

# Customer Service, Recycling Tips

When customers call **Recology** they are sometimes surprised that a real human answers the phone. There is no robotic voice that requires punching numbers to navigate through a maze of obscure choices. At **Recology**, customer service experts handle nearly every inquiry without transferring the call.

"Delivering exceptional customer service is part of all our jobs," explains Melanie Lopez, Office Manager for **Recology Dixon**. "We never hurry a call and always make sure the customer has been helped."

It is encouraging to know that email contacts to **Recology** are treated just like phone calls. The staff tries to answer email inquiries soon after they receive them.

It also helps that the **Recology** Customer Service staff are all local. They are familiar with the neighborhoods and streets in Dixon. Their knowledge of the routes helps them deal with issues that pop up. The staff is able to communicate concerns and questions directly to employees who work the routes.

"**Recology** employees have a real incentive to deliver great service," explains Melanie. "We



Recology Customer Service staff take pride in the personalized assistance they provide to customers. Pictured above from left to right are Ilene Lunceford, Justina Vega, Rachele Melgoza, Doris Morales, Dez Aho, Melanie Lopez, Beatriz Marquez, and Lisa Rosales.

are an employee owned company, so customers are always talking directly to the owners of the company. We are highly motivated to keep everything working smoothly."

## Cardboard Box Solution

Large corrugated cardboard boxes are accepted Tuesday through Saturday, 9 AM to 3 PM, at the **Recology Dixon Recycling Buy-Back Center** at the corner of First and C streets in Dixon. All boxes must be broken down. Boxes may also be flattened and placed in the blue recyclables Toter® for collection.

## Residential Street Sweeping Schedule

Streets are swept during weeks printed in green. Streets will be swept weekly through January 20 and every other week beginning January 30. Call 678-4026 or click [recologydixon.com](http://recologydixon.com) for information.

JANUARY						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

FEBRUARY						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29			

MARCH						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

APRIL						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

# Zero IN Dixon Recology Helps Santa!

The Garibay family in Dixon faced a tough Christmas this year, so Santa contacted his friends at **Recology** to see if they could lend a hand. The employees gladly accepted Santa's request and donated their own money to purchase much needed gifts for the family. Then on December 17,



brightly decorated **Recology** trucks and about twenty of Santa's special helpers paraded through Dixon and delivered an abundance of holiday gifts to the Garibay family home.

"This is what the holiday season is all about," explains General Manager Ed Farewell. "We are all so grateful to work for a great company like **Recology**. When we learn of neighbors who need help—we respond. We could never ignore a request directly from Santa."



Santa's helpers paid a surprise visit to the Garibay family just in time to brighten their holiday season. Employees from **Recology Dixon** and **Recology Vacaville Solano** donated all the gifts, gift certificates, and a decorated Christmas tree so that the Garibay family could enjoy the holiday.

Santa's helpers presented the Garibay family with gifts of food, clothing, and special toys for the younger children. They also had gifts for the neighborhood boys and girls who responded to the surprise visit. **Recology** employees donated their time on the Saturday to deliver the holiday gifts in style.



This newsletter was printed on recycled paper. Please recycle after reading.



1 Town Square Place, Suite 200 • Vacaville, CA 95688 • 707-678-4026

[recologydixon.com](http://recologydixon.com)



Winter 2012

[recologydixon.com](http://recologydixon.com)

# Zero IN Dixon

## Be Safe by Trucks



Drivers are urged to use extra caution when approaching or passing working **Recology** trucks. Drivers are experts at driving safely but they are powerless

when impatient drivers take dangerous risks when passing on the street. When approaching working **Recology** trucks, drivers are urged to:

- slow down
- look carefully
- check for oncoming traffic
- pass safely
- avoid distractions like eating, texting, talking, or changing radio stations.

### Extra Yardwaste Assistance

Place out unlimited amounts of extra yardwaste for collection at no extra charge. Use sturdy 32-gallon cans that have handles and tight fitting lids or rent Toters® from **Recology** for this service. Place bundles of tree or shrub prunings that are no larger than 3 feet by 2 feet beside your green Toter®. Your green Toter® must be set out to use these services.

### Keep Storm Drains Clean

Please refrain from raking leaves into the street and properly contain leaves for recycling or debris for disposal. Only water should go in the storm drain system. For more information call 1-800-CLEANUP.

## What can and cannot be recycled?

Below is the list of acceptable and *unacceptable* materials for the blue recyclables Toter®. Dixon residents may recycle empty steel aerosol cans, glass food containers, plastic tubs, clean pizza boxes, shredded paper in paper bags, softcover books, loose lids from jars, clean aluminum cans or foil, and rinsed milk & juice containers. For information about recycling and other services we provide, click [recologydixon.com](http://recologydixon.com) or call us at 678-4026.

### Glass

All beverage and food containers in all colors. Empty container, rinse, and remove lid or cap.

**No drinking glasses, ceramics, window glass or mirrors, fluorescent tubes or light bulbs.**

### Plastic

All #1 through #7 narrow-neck bottles (water, soda, and detergent bottles). All California Redemption Value (CRV) containers. All colors. Non-bottle plastic-like toys, trays. Plastic tubs for margarine, butter, yogurt, etc. Empty all containers, rinse, and remove lid or cap.

**No cups, garden hoses, etc., plastic bags or Styrofoam, PVC or other piping.**

### Metal

Food and beverage cans (aluminum, steel, and tin). Rinse. Clean aluminum pans or foil. Empty aerosol cans. Loose lids from jars.

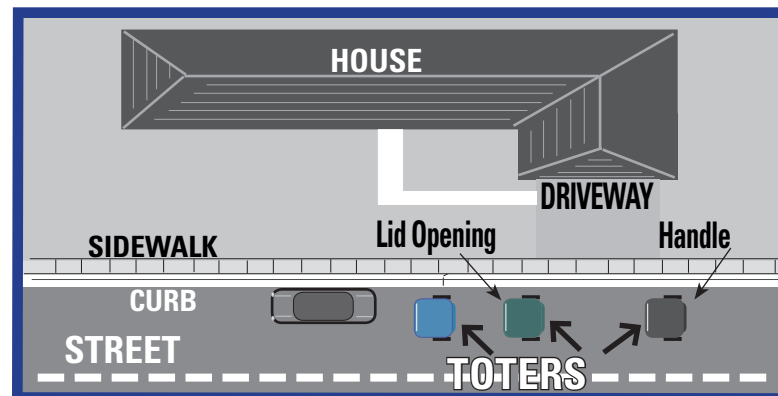
**No electronic or computer equipment, hangers, scrap metal, fuel tanks, propane tanks, etc.**

### Paper

Newspaper, boxes, bags, cardboard (flattened), magazines, catalogs, glossy paper, phone books, softcover books, shredded paper in paper bags, rinsed milk cartons, rinsed juice cartons, junk mail, envelopes, all colors of office paper.

**No hardcover books or binders, soiled papers, food wrappings, napkins, tissues or towels.**

## Check for proper Toter® placement



- Toters® should be placed out sideways with right wheel nearest the curb. The handle should be on your left as you face the street with the lid opening towards the right.
- Don't block the sidewalk.
- Don't park cars within 3 feet of Toters®.
- Place Toters® 3 feet apart.
- Put Toters® out by 6:00 AM on your pickup day.
- Remove Toters® from curb as soon as possible after pickup and place them out of view from the street.

## The Spirit of Giving!

Tough economic times are affecting pets as well as people. A new pet food pantry is gathering donations of pet food that can help families keep their pets rather than surrender them to shelters. Donation bins are now set up in the office of **Recology Environmental Solutions** in Dixon and in the office of the Dixon Chamber of Commerce. Pet food donations will be used to help keep pets at home for those facing economic hardship. Stop by and make a donation soon!



### A Great Place to Recycle

The **Recology Dixon Recycling and Buy-Back Center** at the corner of First and C streets offers a host of additional recycling options.

The **Recycling and Buy-Back Center** is open Tuesday through Saturday, 9 AM until 3 PM, to receive common recyclable items including oil filters, cooking oil, and household batteries. The Center pays various amounts for recyclable materials such as aluminum cans; glass (sorted by color); motor oil, and some plastics. Other plastic items such as milk jugs are accepted for donation only (you will not be paid for them). Additional materials accepted for donation include scrap glass; tin food cans; corrugated cardboard; newspaper; mixed paper and shredded paper.

