

THOUSAND OAKS COLLECTION GUIDELINES & QUESTIONS

1. Will my trash rate change?

Athens Services offers residents and businesses competitive trash, recycling, and green waste services rates.

2. Will my trash be picked up on the same day?

Yes, your pick up will continue on the same day. With Athens Services, you will also be able to see the location of the collection truck in real time through a web-portal.

3. Will I be receiving new containers?

Yes, Athens will delivery new containers and will coordinate the removal of your old containers. Each household is given a set of carts including a trash, recycling, and green waste container.

4. How do I pay my bill?

You have several options to pay your bill. The easiest way is to pay online at athensservices.com/billing/. You can also visit Athens' local Thousand Oaks Sustainability Center at 2251 Thousand Oaks Blvd, Thousand Oaks, CA 91362, and pay in-person.

5. Who do I contact if I have questions?

Athens is available to answer your question through direct chat on our website athensservices.com during regular business hours. You may also submit your inquiry here or call the local Thousand Oaks Sustainability Center at (805) 852-5264.

6. Will Athens offer composting?

Yes, Athens Services will offer composting give away events as part of their service offering. Athens will coordinate with City Officials on a date and location and communicate details to Thousand Oaks residents.

7. What is accepted in my green waste and recycling container?

Athens is building an innovative Recycling Guide to help you identify what material goes into each container. The recycling guide will help the community promote recycling, while diverting recyclable material from local landfills.

8. How do I report a missed pickup?

Athens Services collection hours are from 7 am - 6 pm. If your containers are missed, you can submit a request at athensservices.com/request/ or call customer service at (888) 336-6100.

9. Will Athens pick up extra recycling or yard waste?

Each household is given one set of carts including a trash, recycling, and green waste container. Extra trash, recycling, and green waste containers are available.

10. How do I request a bulky item pick-up? Is there a cost?

Thousand Oaks residents are entitled to bulky item pick-ups. Residents can request a pick-up at athensservices.com/bulky/ or calling customer service at (888) 336-6100.