

West Valley Recycles!



Holiday Schedule:

Christmas 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
22	23	24	25 <small>Christmas Day</small>	26	27	28

New Year's 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
29	30	31	1 <small>New Year's Day</small>	2	3	4

Thanksgiving Day, November 28th is a regular service day. Please have your carts out curbside for collection services. During the weeks of Christmas and New Year's, collection will be one day later, after the holiday.

Holiday Tree Collection

Beginning December 26, 2019 and continuing through January 24, 2020, WVC&R will collect holiday trees from HOA's and apartment complexes. Account holders, please contact customer service to schedule a date to collect all trees for the complex from one location at the property. For more information about pickup at your apartment complex or multi-family community, please contact customer service at **(408) 283-9250**.





West Valley Recycles!

CLEAN & DRY Recycling, the way of the future.

Until recently, China has been the main buyer of recycling from the United States, importing approximately 13 million tons of paper and 776,000 tons of plastic from the US annually.

Since early 2018, China has imposed stringent restrictions on imported recyclables under a new policy entitled "National Sword", which is now requiring recyclables to be CLEAN and DRY.

Materials such as food residue and liquid are considered contamination, and may lead to recyclables being disposed of in landfills.

You can do your part by Keeping It Clean!

To help keep your materials dry, **make sure your cart lids are completely closed.**

This is especially important during the rainy season.



Please remove all liquid, and food residue from cans, bottles and jars.



Water Pollution from Surface Cleaning



Wash water from mobile businesses such as carpet and steam cleaners, vehicle and power washers may contain soaps, toxic chemicals, heavy metals, oil and grease that are harmful to our creeks and waterways. These pollutants

can drain into storm drain inlets which flow directly into our local waterways without any cleaning or filtering. To ensure compliance with State and local stormwater regulations when surface cleaning always:

- Protect storm drains by sealing off any inlets and blocking off sloped areas to the gutter.
- Use equipment to direct discharge to sanitary sewer access points.
- Wash without soaps and solvents.
- Use a wet-vac to vacuum up the contained wash water.
- Visit www.cleancreeks.org for more information.



Choose the method that works best for you.

Pay/View Bill Online: Visit our online payment system at www.wcicustomer.com.

To enroll as a new user, please set up a new profile. You will need your account number and an invoice number, which can be found on your recent bill.

We accept Visa, MasterCard, American Express, and checking accounts for online payments.

Pay over the Phone with a Credit Card: Call our automated phone system at **(855) 569-2719**. You will need to enter your account number and the amount you owe to make a payment.

Pay by Mail: Mail in a check payable to West Valley Collection & Recycling. Use the pre-addressed envelope included with your bill.

Please include the payment stub to expedite the payment process.

Pay at our Office: 1333 Oakland Road San Jose, CA 95112

Our office hours are: Monday – Friday 8 AM to 4:30 PM (408) 283-9250

Bill Pay the Easy Way

Important to Note

Roll-Off and Debris Box
WVC&R is the exclusive roll-off and debris box provider in Campbell, Los Gatos, Monte Sereno, and Saratoga. To schedule a delivery, please contact Customer Service at **(408) 283-9250** or by email at customerservice@westvalleyrecycles.com

Donate: If you have extra furniture, office supplies, or clothing in good condition, before choosing to toss it in the garbage or recycling, donate them to your local Goodwill, schools or other charitable organizations.

Contact Us:
(408) 283-9250
www.westvalleyrecycles.com
customerservice@westvalleyrecycles.com