


**SINGLE-FAMILY EDITION • SPRING 2024**

# WEST VALLEY RECYCLER

## NEW ON-CALL BULKY CLEANUP COLLECTION UP TO 3 TIMES PER YEAR!

Looking to clear out  
unwanted items?



### On-call Bulky Cleanup Program

West Valley Recycles (WVR) is excited to unveil a new and improved On-Call Bulky Cleanup Program. Now up to 3 times per year, residents can schedule removal of unwanted items at no additional cost. Convenient and flexible to fit your schedule!

Each set-out allows:

- 3 large items, including 1 electronic waste and 2 appliances and/or furniture pieces (3 items total, not to exceed 150 pounds each)
- PLUS 3 cubic yards total of Reusable, Recyclable, or Landfill/Garbage materials (Bagged or Boxed)

We're here to help! Contact WVR to schedule your on-call bulky cleanup collection during a week that's convenient for you. Preparing for pickup is easy! Bag or box small items, keeping reusable, recyclable, and

landfill/garbage items separate. Label bags and/or boxes accordingly. Set out large items, along with bags and/or boxes at the curb the night before your scheduled pick up. Other restrictions may apply. This new program is replacing the scheduled annual clean-up and bulky item pickup, both free of charge.

### Free Extra Materials Set Out

**Extra Cardboard:** Residents may set out 4 feet x 4 feet flattened and bundled cardboard at the curb next to their **recycling** cart, as needed.

**Extra Yard Trimmings:** 6 times per year, residents may set out up to 32 gallons combined of yard trimmings next to their **organics** cart. Bundle yard trimmings with twine or use paper bags for leaves and small items. Individual pieces may not exceed 6 inches in diameter or 3 feet in length.



#### Be on the lookout:

Watch your mailbox for a new how-to guide with details on new services, proper sorting, and more.





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## Recycling Program Updates

**Used Cooking Oil Collection:** Residents may place up to 3 gallons of cooking oil weekly next to the recycling cart on collection day. Cooking oil must be in jugs provided by WVR. Contact WVR to request cooking oil jugs.



**Fluorescent Bags for Household Batteries:** WVR now provides fluorescent zip-top bags for household batteries at no charge. Store used household batteries (A, AA, AAA, B, C, D, 9-volt, and button cell-type) in WVR-provided bags and when full, place atop your landfill cart.

Important note: Battery bags now belong on top of the landfill cart. To help prevent fires tape rechargeable terminals before placing in the bag. Contact WVR to request battery bags.

## Motor Oil Recycling Drop Off Options

To ensure motor oil, a hazardous substance, is recycled properly drop off is now required. Used cooking oil collection has replaced the curbside motor oil collection program. There are many options to recycle your used motor oil and filters:

- Drop off at WVR's Universal Waste facility – **575 Charles St. San Jose**, Tuesday – Thursday 9 AM - 12 PM
- Schedule with County of Santa Clara's Household Hazardous Waste at **hhw.org** or **(408) 299-7300**
- Find a certified collection center near you at **calrecycle.ca.gov**



### Brand new trucks coming to your neighborhood!

You'll now see 3 separate trucks servicing your carts weekly. All new collection vehicles run on renewable compressed natural gas (CNG). Your collection day remains the same, but collection times will vary.



## About Bill Pay

Choose the method that works best for you.

### Pay/View Bill On-line:

Visit our online payment system at [www.wvicustomer.com](http://www.wvicustomer.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.



**Customer Service**  
Monday - Friday  
7:00 a.m. to 6:00 p.m.

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(408) 283-9250  
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