



### SERVICE REMINDERS

- For information, please call our Customer Service Department at **408-725-4020** or **650-961-8040**. 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 South Bay.
- 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.

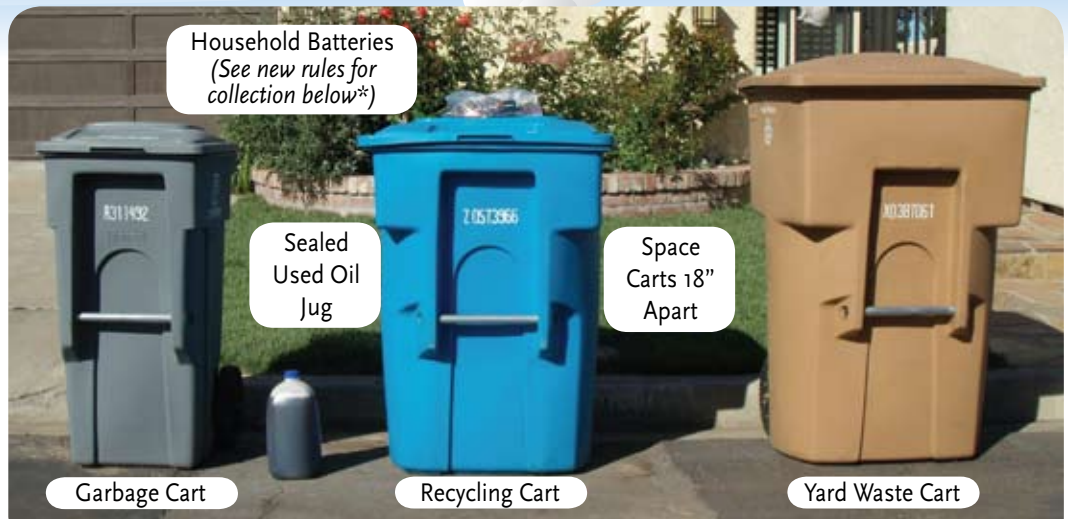
### IMPORTANT RESOURCES

**Recology South Bay**  
**408-725-4020**  
**Fax 408-588-1102**  
[www.recologysouthbay.com](http://www.recologysouthbay.com)

**Countywide Recycling Info**  
**800-533-8414**  
[www.recyclestuff.org](http://www.recyclestuff.org)

**Home Composting Education Program**  
**408-918-4640**  
[www.reducewaste.org](http://www.reducewaste.org)

**Household Hazardous Waste Program**  
**408-299-7300**  
[www.hhw.org](http://www.hhw.org)



## RECYCLING AND REFUSE SET-OUT EXAMPLE

### Recyclables collected weekly in your blue cart

- Cardboard
- Catalogs & junk mail
- Glass bottles and jars
- Metal cans
- Milk cartons
- Paper
- Phone books
- Juice aseptic boxes - but foil bags are **NOT** acceptable
- Paper and hard cover books
- Plastic containers #1-#7 (plastic toys are acceptable as long as they fit in your cart)
- Plastic bags - please bag together before placing in cart
- Scrap metal
- Shredded paper (must be bagged)

**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 *clear* one-gallon plastic containers with tight fitting, screw top lids. (Milk and water jugs with pop-on lids are acceptable: lids must be taped securely). 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 both battery terminals 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](http://www.hhw.org) for recycling information.

### UNACCEPTABLE ITEMS:

- Unmarked plastics, without a #1-#7 (garden hoses, 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
- Polystyrene
- Medical waste



# On-Call Collections

## ON-CALL COLLECTION DAYS

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

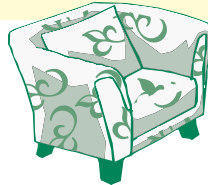
Two garbage disposal days OR two yard/wood waste recycling day OR one garbage disposal day and one yard waste recycling day.

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, bundles 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 and yard waste disposal days are scheduled on normal collection days.
- Unused on-call disposal or recycling days are not transferable to the following year.

## 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 **408-725-4020** or **650-961-8040**.

## E-WASTE "CURBSIDE" COLLECTION SERVICE

Residents no longer need to haul e-waste to a collection event or drop-off site! Recology South Bay will pick up e-waste curbside/roadside in front of your home.

E-waste collections are limited to two per year and are in addition to your twice-annual on-call collections. **Special handling of e-waste is required and weight limits may apply.**

To schedule your free pick-up, call our Customer Service Department at **408-725-4020** or **650-961-8040**.

### **E-Waste includes the following materials:**

- Answering Machines
- Calculators
- CD players
- Cellular phones
- Computer monitors and peripherals
- Household batteries (*seal in clear plastic bag*)
- Microwaves
- Radios & stereos
- Tape recorders
- Telephones & fax machines
- Televisions
- VCRs

## ON-CALL GARBAGE PICK-UP

- Contain loose items in bags, boxes or bundles.
- 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 electronic or universal waste. Refer to the E-WASTE curbside collection service on the bottom of this page.
- No hazardous material, call **408-299-7300** for disposal information and to schedule an appointment.

## ON-CALL YARD/WOOD WASTE PICK-UP

- Branches can be up to 6 inches in diameter and 6-feet long.
- Please bundle or box branches and trimmings for collection.
- **Unpainted, untreated** wood can be neatly stacked no longer than 6ft lengths (*for the safety of our drivers, please remove all nails*).
- Since wood will be composted, we cannot accept varnished, stained or pressure treated wood (*like railroad ties*)
- No plastic bags.

## 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.

## DEBRIS BOXES

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

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](http://www.freecycle.org).

# Santa Clara County 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](http://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
- 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 or smaller only*)
- 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.



## ELECTRONIC BILL & 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.recologysouthbay.com](http://www.recologysouthbay.com) and click on the "Pay Bill" link.

## GROW A BEAUTIFUL GARDEN – BUILD HEALTHY SOIL

The Bay-Friendly Gardening program was developed to encourage residents to make environmentally friendly gardening choices. It is not a particular style, but an approach that works with nature to reduce waste and protect the watersheds of San Francisco Bay. Santa Clara County and other members of the Bay-Friendly Coalition have joined forces to implement a sustainable approach to the design, construction and maintenance of landscapes and gardens.



You can create a sustainable, healthy and beautiful garden using Bay-Friendly practices. Find out how to build healthy soil, minimize fertilizer use, and select appropriate plants at any of these hands-on workshops. Experienced and beginning gardeners alike can learn more about Bay-Friendly Gardening techniques during any of these upcoming hands-on workshops:

### Let Worms Eat Your Garbage

August 21 - 10am - 12pm  
Cubberly Community Center, Room H-1  
4000 Middlefield Road in Palo Alto

### Bay-Friendly Gardening Basics

September 25 - 10am - 1pm  
Cubberly Community Center, Room H-1  
4000 Middlefield Road in Palo Alto

### Gardening from the Ground Up

October 2 - 10am - 1pm  
MAEP Erikson Adult Center World Garden  
4849 Pearl Avenue at Minas Drive in San Jose

### Bay-Friendly Gardening Basics

September 25 - 10am - 1pm  
Cubberly Community Center Room H-1  
4000 Middlefield Road in Palo Alto

Go to <http://bayfriendlycoalition.org> to sign-up today or call **408-918-4640** for more information.

Santa Clara County Districts 5a, 5b and 5c  
For Residents of Unincorporated

## Annual Service Brochure 2010-2011

Proud to be Employee-Owned  
650 Martin Avenue  
Santa Clara, CA 95050



### SHARE THE SPIRIT FOOD AND TOY DRIVE November 1 through 29

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 **408-725-4020**, or visit us online at [www.recologysouthbay.com](http://www.recologysouthbay.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.



HOLIDAY COLLECTION SCHEDULE					
MON	TUES	WED	THURS	FRI	SAT
NOV 22 Regular service	NOV 23 Regular service	NOV 24 Regular service	NOV 25 <b>NO SERVICE</b> Office Closed	NOV 26 Service for Thursday Customers	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 <b>NO SERVICE</b> Christmas Day
DEC 27 Regular service	DEC 28 Regular service	DEC 29 Regular service	DEC 30 Regular service	DEC 31 Regular service Office Closed	JAN 1 <b>NO SERVICE</b> New Year's Day