

GENERAL QUESTIONS

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

On August 18, 2022 the City of Riverside (City) sent out a Request for Proposals (RFP) for all non-City hauled Residential Garbage, Recyclable Material and Organic Waste Collection Services. Athens Services (Athens) was awarded the contract and effective July 1, 2023, Athens will be the City's new residential waste and recycling collection hauler for all non-City hauled residential areas previously serviced by Burrtec.

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.

As of July 1, 2022, the City of Riverside implemented a source-separated waste and organics waste recycling program to comply with Senate Bill (SB) 1383. This program ensure all residents and businesses are compliant with state law requiring organics waste to be diverted from landfills.

What changes are happening to my residential waste and recycling services?

If your current residential collection services are provided by Burrtec, Athens will assume responsibility for providing waste and recycling services starting on July 1. Athens will service containers between the hours of 5:30 am – 6:00 pm, Monday through Friday, except for holidays.

The minimum level of service for single-family residents consists of one (1) 96-gallon recyclables container, one (1) 96-gallon organics container, and one (1) 96-gallon trash container. Residents may have containers with a black base or a colored base that matches the lid. Additional carts are subject to charges.

- Recyclable materials include plastics, metals, paper (clean and dry), cardboard, and glass
- Organics waste includes green waste, food scraps, and food-soiled paper (100% fiber-based)

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. There are no extraordinary rate increases associated with the transition to Athens as the residential hauler. View current residential rates online at RiversideCA.gov/Trash.

Who do I contact if I have questions?

Please contact Riverside 311 for all service-related questions and requests.

Great Ways to Use 311

- Online: RiversideCA.gov/311
- Download the 311 mobile app
- Email: CallCenter@RiversideCA.gov
- Phone: (951) 826-5311
 - » Or call 311 if directly within the City of Riverside
- Call Center Hours:
 - » Monday – Friday: 7:00 am – 6:00 pm
 - » Saturday: 8:00 am – 1:00 pm
 - » Sunday: Closed



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BILLING

Who do I pay for my waste collection services?

Residential customers will continue to be billed for trash service on their utility bill from the City of Riverside.

How do I pay my bill?

All customers will have several options to pay their bill, including:

- **Online Self-Service:** billpay.riversideca.gov
- **By Phone:** Contact Customer Service at (951) 782-0330 and follow the menu prompt options to make a payment using the automated system
- **By Mail:** Enclose remittance payable to Riverside Public Utilities (3900 Main Street, Riverside, CA 92522) in the envelope provided with your paper bill
- **In Person:**
 - » Visit the Downtown Customer Service Center at 3901 Orange Street, Riverside, CA 92501
 - Walk-in hours: Monday – Friday: 9:00 am – 5:00 pm, Saturday: 8:00 am – 1:00 pm, Sunday: Closed
 - » Visit the Customer Resource Center at 3025 Madison Street, Riverside, CA 92504
 - Walk-in hours: Monday – Friday: 9:00 am – 5:00 pm, Saturday & Sunday: Closed

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?

Customers will keep their existing containers, which Athens will continue to service. Beginning July 1, if you have a broken container, you can request a replacement from the City of Riverside. All customers will have the option to add additional containers to accommodate their disposal needs for an additional fee. To change your services, please contact 311 Riverside.

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- **Download the 311 mobile app (available in Spanish)**



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What is acceptable in each container?

For a full breakdown of acceptable materials, check out the Athens interactive recycling guide at 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.



What is the holiday schedule?

The City observes New Year's Day, Martin Luther King Jr, Lincoln Birthday Day, Presidents Day, Cesar Chavez Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day as legal holidays.

PROGRAM BENEFITS

What are the benefits of the program with Athens?

Athens does not own a single landfill. This program will reduce the amount of recyclables, organics waste, and unrecoverable waste sent to landfills by focusing on recycling, reusing, and composting whenever possible, and only landfilling as an absolute last resort.





What other services and programs will Athens provide for the Riverside community?

Athens will continue to collaborate with the City of Riverside to enhance collection services for compliance with state mandates, as well as provide bulky item collections and a series of events focused on beautification efforts.

How do I dispose of bulky items?

Single-family residents will be provided two (2) free bulky item collections per household, a maximum of 5 items per bulky pick-up, per calendar year. Collections will occur on a customer's next scheduled pick-up day and should be reserved at least thirty to forty-five (30 – 45) work days in advance. To schedule a collection or for more information, please contact the City of Riverside 311.



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