

# WASTELINE

A Publication for GreenWaste Recovery Multi-family Customers

Winter 2016

## There's A New Truck in Town...

On August 1 of 2015, GreenWaste became your new service provider for the collection of recyclable materials, trash and organics. After a lengthy and highly competitive bid process, GreenWaste was unanimously recommended and ultimately selected as the new exclusive franchisee to provide all the waste and recycling service needs in the City of Pacific Grove. Of all the bidders, including the incumbent, GreenWaste's proposal offered the greatest service enhancements for residents and businesses alike, at the lowest overall cost.

### BUT...the Drivers Remain the Same!

It was very important to GreenWaste to retain the existing collection drivers on the Monterey Peninsula, and we knew it was important to the community as well. We were rewarded for our efforts and the drivers that you knew and loved are the very same drivers servicing you today. GreenWaste successfully recruited nearly 95% of the drivers and the few that decided to stay with the previous



hauler were driving routes that were mostly in unincorporated Monterey County. While their trucks and uniforms have changed, their smiles and focus on customer service remain the same.



If you have not already checked out our Recycle Guide, please take a peek to see the number of new and expanded service offerings – most of which are available at no additional charge. Recycle Guides were distributed during service transition, however if you did not receive one or would like another one, you can download it from our website on the Pacific Grove landing page (most sustainable option), or you can contact our Customer Service and have one mailed to you.



GreenWaste Recovery, Inc.,  
PO Box 11089  
San Jose, CA 95103-1089  
831.920.6707  
www.greenwaste.com



### PAY ONLINE!

To access our online payment portal you can go to:  
[www.greenwaste.com](http://www.greenwaste.com) or  
<https://portal.greenwaste.com>  
to enter the site directly.



### MAIL IT!

Remit your payment to  
GreenWaste Recovery, Inc.  
PO Box 11089  
San Jose, CA 95103-1089  
Please include your payment stub and make sure to write your Customer ID on the check to ensure expedited processing.



### CALL US!

Payments can be made over the phone  
Monday through Friday  
8AM-5PM.  
831.920.6707 | phone  
877.203.8970 | toll free



### DELIVER IT!

Bring your payment to our Watsonville office.  
We accept payments Monday through Friday  
8AM-5PM.  
375 Industrial Rd.,  
Watsonville, CA 95076

# The time is now... Mandatory Commercial Recycling

Did you know that the commercial sector generates nearly three-fourths of the solid waste in California? Participating in recycling collection programs results in the reduction of trash which can help in lowering overall waste collection costs as well as keep material out of landfill.

In 2012, the State of California passed an Assembly Bill (AB341) requiring businesses producing 4 cubic yards of garbage or more and multi-family dwellings of 5 units or more to participate in a recycling program. If you currently subscribe to any of GreenWaste Recovery recycling services, you are already in compliance. If your business or multi-family dwelling does not currently recycle, now is a great time to start. This program promotes environmental stewardship and increases recycling rates by diverting recyclable materials from landfill.

For help starting a recycling program for your home or business, contact GreenWaste Recovery and speak to an Outreach Coordinator.



## 6 Confusing Items!

Do you ever have trouble determining whether an item is recyclable or not? Here are 6 confusing items that have stumped many, and are often found in the wrong container. Help us manage your materials efficiently by placing these items in the correct container.



**1**  
Hoses are recyclable.



**2**  
Polaroids are NOT recyclable.



**3**  
Calculators are recyclable.



**4**  
Plastic toys are recyclable.



**5**  
Toasters are recyclable.



**6**  
Chip bags are NOT recyclable.

To learn more about other items that are recyclable, check out our Recycle Guide online.



## A Note on Over-filled Collection Containers

GreenWaste would like to remind our customers all materials should fit inside your collections container with the lid completely closed. When the lid does not close properly due to overfilled containers, damage to our equipment or spills may occur. Occasionally, you may find you have additional garbage or recyclable materials that won't fit inside your regular collection container. Extra materials can be collected for an additional fee. If you regularly have extra materials, please contact us to increase the size or frequency of your container service. Help us safely collect materials and keep your streets litter-free!