



CHANGES TO GLENDORA SOLID WASTE & RECYCLING SERVICES

Frequently Asked Questions

WHY IS GLENDORA CHANGING ITS WASTE AND RECYCLING SERVICES?

To comply with Senate Bill (SB) 1383, the City of Glendora has adopted new solid waste services. Effective November 14, 2022, Glendora will begin implementing a source-separated, multi-container, solid waste and recycling system citywide. This service 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.

WHAT IS SENATE BILL (SB) 1383?

In September 2016, Governor Jerry Brown signed into law 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 Glendora, are mandated to require, by ordinance and enforcement mechanisms, all residents and businesses to divert organic waste from landfills to recovery or recycling facilities.

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 implemented in 2016.

WHAT IS ORGANIC WASTE?

Organic waste means food waste, green waste, landscape and pruning waste, and food-soiled paper waste mixed in with food waste.

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

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

WHEN CAN I EXPECT THESE CHANGES?

Please see your specific customer type for more details.

Commercial & Multi-Family Customers: By now, all qualified commercial and multi-family customers should be participating in an organics recycling program. In addition to your dumpster, your property should have a separate container to dispose of all organics materials. If you are currently not enrolled in an organics program, an Athens representative is available

to work with your business or tenants to determine the appropriate number of carts and 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.

Single-Family Customers: Beginning November 14, 2022, through December 9, 2022, Athens Services will be delivering three (3) new carts to single-family residents, which will replace customer-owned trash containers at no cost. Residents will be enrolled in a standard level of service that includes: (1) BLACK 96-gallon cart for trash, (1) BLUE 96-gallon cart for recyclables, and (1) GREEN 96-gallon cart for organics. Residents may contact Athens Services to request additional carts at an additional cost. Due to supply chain challenges, additional carts will be delivered upon availability.

Beginning December 12, 2022, residents will start using their new carts for automated collection. Customers will no longer be able to use their old containers for collection.

From December 12, 2022 through December 30, 2022, at no additional charge, Athens Services will collect and properly dispose of any old containers. To have your old containers collected, place the empty containers upside down curbside on your service day, and Athens will remove them. After December 30, 2022, customers will need to contact Athens Services to request a bulky item pickup, at no additional charge, to dispose of old containers.

WHAT CAN I EXPECT WITH THESE CHANGES?

Single-Family Customers: To comply with SB 1383 requirements, single-family customers will transition from a manual, hand-tossed mixed waste and green waste collection program to a source-separated waste, recycling, and organics waste automated collection program. Standard automated collection services will include (1) BLACK 96-gallon cart for trash, (1) BLUE 96-gallon cart for recyclables, and (1) GREEN 96-gallon cart for organics. **Automated residential collection will begin on December 12, 2022.**





Multi-family Customers: Beginning November 1, 2022, a separate service fee will be assessed based on the size of your organics container and collection frequency. Athens Services has a team of Recycling Coordinators that are available to provide education and training to your staff and tenants. This team is also available to provide on-site waste evaluations and assessments to assist you with maximizing your services. To schedule a visit with a Recycling Coordinator, please contact Athens Services at (888) 336-6100 or organicsrequest@athensservices.com.

Commercial Customers: Under SB 1383, organics materials can no longer be disposed of in your mixed waste container. To comply with the law, businesses must subscribe to a separate container for organics. Beginning November 1, 2022, a separate service fee will be assessed based on the size of your organics container and collection frequency. Athens Services has a team of Recycling Coordinators that are available to provide education and training to your staff and tenants. This team is also available to provide on-site waste evaluations and assessments to assist you with maximizing your services. To schedule a visit with a Recycling Coordinator, please contact Athens Services at (888) 336-6100 or organicsrequest@athensservices.com.

HOW DO I PAY MY BILL?

Athens Services has several convenient methods for customers to make a payment. Customers may opt to go paperless and enroll in our eco-friendly electronic payment system. Other options include payment via mail or over the phone. Glendora customers can also make payments at our Irwindale Office at 5355 Vincent Ave, Irwindale, CA 91706. The office is open during regular business hours from 8:00 am to 5:00 pm Monday through Friday.

WHY AM I ONLY RECEIVING THREE (3) RESIDENTIAL CONTAINERS WHEN I CURRENTLY HAVE MORE THAN THAT NOW?

The new carts provided by Athens Services are actually three times as large as the typical 30-gallon trash cans. While it may appear that the new carts offer less space for your waste and recyclables, one (1) 96-gallon cart = (3) three of your current 30-gallon trash cans.

Based on the average single-family households' average amount of waste, we have determined that three (3) 96-gallon carts will be more than adequate to serve your needs.



CAN I ORDER ADDITIONAL RESIDENTIAL CARTS?

Yes. Don't hesitate to contact Athens Services to order additional containers. Additional containers are subject to an additional fee:

- Additional fourth (4th) cart (any type and size) \$5.55 per month
- Additional cart five (5) and above (any type and size) \$8.88 per month



CAN I REQUEST SMALLER RESIDENTIAL CARTS?

Yes. We provided the 96-gallon carts to have a smooth transition and accommodate a large amount of waste; however, if they are too large for your space, then you may exchange your 96-gallon cart for either a 64-gallon or 35-gallon cart.

However, the size of the cart will not affect the service charge since the rates are set based on average volumes, and all residential customers will continue to receive unlimited bulky item collection service.

WILL MY TRASH RATE CHANGE?

Single-Family Rates will be slightly modified to reflect a standard CPI adjustment. Effective November 1, 2022 rates will be \$41.10 per month.

Commercial & Multi-Family Organics Rates: Beginning November 1, 2022, commercial and multi-family customers required to subscribe to organics waste collection will be assessed a service fee for this service. Organics service rates are based on cart size and level of frequency. Don't hesitate to contact Athens to schedule a site assessment and training.

WHAT DO I DO WITH MY OLD RESIDENTIAL CONTAINERS (TRASH CANS)?

Residents may keep their current containers for other purposes or elect to have Athens Services collect and recycle them. To have Athens recycle your existing containers, you may place them upside down curbside starting December 12, 2022 – December 30, 2022. Residents who elect to keep their current containers should note that they will not be serviced by Athens beginning December 12, 2022.

HOW DO I DISPOSE OF BULKY ITEMS?

Athens Services will continue to provide single-family customers with FREE bulky item collections. Bulky item pickups will be provided on service days and must be scheduled in advance.

To arrange a pickup, please contact Athens Services at least 24 hours before your collection day at (855) 557-1007 or via <https://athensservices.com/bulky-item-pickup/>. To avoid a missed pickup of your bulky items, you must contact Athens to schedule the pickup.

WHAT IS CONSIDERED A BULKY ITEM?

Bulky Items include Furniture (including chairs, sofas, mattresses, and rugs); appliances (including refrigerators with and without Freon, ranges, washers, dryers, water heaters, dishwashers, plumbing fixtures, small household appliances, trees, shrubs, brush trimmings or other materials that are tied together forming an easily handled package not exceeding four (4) feet in length or thirty-five (35) pounds in weight, and other similar items, commonly known as "White Goods").

Bulky Items DO NOT include: Car bodies, construction debris, electronic waste, universal waste, and items weighing more than sixty (60) pounds, exceeding four (4) feet in width and eight (8) feet in length, or items that cannot reasonably be moved with equipment of the type



which, pursuant to industry standards, would normally be carried in a truck collecting Bulky Items. Excess bags of trash not fitting in your barrel will not be considered bulky items.

WILL ATHENS CONTINUE TO OFFER RESIDENTIAL HOUSEHOLD HAZARDOUS WASTE (HHW) COLLECTON?

Yes. At no additional charge, Athens will host an annual Household Hazardous Waste collection event for single-family generators.

DOES ATHENS OFFER WALK-OUT SERVICES FOR DISABLED RESIDENTS?

Yes. At no additional charge Athens will provide disabled residents with walk-out service. In order to qualify, the resident must not reside with an able-bodied person, have been issued a handicap placard from the DMV, and provide a letter from a medical physician indicating the disability. Please contact Athens for further information.

HOW CAN I REPORT A SERVICE CONCERN?

Athens Services has a team dedicated to assisting customers with their service needs and concerns. Don't hesitate to contact the Athens Customer Care team at (888) 336-6100.