

June 26, 2023

### **Subject: New Solid Waste Program Starting July 1, 2023**

Riverside Commercial Businesses,

The City of Riverside (City) awarded Athens Services (Athens) an exclusive franchise agreement to be the City's new residential waste and recycling collection hauler for non-City hauled residential areas previously serviced by Burrtec and all commercial and multifamily properties.

While this change won't impact our current commercial and multifamily customers, we would like to take this opportunity, in light of this recent update, to provide you with additional information and helpful resources.

Thank you for your continued support and, as always, please let us know how we can be of service.



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### **GENERAL QUESTIONS**

#### **Why is the City of Riverside changing its waste and recycling services?**

While the city awarded Athens an exclusive franchise agreement for a portion of the City's residential service and all of the commercial and multifamily properties, this will have no effect on your current services.

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

Effective January 1, 2022, SB 1383, California's Short-Lived Climate Pollutant Reduction Strategy, was passed to reduce methane and other greenhouse gas (GHG) emissions statewide. The law establishes targets for the reduction of organics waste sent to landfills and requires the recovery of all edible food currently disposed.

Jurisdictions, including the City of Riverside, are mandated to require all residents and businesses to separate their organics waste by ordinance and through enforcement mechanisms. SB 1383 is the most significant waste reduction legislation adopted in California in the last 30 years. It builds on the requirements of Assembly Bill (AB) 1826, Mandatory Commercial Organics Recycling, which jurisdictions have been implementing since 2016. To learn more visit [AthensServices.com/SB-1383](https://AthensServices.com/SB-1383).

#### **Is my rate changing?**

Effective July 1, 2023, your waste and recycling collection rates will reflect an increase in accordance with the terms of the Riverside rate structure set by the Riverside City Council. View current commercial rates at [RiversideCA.gov/Trash](https://RiversideCA.gov/Trash).

#### **Who do I contact if I have questions?**

Online self-service options are available 24/7 at [AthensServices.com/Customer](https://AthensServices.com/Customer). Customers can also speak with a local customer service representative by calling (888) 336-6100. The Athens Customer Care Center is available Monday – Friday, from 8:00 am - 5:00 pm, and on Saturday, from 8:00 am – 12:00 pm.

### **BILLING**

#### **Who do I pay for my waste collection services?**

Athens will continue to bill all commercial and multifamily customers for recycling, organics, and trash collection services.

#### **How do I pay my bill?**

Customers have several options to pay their bill, including:

- Online self-service: Visit [AthensServices.com/Billing](https://AthensServices.com/Billing)
- By phone: Call the Athens Customer Care Center at (888) 336-6100

### **SERVICES**

#### **Will my pick-up day change?**

There will be no changes to collection schedules at this time.

#### **Will I get new containers under the Athens program?**

All customers will have the option to increase container sizes or add additional containers to accommodate their disposal needs. Any increase in size and/or frequency for trash, recycling, or organics service is available for an additional fee. To change your services, please call the Athens Customer Care Center at (888) 336-6100.

#### **What is acceptable in each container?**

For a full breakdown of acceptable materials, check out the Athens interactive recycling guide at [CanIRecycleMy.com](https://CanIRecycleMy.com). The guide features more than 450 items and is the go-to resource for correctly reducing, reusing, recycling, composting, and disposing of unwanted waste material. For recycling signage and additional education materials, visit [AthensServices.com/Outreach](https://AthensServices.com/Outreach).



#### **How do I dispose of bulky items?**

Business and multifamily customers can request a bulky pickup. To schedule a collection, please visit [AthensServices.com/Bulky](https://AthensServices.com/Bulky) or call the Athens Customer Care Center at (888) 336-6100.

### **CONTACT ATHENS SERVICES**

 [AthensServices.com/Riverside](https://AthensServices.com/Riverside)

 (888) 336-6100

 Live chat during business hours