



West Valley Recycles!

Proper Set-Out: A Quick Reminder

Keep the following in mind for your collection day:

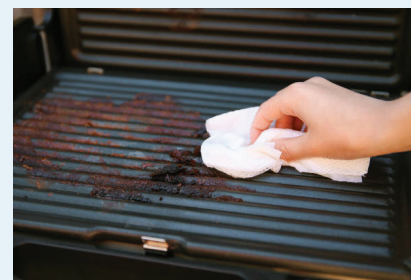
- Carts must be out no later than 6:00 AM on your service day
- For public health and safety, and to prevent litter, cart lids must be fully closed for service
- Carts should be a minimum of 2 feet from other carts and 5 feet from any parked vehicles
- **Small household batteries** should be placed in a sealed, clear bag on top of your recyclables cart
 - Batteries cannot be placed inside any cart, this is a safety hazard
- If your recyclables cart is completely full and you have **extra cardboard**, it should be cut down to a size that fits inside your cart, then bundled with tape or twine and placed beside your recyclables cart for collection
 - Do not place out extra cardboard if there is room in your recyclables cart
- **Extra garbage bags** can be collected for a small fee - to schedule an extra bag for collection, please call or e-mail WVC&R's Customer Service Department
 - Extra bags must be 32 gallons or less and must be able to fit inside your cart
- **Oil jugs and filter bags** are provided at no charge by WVC&R and can be delivered on your service day, please call or e-mail Customer Service to schedule a delivery
 - Drivers will only collect oil jugs and filter bags provided by WVC&R
- The **Kitchen Organics Pail** cannot be set out for service, empty the contents of your pail into the organics cart for service



For more info, visit www.westvalleyrecycles.com or contact customer service at (408) 283-9250 or e-mail customerservice@westvalleyrecycles.com.

Summer Tip: Disposing of Ashes

Ashes are considered garbage and cannot be disposed of in your recyclables or organics cart (even if they started out as branches, leaves, or logs). Before throwing away the ashes from your firepit, grill, or fireplace, make sure they are **completely cold** and **separately bagged from other garbage**. Even slightly warm ashes could potentially melt a garbage bag or ignite your trash can or the collection truck.





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Kitchen Organics Pails

All residents serviced by WVC&R are eligible to receive a Kitchen Organics Pail. This pail can be placed on the counter or next to the kitchen trash can as a way to separate organic materials from household garbage. If you have not yet received your Kitchen Organics Pail and would like one, please call WVC&R Customer Service at **(408) 283-9250** or email customerservice@westvalleyrecycles.com.



Bill Pay the Easy Way

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: *Due to Covid-19 our office is currently closed to the public.*

Back to School – Recycling Education

Back to school season is quickly approaching and with it comes excellent opportunities to educate students on math, science, and recycling! If you have a student in the home, this is the perfect time to contact their school and see what programs they have for garbage, recycling, and organics.

All educators in the community are encouraged to call the WVC&R Outreach Department to schedule educational presentations on what happens to recyclables and organics after collection, why recycling is important, and best sorting practices for garbage, recycling and organics. If you are a parent or guardian that is interested in this type of presentation, consider reaching out to your student's school to discuss the possibility.



If your student is homeschooled or can't schedule a live presentation, or if they just want to take some time to learn about recycling outside the classroom, please feel free to call the outreach department at **(408) 283-8513 x 41526** or e-mail paige.brown@wasteconnections.com. Students, parents, educators, and all other residents are welcome to call our Outreach Coordinator and ask any questions about recycling or the new organics program!

Tips for Safely Draining Your Pool or Spa

What you should do:

- Dechlorinate the water first and test to verify.
- For most in-ground pools, use a built-in line to drain to the sanitary sewer cleanout.
- If you don't have a cleanout, discharge onto a lawn or other landscaped area on your property that can hold water without overflowing, ponding, or causing erosion.
- Dispose of unused pool chemicals by scheduling a free appointment with the Santa Clara County Household Hazardous Waste Program at 408-299-7300 or visit www.hhw.org.

Like and Follow [@cleancreeks](#) on Facebook, Instagram, and Twitter for more stormwater pollution prevention tips!



What you should NOT do:

- Don't drain into storm drains; this pollutes local waterways and can harm aquatic wildlife.
- Don't drain into a septic system; this can cause a system failure.
- Don't dispose of old pool chemicals in the garbage or recycling bins.

Remember, only rain in the storm drain!
Visit us at cleancreeks.org for more information.



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



Customer Service hours are:
Monday – Friday
8 AM to 5 PM
(408) 283-9250