

January 1, 2026

Dear Riverside Business Partner,

Welcome to the Athens family!

The City of Riverside awarded Athens Services (Athens) an exclusive contract to provide recycling, organics, and waste collection services for new commercial businesses and new construction requiring temporary services within the City. We write to provide you an update on this exciting change.

Who should be providing collection services to my business?

As of July 1, 2023, Athens launched new programs and begin services for all new businesses and new construction. Under the City's exclusive arrangement with Athens, all new customers should receive services from Athens.

The partnership between the City and Athens represents a shared commitment to providing innovative waste diversion solutions and ensuring the highest customer satisfaction standards. As a family-owned and operated company, Athens has decades of experience serving the Southern California region and deeply understands the Riverside community's waste collection needs. Athens will gladly assist you as needed.

Current Burrtec or CR&R Customers

If you are a current Burrtec or CR&R customer, you may transition to Athens or continue with your existing service, depending on services being offered—

1. **Permanent Service:** Customers receiving existing permanent, recurring service may continue receiving such services until the sooner of (i) the end of your service relationship or (ii) June 30, 2028. Alternatively, you may transition services to Athens if you chose to do so.
2. **Temporary Bin Service:** Customers whose temporary bin service has lapsed after July 1, 2023 must use Athens as the exclusive provider for future new temporary bin service.
3. **Temporary Roll-Off Service:** For customers requiring temporary roll-off box service, you may continue to your existing temporary service until the sooner of (i) the closing of your account or (ii) your account becoming inactive after two weeks of no service. Any request thereafter for roll-off box service must be directed to Athens as the exclusive provider.

Comprehensive Waste Solutions

Athens offers a wide range of services tailored to meet the specific needs of new businesses, including recycling and organics collection, edible food recovery, waste disposal, and temporary bins and roll-off boxes.

Reliable and Timely Service

Athens has a dedicated team based in Riverside to oversee operations and ensure that customers are serviced on time and minimize disruptions to business operations.

Sustainable Practices

As a landfill-avoidance organization, Athens prioritizes recycling and waste diversion solutions to help new businesses achieve their sustainability goals and reducing their environmental footprint.

How can I learn more?

To learn more about Athens and the services available to the Riverside community, please call the Athens Customer Care Center at (888) 336-6100 or visit AthensServices.com/Riverside.

We look forward to serving you, Riverside!