

# Customer Service, Saving Pets

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 Vacaville Solano**. "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 Vacaville. Their knowledge of the routes helps them deal with issues that pop up. The staff is able to communicate issues and questions directly to those employees who work the routes.



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.

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

## Help Save a Pet

Donate to the pet food pantry and help families keep their pets rather than surrender them to shelters.

Donation bins are now set up in the office of **Recology** in Vacaville, the Dixon Chamber of Commerce office, and the **Recology Environmental Solutions** office in Dixon.



The Winter Garb drive was a great success thanks to Recology, the City of Vacaville, Boy Scout Troop 897 (pictured above), Christmas Wish, Golden West Middle School, Public Works Facilities Maintenance, Vacaville Neighborhood Boys and Girls Club, and Vacaville Youth In Action. Thanks to everyone who donated.

This newsletter was printed on recycled paper.  
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# Zero IN Vacaville 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 Vacaville Solano** and **Recology Dixon** 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.



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Winter 2012

# Zero IN Vacaville

## 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.

### Oil & Electronics

Vacaville residents may recycle their used cooking oil and old electronics at the Household Hazardous Waste Recycling Center, 855<sup>1/2</sup> Davis Street. The HHW Recycling Center is open Saturday only between 9 AM and 3 PM.

Residents may also bring up to five electronic devices per visit to the center for recycling. You must be able to lift items from your vehicle and carry them to the drop-off area. Call us at 448-2945 or click on our website at [recologyvacavillesolano.com](http://recologyvacavillesolano.com) for complete information.



## What can and cannot be recycled?

Below is the list of acceptable and *unacceptable* materials for the blue recyclables Toter®. Vacaville 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, click [recologyvacavillesolano.com](http://recologyvacavillesolano.com) or call us at 448-2945.

### 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.**

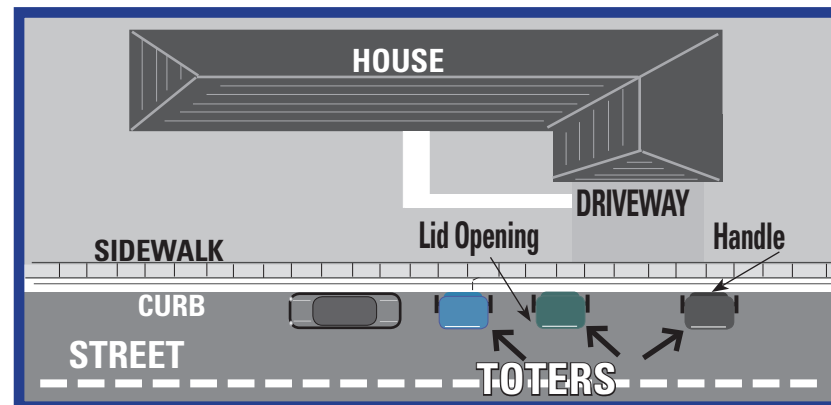
**No electronic or computer equipment, hangers, scrap metal, fuel tanks, propane tanks, etc.**

### 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 with the wheels touching the curb. The lid should open to the street with the handle in the back.
- Don't block the sidewalk.
- Don't park cars within 5 feet of Toters®.
- Place Toters® 5 feet apart.
- Put Toters® out by 6:00 AM on your pickup day.
- Remove Toters® from curb by 6:00 PM and place them out of view from the street.

## Winter Recycling

Customers have three options for placing additional yardwaste out for collection. The first option is to rent additional yardwaste Toters® from **Recology Vacaville Solano**. The second option is to use your own sturdy 32-gallon cans that have handles and tight fitting lids. The third option is to use twine to tie tree or shrub prunings into bundles that are no larger than



3 feet by 2 feet. There is no extra charge for bundles or for the emptying of extra 32-gallon customer provided cans. Place extras beside your green Toter®. Your green Toter® must be set out to use these services.

Winter is here and Recology offers customers easy yardwaste options to help with the extra seasonal amount of yardwaste.

### Tree Recycling

Christmas trees placed in the green Toter® must be free of tinsel, flocking, ornaments, and tree stands. Trees with these materials may be cut up and placed in your gray trash Toter®. The lids of your Toters® must be able to close. Large corrugated cardboard boxes are accepted at the **Recology** Recycling Facility at 855<sup>1/2</sup> Davis Street in Vacaville which is open Tuesday through Saturday from 9 AM until 3 PM. Boxes may also be flattened and placed in the blue recyclables Toter® for collection.

