



greenwaste
a brighter shade of green

ATHERTON
RESIDENT WORKSHOP

GREENWASTE STAFF



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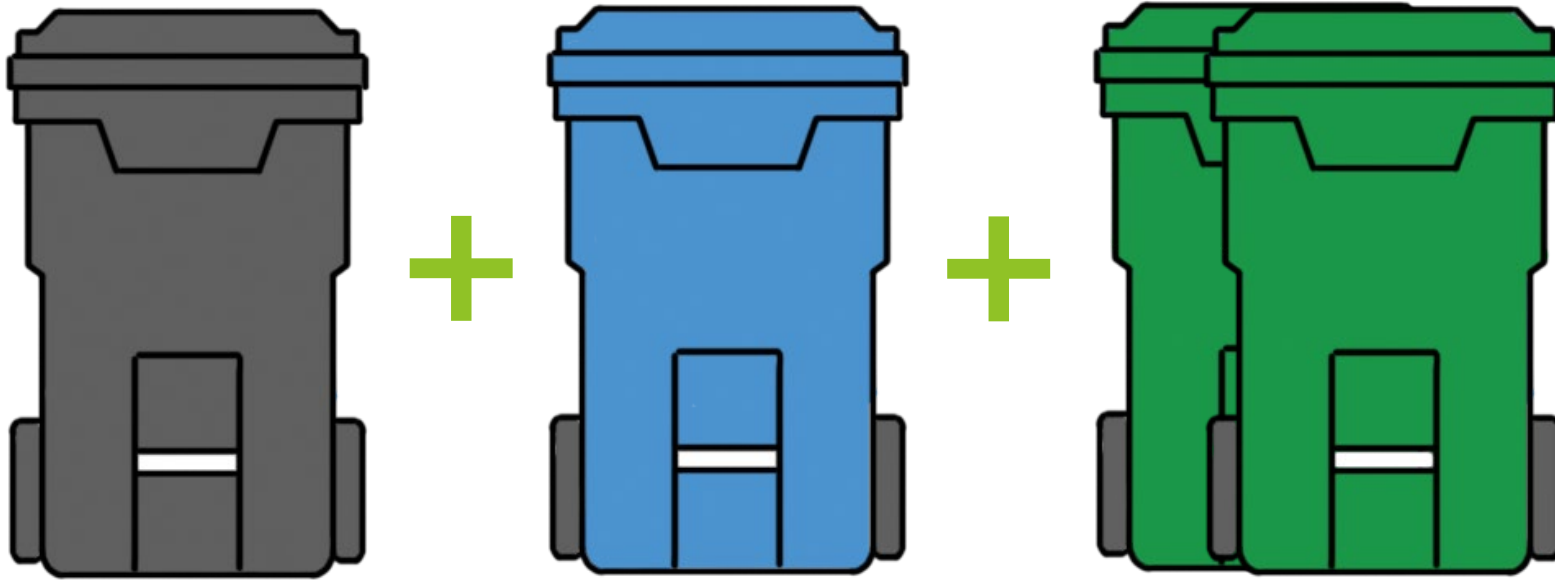


Customer Service
Representatives

ABOUT GREENWASTE

- Originally formed in 1991 to provide yard trimmings collection and processing services to the City of San Jose
- Expanded to more than 300,000 residential and 10,000 commercial customers in more than a dozen jurisdictions throughout the Santa Clara, San Mateo, Santa Cruz, and Monterey Counties.
- Operate a Materials Recovery Facility (MRF) in San Jose.
- Northern California's premier solid waste and recyclables processor.

BASE SERVICES



GRAY CART



20-gallon
32-gallon
64-gallon
96-gallon

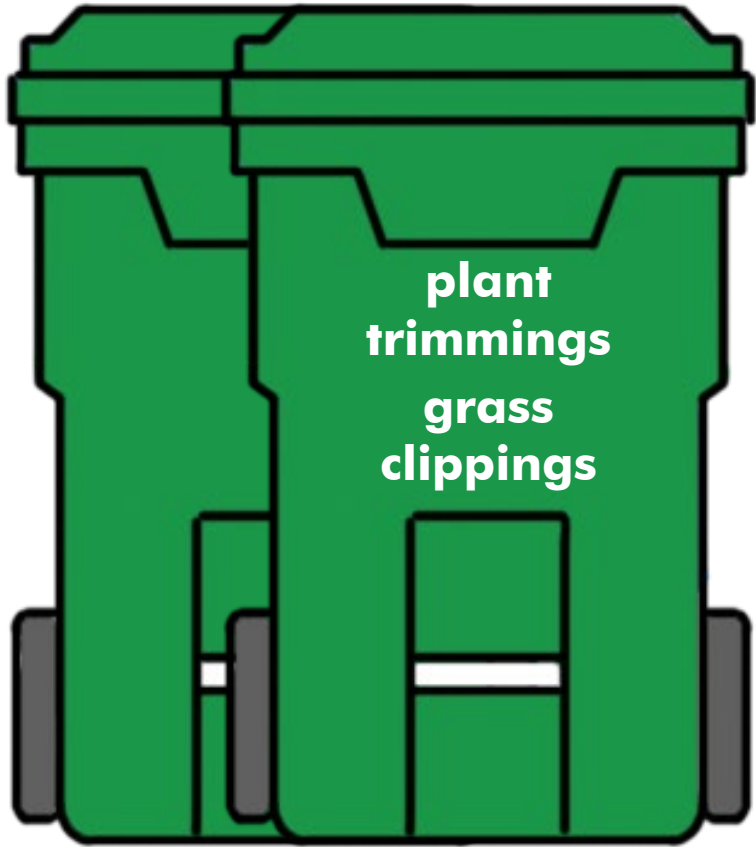
Basis for
Base Services rate

BLUE CART



One (1) Blue cart
for Recyclable Materials

GREEN CART(S)



Up to two (2) Green carts for
clean Yard Trimmings

ATHERTON WASTE SORTING CHANGES, 2021

How **Compost** becomes **Yard Trimmings** & **Landfill** becomes **Mixed Compostables**

Old Program: **Compost**

New Program:
YARD TRIMMINGS
aka "GREEN CART"



Old Program: **Landfill**

New Program:
MIXED COMPOSTABLES
aka "GRAY CART"

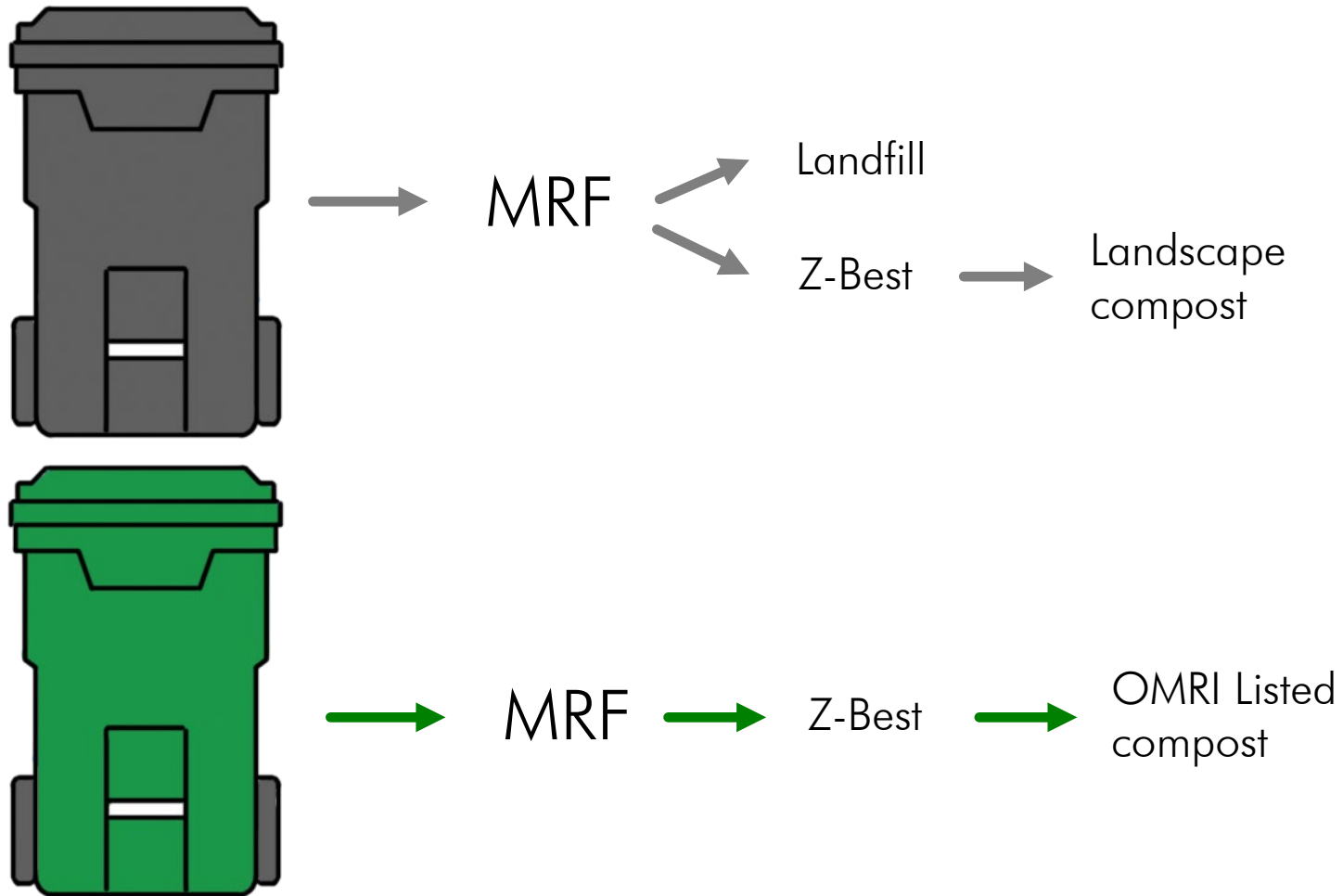


FOOD SCRAPS & SOILED PAPER
have moved from the
GREEN CART to the **GRAY CART**

- By moving this material, we are able to produce a higher quality end-product.
- The clean yard trimmings material from the **GREEN CART** will be used to produce OMRI-listed compost, which is used in agricultural applications.
- When the contents of the **GRAY CART** are processed, the food scraps and food soiled paper will be recovered and turned into a landscape compost.
- This new program is designed to make it easier for customers to use while maximizing diversion from landfill.

Please refer to the Atherton Service Guide for full sorting details.

COMPOST PROCESSING



PROCESSING

MIXED COMPOSTABLES



YARD TRIMMINGS



RECYCLABLES





MSW

FACILITY









MAXVA
AUTONOMOUS GC.

ABB

ABB

MAXVA
AUTONOMOUS GC.

HDPE NATURAL



MUST 100



SINGLE STREAM RECYCLABLES FACILITY







nrt *In-Flight Sorting®*

EXIT



nrt

SPYDIR® - R




NIHOT

NIHOT


NIHOT





YARD

TRIMMINGS

FACILITY



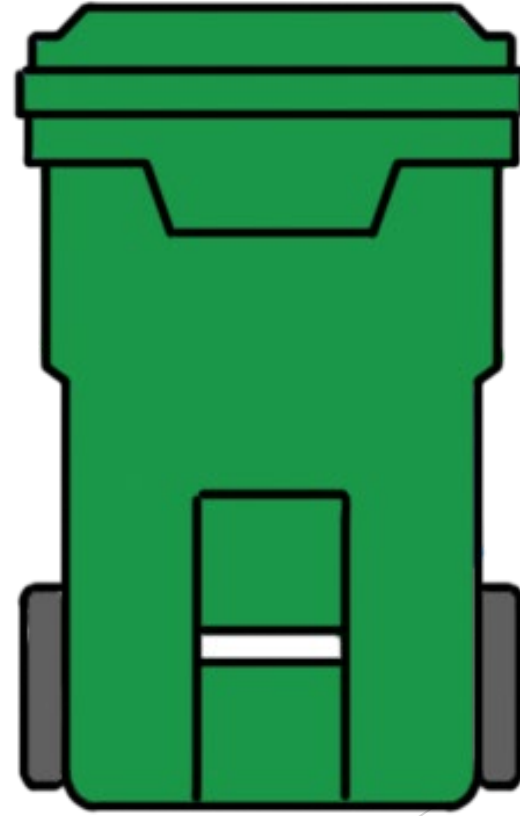
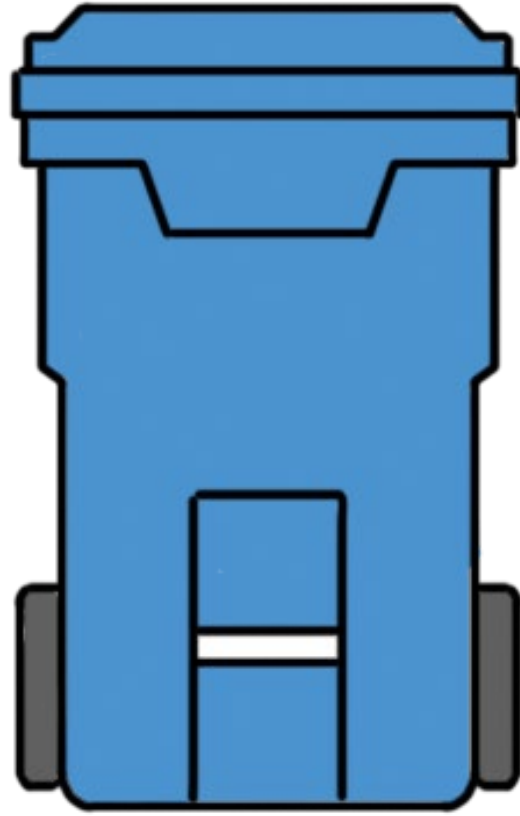
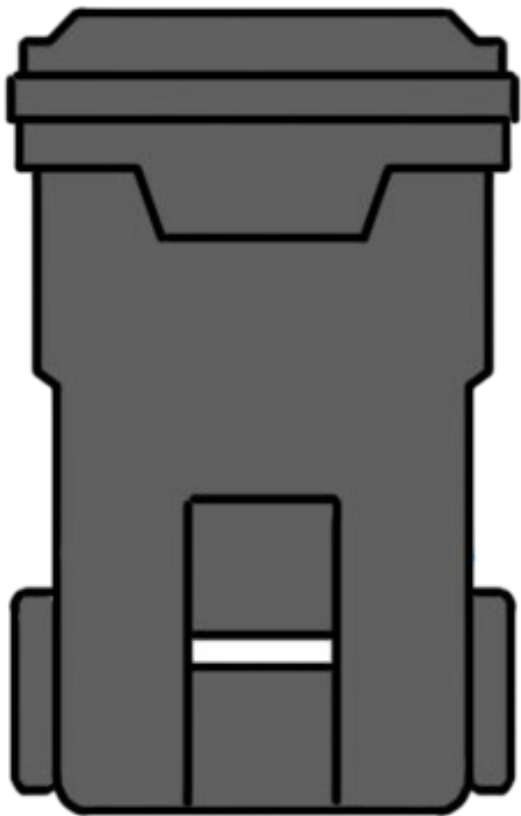






**QUESTIONS
SO FAR?**

ADDITIONAL CARTS



BACKYARD SERVICE

Residents may request that GreenWaste collect carts on-property for an additional fee.

Greater than five feet from the accessible roadway & not immediately accessible to the truck.



ON-CALL CLEAN UPS

- Residents may request up to two (2) On-Call Clean-ups per year at no additional charge.

Up to :

- Two (2) cubic yards of material
- One (1) large appliance
- One (1) bulky item
- One (1) e-waste item



BULKY ITEM

- Residents may request the collection of bulky items for a fee.

Bulky items are items that require special collection due to their size/nature and can be collected by one person.

Bulky Goods may include furniture, mattresses, household appliances or other items too large to fit in the Gray Cart; electronic equipment that may contain lead or mercury and/or are too large to fit inside the Blue Cart.



EXTRA MATERIAL



- Extra material will be collected, and additional charges will apply based on volume and material type.
- The first 32-gal of extra material each year will be collected for no additional charge.

All materials: Labeled by material type and set out Curbside next to associated Cart.

All materials: Rigid & lidded container where combined weight is less than 60 lbs.

Gray & Blue Materials: May be placed in cinched and secured bags where the contents are less than 30 lbs.

Woody debris: May be bundled/tied or otherwise secured where each set-out is no larger than 3' x 3' x 3'

EXTRA CARDBOARD

- Cardboard must be set out Curbside and secured such that the bundle or box remains intact upon lifting and:

Flattened and bundled/ tied or otherwise secured (e.g. with twine or tape) in a set-out that is no larger than 3' x 3' x 3', OR

Cut and placed inside an intact cardboard box and secured (i.e. to prevent litter) in a set-out that is no larger than 2' x 2' x 2'

HOLIDAYS

- **SCHEDULE:** Thanksgiving, Christmas, New Year's Day
- **TREES:**
 - Service day
 - Unornamented trees
 - No longer than 6 ft lengths
 - Curbside, next to service carts
 - December 26 to end of January
- **RECYCLABLES:** Recyclable Materials set out for collection during the week following each of the three holidays will be collected at no additional charge.

CURBSIDE HHW



- **USED MOTOR OIL AND FILTERS:** Set out used motor oil (in plastic containers with a screw on lid only) and filters (in sealed plastic bags only). Free containers and bags can be requested by calling Customer Service.
- **HOUSEHOLD BATTERIES & CELL PHONES:** Set out household batteries and cell phones placed on top of Blue Cart in clear zip-close plastic bags.
 - Tape the contacts/terminals of lithium and lead acid button cell batteries with clear tape prior to placing in the plastic bag.

TOWNWIDE ANNUAL EVENT

- E-waste drop off
- Paper shredding
- Finished compost distribution



**QUESTIONS
SO FAR?**

CART REPLACEMENT

- The cart replacement process will begin on January 18 and will occur during a 3-4 week period.
- Set all carts in their service location by 6:30am on your service day, even if they are empty.
- Your old carts will be removed at the same time your new carts are delivered.



CUSTOMER-OWNED CARTS

- If you want them removed, set them at the curb.
- If you want them removed and replaced, contact Customer Service.
- IF YOU DO NOT WANT CARTS REMOVED THAT YOU OWN, DO **NOT** SET THEM AT THE CURB.



WEBSITE

The screenshot shows the top navigation bar with links for "Pay My Bill" and "Customer Service". Below is the GreenWaste logo and a main menu with "SERVICE", "ABOUT US", "BRIGHTER SHADE", and "SUPPORT". A search icon is also present. The main content area features a large image of a green waste truck with a "Find your service area" overlay. This overlay includes two input fields: "Enter Your Town, City or County" and "Select Your Town, City or County". Below the image are two green banners: one for "COVID-19 UPDATES" with a "Learn More" button, and another for "COLLECTION DOES NOT OCCUR ON CHRISTMAS DAY" with a "Contact Us" button.

IN THE COMMUNITY & IN THE NEWS

GreenWaste staff stays busy educating customers, pitching in at clean up events, and pushing the envelope in the recycling industry. Keep up to date with GreenWaste's latest activities and endeavors.




MATERIALS RECOVERY & PROCESSING

GreenWaste has established itself as Northern California's premier solid waste and recyclables processor. The three distinct processing facilities are designed to separate different types of materials.



SORTING GUIDANCE & RESOURCES

Need help sorting that pizza box, jelly jar, or coffee cup? Waste sorting varies by service area, but GreenWaste has you covered with all the what-goes-where resources you need.



NEXT STEPS

- Look out for cart hangers or other correspondence
- Schedule Office Hours
- Expect first bill in January
 - Sign up for e-billing

QUESTIONS

RATES

- GreenWaste does not set the rates.
- The Town distributed Prop 218 notices and held a public hearing on Oct. 21, 2020.
- Adjustments in the refuse rates were required under the franchise agreement with Recology and are not resultant from the change in franchisee to GreenWaste Recovery.

BACKYARD SERVICE

WHAT IS BACKYARD SERVICE? HOW ARE BACKYARD SERVICE FEES ASSESSED?

- Backyard Service occurs when the driver disembarks the vehicle to manually collect carts that are more than 5' from the curb and not readily accessible by the collection vehicle.
- The fees are based on distance (0' – 100', then 50' increments thereafter) and the total number of Gray Carts.
- Only BLUE and GRAY Carts are eligible for new Backyard Service.

I RECEIVED A NOTICE THAT I AM GOING TO HAVE TO PAY FOR BACKYARD SERVICES AND I DIDN'T BEFORE. WHY?

- GreenWaste is using fully-automated trucks
- These trucks have an arm that reaches out to pick up the carts
- The carts need to be easily accessible to the truck arm
- Backyard charges apply when carts are set out at a location that require the driver to disembark the vehicle

PHYSICAL LIMITATIONS

I HAVE A PERMANENT DISABILITY AND DON'T HAVE ASSISTANCE WITH MY CARTS,
DO I HAVE TO PAY FOR BACKYARD SERVICE?

Not necessarily. GreenWaste offers a program where Backyard service is provided for no additional charge for qualifying customers. You can review eligibility criteria and [download an application here](#). If you prefer for an application to be mailed, please contact Customer Service.

FOOD WASTE

WHY IS FOOD WASTE MOVING TO THE GREEN CART?

- Extract resources from all three waste streams and ensure the highest and best use of all materials recovered from those waste streams.
- The clean yard trimmings material from the Green Cart will be used to produce OMRI-listed compost, which is used in agricultural applications.
- When the contents of the Gray Cart are processed, the food scraps and food soiled paper will be recovered and turned into a landscape compost.
- This new program is designed to make it easier for customers to use while maximizing diversion from landfill.

FOOD WASTE

WHAT IS THE BEST WAY TO PUT FOOD IN THE GRAY CART?

- Loose
- Paper or compostable plastic bag

WHY CAN'T WE ADD VEGETABLE SCRAPS TO THE GREEN CART ANY LONGER?

- When food waste is added to the Green Cart, the material can no longer be processed into an organic-certified OMRI-listed compost.
- Orchard fruit and vegetables from a garden that have NOT been brought into a building for preparation for consumption may be placed in the Green Cart.

REDUCE GRAY CART SIZE

- Place as many materials in your Blue and Green Carts as possible
- Pay attention to how full your Gray Cart is – if it is regularly not filled, reduce your weekly subscription volume
- Compost in your backyard
- Minimize the waste you produce
 - Buy products with less packaging
 - Avoiding food waste:
 - ✓ Use leftovers
 - ✓ Stick to a grocery list
 - ✓ Store food properly