

### GENERAL QUESTIONS

#### Why is the County of Ventura changing its waste and recycling services?

Effective January 1, 2024, Athens Services will begin servicing portions of Ventura County previously serviced by WM. The County of Ventura will continue efforts through a source-separated waste and recycling program to comply with the requirements of Senate Bill (SB) 1383 and ensure that organics waste is diverted from our landfills.

Through a competitive bidding process, the County of Ventura selected Athens to provide recycling, organics, and trash collection to residents and multifamily properties in the Southeast portion of Ventura County. Athens is committed to providing exceptional service and programs and contributing to the overall success of the community.

#### 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. Jurisdictions, including the County of Ventura, 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.

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

Athens will be providing new containers to all customers. The standard service level for single-family residents and multifamily properties with individual carts consists of one (1) 96-gallon recyclables (blue) cart, one (1) 96-gallon organics (green) cart, and one (1) 96-gallon trash (black) cart.

Residents have the option to reduce their cart sizes to either a 64-gallon or 32-gallon container or remove additional carts to accommodate their collection service needs. The service rate is based on the selected trash service. Additional carts are subject to charges.

In the coming weeks, customers will receive a Subscription Order Form to confirm the standard service level or request a preferred alternative.

- 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)
- All other materials should be disposed of in the black container



#### Is my rate changing?

Yes. Effective January 1, 2024 single-family residents will see reduced rates. All customer rates will reflect a bundled service which includes a trash, recycling, and organics container. For additional rate info, visit [VCPublicWorks.org/ResidentialCollection](https://VCPublicWorks.org/ResidentialCollection).

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

Online self-service options are available 24/7 at [AthensVenturaCounty.com](https://AthensVenturaCounty.com).

Customers can also speak with a local customer service representative by calling (805) 856-0113. The Athens Customer Care Center is available Monday – Friday, from 7:00 am – 6:00 pm, and on Saturday, from 8:00 am – 12:00 pm. Athens has a local customer service center in Thousand Oaks located at 2251 East Thousand Oaks Boulevard. Representatives will be available to assist with processing bill payments and any other service-related requests. The center is open Monday – Friday, 7:00 am – 5:00 pm.

### BILLING

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

As of January 1, 2024, single-family residents will be billed directly by Athens for two (2) months of service in advance. Multifamily (5 or more units) customers will be billed monthly in advance of services. All payments for waste collection services will be made directly to Athens beginning January 1.

### How do I pay my bill?

All customers will 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 (805) 856-0113
- **In person:** Visit the local customer service center in Thousand Oaks located at 2251 East Thousand Oaks Boulevard (check or credit card)
- **By mail:** PO Box 54957, Los Angeles CA 90054

### SERVICES

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

Athens may change some days in order to provide the best possible service. You will be notified **30 days** before any changes take place.

#### What is the standard service level for residential customers?

Single-family residents and multifamily properties with individual carts will have an option of a 96-gallon, 64-gallon, or 32-gallon trash (black) cart, which includes a 96-gallon recyclables (blue) and a 96-gallon organics (green) cart. The service rate is based on the selected trash service.

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

Yes. All customers will receive new containers. Please note you may continue to use WM containers, sorting your waste as you currently do, during the initial service transition until all Athens containers are delivered. More details will be provided in the coming months.

#### What if I need more containers beyond the standard service level?

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 (805) 856-0113.

#### 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 full guide



Scan to learn more

features more than 450 items and is the go-to resource for correctly reducing, reusing, recycling, composting, and disposing of unwanted waste material. In addition, bilingual labels will be placed on containers for common acceptable/unacceptable materials. For recycling signage and additional education materials, visit [AthensServices.com/Outreach](https://AthensServices.com/Outreach).

### PROGRAM BENEFITS

#### What are the benefits of the new program?

The new system will maximize the recovery of recyclable materials. Organics waste diversion through reuse and composting will also be emphasized to reduce methane gas emissions into the environment.

#### What other services and programs will Athens provide to Ventura County?

Athens will collaborate with the County of Ventura to provide enhanced collection services focused on community beautification.

These include two neighborhood cleanup events with paper shredding and electronic waste (E-Waste) drop-off, compost and mulch giveaways, and increased bulky item collections.

Athens will also be providing a 20% senior discount for qualifying residents (account holder must be at least 62 and enrolled in the utilities' CARE program) as well as on-premises services for those who need additional assistance servicing their containers.

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

Starting on January 1, 2024 single-family residents will be provided up to four (4) bulky item collections per calendar year equivalent to an annual maximum of 1.5 cubic yards of un-containerized solid waste, or three (3) bulky items, or ten (10) 32-gallon bags at no additional cost. Each item must not be larger than what two people can safely handle. Additional collections are subject to charges.

Collections will occur on a customer's scheduled pick-up day and must be reserved at least two (2) business days in advance. To schedule a collection, visit [AthensServices.com/Bulky](https://AthensServices.com/Bulky) or call the Athens Customer Care Center at (805) 856-0113.

Multifamily properties will be provided up to four (4) collection events per year on a designated date arranged by Athens and the property manager. Additional collections are subject to charges.

# RECYCLING CHEAT SHEET

Learn more:



## RECYCLABLE

### PLASTICS

*\*Keep caps on plastic beverage containers.*

- Highly Recyclable
  - Plastics number 1 as bottle or clamshell
  - Plastics numbers 2 & 5
  - Soda, juice, & water bottles
  - Beverage & detergent jugs
- Acceptable (but may not be recycled)
  - Plastics numbers 4 & 7



### METALS

- Aluminum foil & pie tins (clean)
- Scrap metal
- Steel cans, dishware, etc.
- Tin & aluminum cans

### PAPER (clean & dry)

- Envelopes
- File folders (paper only)
- Junk mail & magazines
- Newspaper
- Paper (white & mixed color)
- Paper grocery bags
- Telephone books
- Acceptable (but may not be recycled)
  - Cereal boxes (no plastic insert)
  - Egg cartons (paper only & clean)
  - Frozen food boxes
  - Soup, milk, & juice cartons



### CARDBOARD (or similar)

- Cardboard & corrugated boxes
- Pizza boxes (clean sections only)

### GLASS

*\*No window glass, porcelain, or non-food related glass. Please remove caps/lids.*

- Amber, green, & mixed-color glass
- Clear food glass jars
- Soda, tea, & liquor bottles

**No Liquids or Food In Recyclables**

## LANDFILL

### FOOD WRAPPERS/CONTAINERS

- Candy & protein bar wrappers
- Chip bags
- Disposable coffee cups & lids
- Juice & food pouches
- Bags with a mix of metal & plastic



### GLASS/PORCELAIN

- Dishware
- Flower pots
- Incandescent light bulbs
- Porcelain
- Vases & glass figurines
- Window glass



### PAPER

- All receipts
- Facial tissue, toilet paper, or wipes
- Gift wrap with plastic or metal
- Hardback books
- Laminated or plastic coated paper
- Padded or Tyvek-type envelopes
- Photographs

### PLASTICS

- All plastics #3 & #6 (hard & foam)
- All black plastics
- Plastic toys
- Plastic bags, dry cleaning bags, cellophane, & bubble wrap
- Small plastics (utensils, straws, loose caps, & anything less than 4 inches)
- Garden hoses & plastic tarps
- Latex and plastic gloves
- Empty motor oil



### MISC

- Disposable diapers
- Empty aerosol cans
- Pet waste
- Produce stickers
- Lint or unusable clothing & fabric
- All tea bags & tea bag wrappers
- Menstrual products
- Hard shells (e.g. clams, mussels, & oysters)

### ORGANICS & SOILED PAPER

*\*Only if there is no green waste/food scrap collection. See list to right.*

- Includes all food scraps, green waste, & food-soiled paper

## COMPOSTABLES

### GREEN WASTE

- Grass clippings
- Flower & hedge trimmings
- Leaves & branches
- Lumber, scrap wood, & plywood types (not painted or treated)
- Weeds



### FOOD SCRAPS

*\*Check your county page at [AthensServices.com](http://AthensServices.com) to confirm acceptability. Food Scraps includes putrescible matter produced from human or animal food production, preparation, & consumption activities. No produce stickers.*

- Bread, rice, & pasta
- Cheese & dairy
- Coffee filters & grounds
- Flowers & herbs
- Fruits & vegetables
- Meat, bones, poultry, seafood, & soft shells (e.g. lobster, crab, & shrimp)



### FOOD-SOILED PAPER

*\*All items must be 100% plant-fiber based with NO petroleum based plastic, wax, or bio-plastic coating, liner, or laminate. Must be soiled ONLY with food or drink liquids. No bathroom tissue, toilet paper, or menstrual products.*

- Egg cartons (paper)
- Food-stained paper
- Paper napkins & kitchen towels
- Pizza boxes
- Plates
- Straws (100% plant-fiber)
- Stir sticks (edible or wooden)
- To-go boxes (no coating)
- Utensils (fiber-based or wooden)

Updated April 2022. For a complete list, visit Athens' What Goes Where Guide at [CanIRecycleMy.com](http://CanIRecycleMy.com).