

### GENERAL QUESTIONS

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

Effective November 1, 2025, Athens Services will begin servicing the east side of Whittier previously serviced by Republic Services. The City of Whittier is enhancing its source-separated waste and recycling program to comply with Senate Bill (SB) 1383, which requires the diversion of organic waste from landfills.

Through a competitive bidding process, the City selected Athens to provide trash, recycling, and organics collection to residents, multifamily properties, and commercial customers in the eastern portion of the city. Athens is committed to exceptional service, innovative programs, and supporting the community's long-term success.

#### 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 begin serving the east side of Whittier on November 1, 2025.

- **Residential customers citywide** will receive new service carts in January 2026.
- **Commercial customers on the east side** will receive new bins in late October 2025. More details will be shared directly with commercial customers in the coming weeks.

#### Is my rate changing?

No. Rates will remain the same during this transition. All customer accounts will include bundled service (trash, recycling, and organics). Customers will be notified at least 30 days in advance of any future rate adjustments.

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

- **Online:** [AthensServices.com/Customer](https://AthensServices.com/Customer) – 24/7 self-service
- **Phone:** (888) 336-6100
  - » Monday – Friday: 7:00 a.m. – 6:00 p.m.
  - » Saturday: 8:00 a.m. – 12:00 p.m.

### BILLING

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

Beginning November 1, 2025:

- **Single-family homes:** Athens will bill directly for two months in advance (November and December). Starting January 2026, billing will shift to quarterly.
- **Multifamily (5+ units) and commercial accounts:** Athens will bill monthly in advance.

All payments for collection services must be made directly to Athens Services.

#### 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 at (888) 336-6100
- **In person:** Visit the local customer service center located at 4781 Irwindale Ave, Irwindale, CA 91706
- **By mail:** PO Box 54957, Los Angeles, CA 90054

### SERVICES

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

For now, your service day will stay the same. Athens may adjust service days in the future and will provide 30 days' notice of any changes.

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

Single-family residents and multifamily properties with individual carts will receive a 64-gallon trash (black) cart, 96-gallon recycling (blue), and a 96-organics (green) cart. The service rate is based on this standard level of service.

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

Yes, customers citywide will receive new containers:

- **Commercial customers:** bin exchange in November 2025
- **Residential customers:** new carts delivered in January 2026

Please continue using your current containers until your new Athens containers arrive. More information will be provided in the coming months.

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

Customers may request larger containers, extra carts, or more frequent service. Additional fees may apply. Call Athens Customer Care at (888) 336-6100 to adjust your service level.

### What is acceptable in each container?

For a full breakdown of acceptable materials, check out the Athens interactive recycling guide at [Can1RecycleMy.com](https://Can1RecycleMy.com). The full guide 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).



GUIDE TO YOUR CONTAINERS		
		
<b>Recycle = Blue</b>	<b>Green = Organics</b>	<b>Black = Landfill</b>
Paper products, empty plastic containers, bottles, and aluminum cans	Food waste, green (yard) waste, food-soiled paper waste	Non-recyclable waste and mixed material

### PROGRAM BENEFITS

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

Athens Services will now be the exclusive trash hauler for all residential, multifamily, and commercial customers in Whittier. Athens Services is committed to providing sustainability solutions for the City, including reducing landfill waste, maximizing the recovery of recyclables, and organics waste diversion.

#### What other services and programs will Athens provide to the City of Whittier?

Athens will collaborate with the City 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 10% senior discount for qualifying residents – account holder must be 62 years of age and receive supplementary social security benefits. Active military members also qualify for a 10% discount. Call the Athens Customer Care Center to qualify.

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

Starting November 1, 2025, single family and multifamily residents will be provided up to four (4) bulky item collections per year, with up to three (3) items per collection, 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 (888) 336-6100.