



# CHANGES TO AZUSA'S SOLID WASTE & RECYCLING SERVICES

## Frequently Asked Questions

December 2021

### WHAT IS CHANGING?

#### Why is Azusa changing its waste and recycling services?

Effective January 1, 2022, Azusa will be implementing a source-separated multi-container solid waste and recycling system. This new system will maximize the recovery of recyclable materials, such as cans, bottles, cardboard, and paper, and ensure that organic material is recycled in the form of compost, mulch, or biogas and does not decompose in landfills, which releases methane gas into the environment. These changes will make trash collection cleaner and more efficient, using fully-automated collection services, and support environmental sustainability in Azusa.

#### What is Senate Bill (SB) 1383?

This law is intended to reduce the emissions of short-lived climate pollutants (SLCP) such as methane gas. SB 1383 sets statewide targets to reduce organic waste sent to landfills and rescue at least 20% of edible food currently thrown away. Jurisdictions, including the City of Azusa, are mandated to require all residents and businesses to divert organic waste from landfills by ordinance and enforcement mechanisms.

SB 1383 is the most significant waste reduction mandate adopted in California in the last 30 years. It builds upon AB 1826, the Mandatory Commercial Organics Recycling Law, which jurisdictions have been implementing since 2016.

#### What is organics waste?

Organics waste means food waste, green waste, landscape and pruning waste, and food-soiled paper waste that is mixed in with food waste.

ACCEPTABLE ORGANICS WASTE			DO NOT INCLUDE	
<b>FOOD SCRAPS</b> <ul style="list-style-type: none"> <li>Bread, rice, &amp; pasta</li> <li>Cheese &amp; dairy</li> <li>Coffee grounds &amp; filters</li> <li>Fruits &amp; vegetables</li> <li>Flowers &amp; herbs</li> <li>Meat, bones, &amp; poultry</li> <li>Seafood &amp; soft shells</li> <li>Pet food (non-medicated)</li> </ul>	<b>FOOD-SOILED PAPER*</b> <ul style="list-style-type: none"> <li>Food-stained paper</li> <li>Paper egg cartons</li> <li>Paper napkins &amp; kitchen towels</li> <li>Pizza boxes</li> <li>Plates</li> <li>To-go boxes (no coating)</li> <li>Wooden &amp; fiber-based utensils</li> </ul>	<b>GREEN WASTE</b> <ul style="list-style-type: none"> <li>Flower &amp; hedge trimmings</li> <li>Grass clippings</li> <li>Leaves &amp; branches</li> <li>Lumber, scrap wood, &amp; plywood (not painted or treated)</li> <li>Weeds</li> </ul>	<ul style="list-style-type: none"> <li>All plastics</li> <li>Cacti, succulents, &amp; yucca</li> <li>Compostable plastics (bioplastics)</li> <li>Coffee cups &amp; pods</li> <li>Fats, oils, &amp; grease</li> <li>Food stickers (please remove)</li> <li>Gloves</li> <li>Hard shells (clams, mussels, oysters)</li> </ul>	<ul style="list-style-type: none"> <li>Medication</li> <li>Palm fronds</li> <li>Paper napkins &amp; towels with cleaning chemicals</li> <li>Parchment &amp; wax paper</li> <li>Pet waste</li> <li>Rocks &amp; soil</li> <li>Rubber bands &amp; twist ties</li> <li>Tea bags</li> <li>Textiles</li> <li>Tissues &amp; wet wipes</li> </ul>

\*Must be 100% fiber-based. NO materials with petroleum based plastic, wax, or bio-plastic coating, liner, or laminate.

#### When can I expect these enhancements?

Beginning January 2022, Athens will start transitioning Azusa to a new waste, recycling, and organics program. Athens Services will be deploying new carts to commercial, multi-family, and single-family customers. Please see your specific customer type for more details.



### Commercial & Multi-Family Customers

January through February 2022, customers will receive a new 64-gallon green organics cart, or carts depending on volume. These new organic carts will be used in conjunction with regular dumpster service, which will continue to be used for non-organic waste and recyclables. Under SB 1383, the organics cart is required to dispose of organic material generated by commercial and multi-family customers. An Athens representative will work with your business or tenants to determine the appropriate number of carts, as well as their proper placement to facilitate collection. This same team will also be available to provide organics recycling education and training to your staff and tenants.

### What can I expect with these changes?

#### Commercial Customers

Effective January 1, 2022, businesses will be required to subscribe to bin service for mixed waste collection and cart service for organics. An Athens representative will work with your business to determine the appropriate number of organics carts needed. They will also be available to provide your staff with organics recycling training and education and proper cart placement for collection. Organics recycling training is extremely important to ensure proper participation and compliance of your business.

**Commercial customers' organics carts will begin collection services on February 7, 2022.**

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## BILLING INFORMATION WITH ATHENS SERVICE

#### Commercial Customers

Commercial Customers will continue to receive bills from Athens Services on a monthly basis.

### Will my trash and recycling rate change?

#### Commercial & Multi-Family Organics Rates

Beginning January 1, 2022, commercial and multi-family customers with bin service will not be charged for their organics carts. Effective July 1, 2022, customers will begin to pay a portion of their organics service, as Athens will be discounting the rate by 75%. The entire cost of the organics service will be phased in over three (3) years for commercial and multi-family customers.

Effective July 1, 2025, commercial and multi-family customers will begin paying the full cost of the new program.

- Year 1 (July 1, 2022- June 30, 2023): 75% Organics Rate Discount
- Year 2 (July 1, 2023- June 30, 2024): 50% Organics Rate Discount
- Year 3 (July 1, 2024- June 30, 2025): 25% Organics Rate Discount
- Year 4 (July 1, 2025 and beyond): 0% Organics Rate Discount

### How do I pay my new Athens bill?

Athens Services has several convenient methods for customers to make a payment. Customers may enroll in our eco-friendly electronic payment system. Other options include payment via mail or over the phone. Azusa customers can also make payments in person at our Irwindale Office located at 5355 Vincent Ave, Irwindale, CA 91706. The office is open during normal business hours from 8 am to 5 pm Monday through Friday.





## **Service Concerns**

### **How can I report a service concern?**

Athens Services has a team dedicated to assisting customers with their service needs and concerns. Please contact the Athens Customer Care team at (888) 336-6100.

### **Is there a location I can visit for support?**

Yes, if you would like to speak to an Athens Customer Care team member, you can visit our Irwindale office located at 5355 South Vincent, Irwindale, CA 91706. The office is located 4 miles from the heart of Azusa and is open during regular business hours, Monday through Friday, from 8 am to 5 pm.

