larger than 3 ft. x 3 ft.



USED MOTOR OIL

Place used motor oil in one-gallon plastic containers with tight fitting, screw top lids. You may place up to two one-gallon containers next to your recycling cart for pickup.

USED OIL FILTERS

Place fully drained filters in a sealed, leak-proof, plastic bag and place curbside/roadside next to your recycling cart.

HOUSEHOLD BATTERIES

***New Safety Rules for Collection:** Please tape the positive (+) terminal on all batteries. You may use either masking, electrical, or duct tape. Place all taped batteries in a clear, sealed plastic bag. If any batteries are leaking, please put them in a separate bag and place them on top of your blue recycling cart.

NOTE: Car batteries are not accepted in this program. Call the Countywide Household Hazardous Waste line at **408-299-7300** or visit www.hhw.org for recycling information.

UNACCEPTABLE ITEMS:

- Unmarked plastics, without a #1-#7 (garden hoses, plastic toys, PVC piping, etc.)
- Food contaminated packaging or containers
- Napkins, facial tissues, paper towels, utensils, dishware
- Styrofoam “peanuts”, bubble and plastic wrap
- Light bulbs, window glass, ceramics
- Clothes hangers, wire, rope, auto parts
- Medical waste



On-Call Collections

ON-CALL COLLECTION DAYS

Households can select two days per year for on-call collection services:

Please refer to details of the on-call collection days to the right, along with the following guidelines:

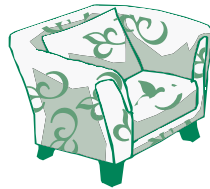
- All items must fit within an 8-foot long, 4-foot wide and 4-foot high area and be placed curbside/roadside by 6 a.m.
- **Single items, plastic bags or boxes cannot weigh more than 50 pounds each, and must be manageable by one person.**
- To arrange for an on-call pickup, please call our Customer Service Department, Monday through Friday during regular business hours.
- Advance notice of 24 hours is requested.
- Garbage disposal days are scheduled on normal collection days.
- Unused on-call disposal days are not transferable to the following year.

DEBRIS BOXES

Debris boxes are available in a variety of sizes to fit your construction and clean up needs.

BULKY ITEMS

Special pickups of bulky items, such as appliances, water heaters, furniture, BBQs, lawn mowers, etc., are available for a fee.



For rates, information or to schedule services, please call our Customer Service Department at **408-392-3000**.

Help keep usable goods out of the landfill, by donating to charities or non-profit organizations. You can also join a local Freecycle™ Group and donate items within your community. For more information visit www.freecycle.org.

ELECTRONIC BILL AND AUTO-PAYMENT OPTIONS

For a convenient, secure way to view, print and pay your bill online, enroll in our E-Bill Payment Program. You can set up your account for automatic payments, schedule on-line payments or have your bill paid via a recurring automatic debit.



To sign up for this program, visit www.RecologySiliconValley.com and click on the "Pay Bill" link.

ON-CALL GARBAGE PICK-UP

- Contain loose items in bags or boxes.
- No appliances with freon, such as refrigerators and air conditioners. Pickup of these items can be arranged through our **Bulky Item** collection services for a fee.
- No items with oil, diesel, or gasoline.
- No TVs, computer monitors or other hazardous, electronic or universal waste. Call **408-299-7300** for recycling and disposal information.

YARD WASTE

Yard waste is collected weekly in your green cart. Put leaves, small branches (cut into 3 foot lengths or less) and grass clippings in your yard waste rolling cart. Yard waste must fit inside the cart and the lid must be closed.

Unacceptable Items

- Dirt, rock, concrete, ashes, sod, asphalt, or building materials
- Fruits or vegetables
- Household trash or other garbage
- Plastic bags (plastics will contaminate the load)
- Tree trunks, stumps or painted trees
- **Note:** Our trucks can pick up yard waste rolling carts weighing up to 150 pounds. Carts filled to capacity with some materials can exceed this weight limit and may not be collected.



Sign up for Online Service Manager!

You will be able to manage your service online:

- View/change your account information
- Add/change your service
- Request a debris box quote
- Submit a service comment or issue

HHW & Environmental Information



Santa Clara County offers a free HHW drop-off program for residents in Santa Clara County. To schedule an appointment or for more information about the HHW Program, please call the Santa Clara

County HHW appointment line at **408-299-7300**, Monday thru Friday 8:30 a.m. to 4:30 p.m. or visit www.hhw.org and click on "Make An Appointment".

ACCEPTABLE MATERIALS

- Aerosol cans (*If empty, can be placed in trash*)
- Automotive fluids (*antifreeze, oils, various fluids*)
- Batteries (*vehicle and household alkaline and rechargeable*)
- Chemistry sets
- Cleaners/household chemicals
- Cosmetics, toiletries
- Degreasers/solvents
- Flares (*except airborne flares*)
- Fluorescent tubes and CFLs
- Freon
- Gasoline/fuels
- Gun powder
- Helium tanks (*5-gallon containers or smaller only – no oxygen tanks; must be disposed of with a medical waste hauler or by the vendor/manufacturer*)
- Mace
- Pesticides
- Photo chemicals
- Prescription medicine
- Propane tanks
- Sharps/syringes/needles (*must be in an approved container labeled "Sharps Waste" or with the International Biohazard label*)



PAPER OR PLASTIC?

That's a question everyone hears at grocery stores. But bags of all types add up. Trips to the mall, hardware store, farmer's market and many other places add to the number of bags that Americans use every day and each of those bags have an environmental impact as well. One thing that everyone can do to lower their carbon footprint on our environment is to bring a reusable bag to the stores you frequent.



FREE FLUORESCENT LAMP DROP-OFF LOCATIONS FOR RESIDENTIAL CUSTOMERS

HOME DEPOT

480 E. Hamilton Avenue
Campbell, CA 95008
408-866-1900

ORCHARD SUPPLY HARDWARE

3000 Alum Rock Ave.
San Jose, CA 95127
(408) 259-5470

ORCHARD SUPPLY HARDWARE

1130 Branham Lane
San Jose, CA 95118
(408) 267-6460

ALMADEN ACE HARDWARE

6469 Almaden Expwy
San Jose, CA 95120
(408) 997-1784

PAYLESS ACE HARDWARE AND ROCKERY

2927 S. King Rd.
San Jose, CA 95122
(408) 274-4922



Santa Clara County is on Twitter
@SCCenvironment

MEDICATION DISPOSAL PROGRAM

Please dispose of your expired or unused medications properly.

For a complete list of drop-off locations, hours of operation, or more information about this program, please call **408-299-7300** or visit www.hhw.org.



For Residents of Unincorporated Santa Clara County Districts 1 and 4

Annual Service Brochure

2010-2011

Proud to be Employee-Owned
 1675 Rogers Avenue
 San Jose, CA 95112



SHARE THE SPIRIT FOOD AND TOY DRIVE November 2 through 30

Please place non-perishable food items and new unwrapped toys curbside/roadside in bags clearly marked "Food/Toy Drive" next to your containers on your regularly scheduled recycling day. Our employees will pick up your donations and deliver them to families in need.



TREECYCLING

During the month of January, we will provide free Christmas Tree collection and recycling.

- Please remove tree stands and all decorations, including tinsel. (Flocked trees are acceptable).
- Trees should be cut into 5 ft. lengths. Cut pieces may be placed inside your yard waste cart for service as long as lid can be closed.
- Place trees or carts curbside/roadside on your recycling day.
- Apartment dwellers must place trees in a central location and call to arrange a pickup.
- **Trees may be collected by a recycling truck other than the regular yard waste truck.**



Questions? Please call us at **408-392-3000**, or visit us online at **www.RecologySiliconValley.com**. Please keep this brochure as a handy reference throughout the year.

HOLIDAY COLLECTION

Thanksgiving, Christmas and New Year's Day are the only holidays that garbage, recycling and yard waste are not collected.

Regular service resumes on Monday, January 4, 2010



HOLIDAY COLLECTION SCHEDULE					
MON	TUES	WED	THURS	FRI	SAT
NOV 22 Regular service	NOV 23 Regular service	NOV 24 Regular service	NOV 25 NO SERVICE Office Closed	NOV 26 Service for Thursday Customers Office Closed	NOV 27 Service for Friday Customers
DEC 20 Regular service	DEC 21 Regular service	DEC 22 Regular service	DEC 23 Regular service	DEC 24 Regular service Office Closed	DEC 25 Office Closed
DEC 27 Regular service	DEC 28 Regular service	DEC 29 Regular service	DEC 30 Regular service	DEC 31 Regular service Office Closed	JAN 1 Office Closed