

# Canyon Views

The newsletter from Recology American Canyon

[recology.com](http://recology.com)

## The New Normal

The devastating effect of the COVID-19 pandemic on California has been felt by all communities. We are finally emerging from the pandemic as **Recology American Canyon** continues to provide collection service without interruption. **Recology** employees are classified as essential workers. They continue to use determination and ingenuity to meet the challenges that the pandemic brought.

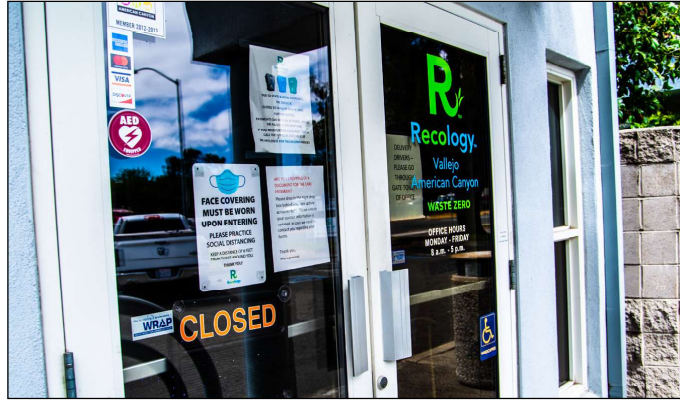
"We focused on the safety of the community and the safety of our employees," explains Tom Phillips, **Recology American Canyon** General Manager. "We all worked together to safely continue all services possible. We are all so proud that collection services have continued uninterrupted during the entire pandemic."

A few **Recology** services were paused or modified during the pandemic. Most of these are now back in either full or modified operation.

The main office in Vallejo remains closed as of this publication, but **Recology** officials are working with State and local authorities to reopen as soon as is deemed safe.

Customers are encouraged to use the website at [recology.com](http://recology.com) for service requests. Customers may also call the office during working hours at 707-552-3110.

"We should be opening the office soon," Phillips explains. "We look forward to resuming in-person service at the office. All of our office team, drivers, recycling crew, maintenance workers, and support team deserve a great deal of gratitude for the great job they did during these difficult times. We all faced this together,



Recology safety officials are working closely with State and local authorities to reopen the main Recology office in Vallejo. Check [recology.com](http://recology.com) to learn the latest news on the reopening. Most other services are partially or fully restored. Check the back page summary for the latest updates.

and now we are ready for it to all be over. Like everyone else, we are ready to adapt to the 'new normal'."

### Welcome Derek



Derek Nelson

Shortly after serving in the US Air Force, Derek Nelson landed a job with **Recology** in San Francisco. He then served as the **Recology** Operations Manager in Sonoma and Vacaville before becoming the new Assistant General Manager of **Recology American Canyon**.

"I am excited to join the team," Derek said. "I have always enjoyed working at **Recology**, but it is much more impactful to serve closer to where I live. As employee owners, the employees work very hard and are proud of their work."

Derek lives in Vallejo with his wife Rosa and their children, Cassidy, age 11, and Cianna, age 5. When not working, Derek enjoys spending time with family.

### Holiday Schedule

Refuse collections will not be made on Thanksgiving Day, Thursday, November 25. Thursday customers will have materials collected on Friday, November 26. Friday customers will have materials collected on Saturday, November 27.

Christmas and New Year's Day fall on Saturdays this year, so there is no change in the collection schedule these weeks.

The Recycling Facility in Vallejo will be closed on Thanksgiving Day and will close early on Friday, December 24, and Friday, December 31.

Holiday schedule information is available at:  
[recology.com](http://recology.com)

Fall 2021



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American Canyon  
WASTE ZERO

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# Canyon Views

## Autumn Tips & Solutions



If your tree is free of all tinsel, ornaments, nails, and stand, just cut it up and place it in your new green yardwaste cart. Trees may be placed in yardwaste carts at any time during the year. Trees that are not free of these materials and all flocked trees must go in the trash cart.

### Extra Holiday Trash

Large corrugated cardboard boxes, such as the ones that bicycles and appliances come in, are accepted at the **Recology Recycling Facility** located at 2021 Broadway in Vallejo. The facility is open **Saturdays only** from 8am until 3:30pm. Customers may also bring magazines, newspaper, office paper, and used motor oil for recycling.

### Covid-19 Update

**Recology American Canyon** continues to provide collection service without interruption while California emerges from the pandemic. Following is a summary of services currently offered to customers:

**Main office at 2021 Broadway:** Closed but officials are working to safely open the office to customers. Check the web or call for updates.

**Assistance by phone:** Customer Service Specialists work

remotely Monday through Friday from 8am until 5pm. Contact us at 707-552-3110 to get information about services, to enroll in E-BillPay service, or for other assistance.

**Assistance by web:** The "Contact Us" feature available through [recology.com](http://recology.com) is given the same priority as phone calls or phone messages. Contact requests are answered promptly during working hours.

**Bulky Item, E-waste collection, Special Pick-Ups:** All services are available including mattress and box spring collection. Contact us to schedule service.

**Payments:** Pay bills by mail, over the phone, or online. A payment box for checks or money orders is available outside the office at 2021 Broadway. Cash is not accepted.

Pay-By-Phone is free for customers to use at any time. Call 707-731-6526 to make your payment. Have your account number ready and follow the instructions.

Go to [recology.com/bill-pay](http://recology.com/bill-pay) to pay online. Customers may make a one-time payment or create an online account for recurring payments. We accept American Express, Visa, Discover, and Mastercard credit cards, or we can debit your bank account.

**Recycling Facility:** Open **Saturdays only** from 8:00am until 3:30pm. Mattresses and box springs are accepted.

**Service Requests:** Customers are encouraged to use the website at [recology.com](http://recology.com) for service requests. Customers may also call the office during business hours, Monday-Friday, 8am to 5pm, at 707-552-3110.

## Residential Street Sweeping Schedule

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

DECEMBER						
S	M	T	W	T	F	S
		1	2	3	4	
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

JANUARY						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

FEBRUARY						
S	M	T	W	T	F	S
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

### Commercial Customer Corner

## Be Ready for SB 1383

**Recology** Waste Zero experts are available to help you comply with upcoming organic waste laws established by Senate Bill 1383. These rules become effective on January 1, 2022, so now is the perfect time to prepare for the new rules. Check the chart on the right for a summary of the regulations.

**Recology** will help you implement a program that works best for you and meets all the mandated regulations. Get started by contacting a Waste Zero expert through [recology.com](http://recology.com) or call us at 707-552-3110.

## Senate Bill 1383

- Effective on January 1, 2022.
- Requires all commercial customers to subscribe to organic waste recycling service.
- Employees must properly sort materials for recycling and organic waste recycling.
- Recycling bins featuring sorting labels will be required in customer areas.
- Select businesses will be required to participate in an Edible Food Recovery Program.
- Food is the largest single source (15.5%) of all waste in California.
- More than six million tons of food products are discarded in California landfills every year.
- The **Recology** compost facility has been converting food waste and green waste into rich organic compost for years.



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