

Upper Valley Waste Management Agency

Q3 Report July 1 – September 30, 2024



UPPER VALLEY
DISPOSAL • RECYCLING • COMPOST

Q3 2024

Submitted November 1, 2024

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Upper Valley Waste Management Agency

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Customer Report

Number of Customers by Type

The Company used RMO, industry software, for the management of customer account information, routing, and billing. Customers are presently coded as single family residential (1-4 units), commercial businesses or temporary (short term subscriptions for clean-up helpers and debris boxes).

Table 1 shows the average number of customers by type. Mobile home customers who have individual service but do not pay their own bills have been added to the reporting data to help UVWMA meet the requirements for monitoring, outreach, education, and contamination at the generator level for SB 1383. Only 21 of the temporary accounts are owned by our normal commercial customers; the rest of temporary accounts are owned by C&D companies, landscapers, contractors, or those doing a personal construction projects.

TABLE 1: Q3 2024 MONTHLY AVERAGE CUSTOMER COUNTS

Customer Type	Calistoga	St. Helena	Yountville	Napa County	Total
Residential	1699	1971	915	2533	7118
Mobile Home Residents	525	228	223	156	1132
Commercial	172	277	63	384	896
Temporary	13	12	6	65	96
Total	2409	2,488	1,207	3,138	9,242

Above is a total of commercial accounts, which is important to distinguish between commercial customers. Many commercial customers have multiple accounts with us at the same address (for example, a customer may have a permanent roll-off account in addition to their normal collection account).

Services by Customer Type and Program

Residential Cart Counts and Weekly Service Levels

All residential customers are offered three cart services as part of a “bundled rate.” Included is a gray garbage (landfill) cart, a blue single stream (recycling) cart and a green organics (compost) cart. The quarterly fee is based on the size of the garbage cart. Garbage cart sizes offered are 32, 64, and 96 gallons. Recycling and organics are only offered in the 96-gallon size. Customers may choose to pay additional monthly fees for extra recycling and organics carts. Table 2 details the cart count in each service area by size and total gallons. Because Residential customers include 1-4 units, the cart counts will not match the customer counts.

TABLE 2: Q3 2024 RESIDENTIAL SERVICE LEVELS

Residential Weekly Garbage Service										
Q4 2023	Calistoga		St. Helena		Yountville		Napa County		Total All Areas	
CART size	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons
32 gallon	1,547	49,504	1,622	51,904	857	27,424	1,875	60,000	5,901	188,832
64 gallon	117	7,488	270	17,280	59	3,776	444	28,416	890	56,960
96 gallon	51	4,896	84	8,064	16	1,024	234	22,464	385	36,960
Residential Weekly Recycling Service										
Q4 2023	Calistoga		St. Helena		Yountville		Napa County		Total All Areas	
CART size	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons
96 gallon	2,215	212,640	2,201	211,296	1,119	107,424	2,736	262,656	8,271	794,016
Residential Weekly Organics Service										
Q4 2023	Calistoga		St. Helena		Yountville		Napa County		Total All Areas	
CART size	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons
96 gallon	1,645	157,920	1,897	182,112	857	82,272	2,556	245,376	6,955	667,680

Commercial Container Counts, Collection Frequency, Weekly Service Levels

Commercial businesses, including multifamily dwellings with 5 or more units, are offered a variety of container types, sizes, and collection frequency. Collection frequency is the number of days per week the customer has service. Customers who subscribe to cart service for garbage (gray) cart are provided one single stream recycling (blue) cart and one organic (green) cart at no additional charge. Commercial customers who subscribe to bin service for garbage service are provided three single stream recycling (blue) carts and one organic (green) cart at no additional charge. Customers may choose to pay additional monthly fees for extra recycling and organics carts. Food scrap carts are offered at no additional charge for those customers with commercial kitchens or large volumes of food waste. Tables 3 and 4 reflect commercial cart and bin service by size and service area. Tables 5 and 6 detail permanent and temporary roll-off/compactor service by size, number of empties and total average weekly volume.

TABLE 3: Q3 2024 COMMERCIAL CART SERVICE LEVELS

Calistoga							
Q3 2024	Cart Count	Frequency				Weekly Service Levels	
GARBAGE CART SIZE	Totals	1	2	3	4	Total Gallons	Total Yardage
32 gallon	75	49			27	5,024	25
64 gallon	16	16				1,024	5
96 gallon	178	173	5			17,568	87
RECYCLING CART SIZE	Totals					Total Gallons	Total Yardage
64 gallon	5	5				320	2
96 gallon	392	392				37,632	186
ORGANICS CART SIZE	Totals					Total Gallons	Total Yardage
96 gallon	149	149				14,304	71
FOOD SCRAPS CART SIZE	Totals					Total Gallons	Total Yardage
64 gallon	87	23	22	42		12,352	61

Napa County						
Q3 2024	Cart Count	Frequency			Weekly Service Levels	
GARBAGE CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
32 gallon	33	31			992	5
64 gallon	53	50			3,200	16
96 gallon	150	150			14,400	71
RECYCLING CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
32 gallon	5	5		-	160	1
96 gallon	644	635	9		62,688	310
ORGANICS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
96 gallon	225	225			21,600	107
FOOD SCRAPS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
64 gallon	151	66	55	38	18,560	92

St. Helena						
Q3 2024	Cart Count	Frequency			Weekly Service Levels	
GARBAGE CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
32 gallon	74	75			2,400	12
64 gallon	27	28			1,792	9
96 gallon	174	172	2		16,896	84
RECYCLING CART SIZE	Totals				Total Gallons	Total Yardage
32 gallon	4	4			128	1
96 gallon	555	555			53,280	264
ORGANICS CART SIZE	Totals				Total Gallons	Total Yardage
96 gallon	227	227			21,792	108
FOOD SCRAPS CART SIZE	Totals				Total Gallons	Total Yardage
64 gallon	122	27	21	74	18,624	92

Yountville						
Q33 2024	Cart Count	Frequency			Weekly Service Levels	
GARBAGE CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
32 gallon	2	2			64	0
64 gallon	4	4			256	1
96 gallon	69	69			6,624	33
RECYCLING CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
96 gallon	139	139			13,344	66
ORGANICS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
96 gallon	89	89			8,544	42
FOOD SCRAPS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
64 gallon	79	8	15	56	13,184	65

TABLE 4: Q3 2024 COMMERCIAL BIN SERVICE LEVELS INCLUDING FRONT LOAD COMPACTORS

Calistoga									
Q3 2024		Frequency							
Commercial Garbage Service	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards	
2 Yard Front Load Bin Trash	30	22	7	1				78	
2 Yard Front Load Compactor Trash*	9	4	4	1				60	
4 Yard Front Load Bin Trash	21	14	4	3				124	
6 Yard Front Load Bin Trash	8	4	3	1				78	
*compactor compaction rate is 2:1	68							340	
Commercial Recycling Services	Total Bin Count							Total Weekly Yards	
2 Yard Front Load Bin	2		1	1				10	
4 Yard Front Load Bin	24	13	9	2				148	
6 Yard Front Load Bin	10	6	4					84	
	36							242	
Commercial Organics Service	Total Bin Count							Total Weekly Yards	
2 Yard Front Load Bin	1	1						2	
St. Helena									
Q3 2024		Frequency							
Commercial Garbage Service	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards	
2 Yard Front Load Bin Trash	50	42	5	2	1			124	
2 Yard Front Load Compactor Trash*	1		1					8	
4 Yard Front Load Bin Trash	37	20	9	7	1			252	
6 Yard Front Load Bin Trash	17	10	4	1		2		186	
*compactor compaction rate is 2:1	105							570	
Commercial Recycling Services	Total Bin Count							Total Weekly Yards	
2 Yard Front Load Bin	1		1					4	
4 Yard Front Load Bin	43	24	12	5	2			284	
6 Yard Front Load	26	19	3	1	3			240	
	70							528	
Commercial Organics Service	Total Bin Count							Total Weekly Yards	
4 Yard Front Load Bin	3	3						12	
6 Yard Front Load	1	1						6	
	4							18	

Yountville									
Q3 2024	Frequency								
Commercial Garbage Service	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards	
2 Yard Front Load Bin Trash	6	5			1			18	
2 Yard Front Load Compactor Trash*	1		1					8	
4 Yard Front Load Bin Trash	19	5	7	6		1		168	
4 Yard Front Load Compactor Trash*	2	1	1					24	
<i>*compactor compaction rate is 2:1</i>	28							218	
Commercial Recycling Services	Total Bin Count							Total Weekly Yards	
2 Yard Front Load Bin	1			1				12	
4 Yard Front Load Bin	30	11	9	3	2	5		284	
6 Yard Front Load	2	1		1				24	
	32							320	
Commercial Organics Service	Total Bin Count							Total Weekly Yards	
No Organics Bin Service	0							0	

Napa County									
Q3 2024	Frequency								
Commercial Garbage Service	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards	
2 Yard Front Load Bin Trash	78	70	4	4				180	
3.5 Yard Fork Truck Bin Trash	17	17						59.5	
4 Yard Front Load Bin Trash	85	71	10	4				412	
6 Yard Front Load Bin Trash	40	32	6	2				300	
	220							952	
Commercial Recycling Services	Total Bin Count							Total Weekly Yards	
2 Yard Front Load Bin	14	13	1					30	
3.5 YD Fork Truck Bin	14	14						49	
4 Yard Front Load Bin	138	105	25	8				716	
6 Yard Front Load	51	32	11	7	1			474	
	217							1,269	
Commercial Organics Service	Total Bin Count							Total Weekly Yards	
2 Yard Front Load Bin	4	4						8	
4 Yard Front Load Bin	11	11						44	
6 Yard Front Load	5	5						30	
3.5 Yard Front Load	2	2						7	

**Front Load Compactor compaction rate is 2:1*

TABLE 5: Q3 2024 PERMANENT ROLL-OFF AND COMPACTOR SERVICE LEVELS

Calistoga					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Dirt/Rock	10	4	4	0.31	3.08
Roll-off Garbage	20	20	20	1.54	30.77
Roll-off Garbage	30	2	2	0.15	4.62
Roll-off Garbage	40			-	-
Roll-off Organics	20	2	2	0.15	3.08
Roll-off Organics	30	10	10	0.77	23.08
Roll-off Recycling	30			-	-
Compactor Garbage*	12	8	8	0.62	22.15
Compactor Recycling*	15	6	6	0.46	20.77
St. Helena					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Garbage	10			-	-
Roll-off Garbage	20	46	46	3.54	70.77
Roll-off Garbage	30	15	25	1.92	57.69
Roll-off Garbage	40	23	23	1.77	70.77
Roll-off Recycling	20	19	19	1.46	29.23
Roll-off Recycling	30	13	13	1.00	30.00
Roll-off Recycling	40	15	15	1.15	46.15
Roll-off Organics	20	4	4	0.31	6.15
Roll-off Organics	30	12	12	0.92	27.69
Roll-off Organics	40	1	1	0.08	3.08
Compactor Garbage*	15	-	-	-	-
Compactor Garbage*	16	2	2	0.15	7.38
Compactor Garbage*	20	4	4	0.31	18.46

Yountville					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Garbage	20	4	4	0.31	6.15
Roll-off Garbage	40	13	13	1.00	40.00
Roll-off Organics	20			-	-
Roll-off Organics	30	14	14	1.08	32.31
Compactor Garbage*	20	8	8	0.62	36.92
Compactor Recycling*	10	7	7	0.54	16.15
Roll-off Recycling	20	4	4	0.31	18.46

Napa County					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Garbage	20	97	97	7.46	149.23
Roll-off Garbage	30	5	5	0.38	11.54
Roll-off Garbage	40	-	-	-	-
Roll-off Recycling	20	5	5	0.38	7.69
Roll-off Recycling	30	24	24	1.85	55.38
Roll-off Recycling	40	-	-	-	-
Roll-off Organics	20	8	8	0.62	12.31
Roll-off Organics	30	3	3	0.23	6.92
Roll-off Organics	40	2	2	0.15	6.15
Compactor Garbage*	18	-	-	-	-
Compactor Garbage*	20	-	-	-	-
Compactor Garbage*	25	3	3	0.23	17.31
Compactor Recycling*	40	-	-	-	-

**Roll-off Compactor compaction rate is 3:1*

TABLE 6: Q3 2024 TEMPORARY ROLL-OFF AND COMPACTOR SERVICE LEVELS

Calistoga					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Dirt/Rock	10	3	3	0.23	2.31
Roll-off Garbage	20	23	23	1.77	35.38
Roll-off Garbage	30	29	29	2.23	66.92
Roll-off Garbage	40	1	1	0.08	3.08
Roll-off Recycling	20	14	14	1.08	21.54
Roll-off Recycling	30	8	8	0.62	18.46
Roll-off Recycling	40	16	16	1.23	49.23
Roll-off Organics	20	-	-	-	-

St Helena					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Dirt/Rock	10	1	1	0.08	0.77
Roll-off Garbage	20	13	13	1.00	20.00
Roll-off Garbage	30	15	15	1.15	34.62
Roll-off Garbage	40	4	4	0.31	12.31
Roll-off Organics	20	1	1	0.08	1.54
Roll-off Organics	30	5	5	0.38	11.54
Roll-off Recycling	30	-	-	-	-
Roll-off Recycling	20	-	-	-	-

Yountville					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Garbage	20	5	5	0.38	7.69
Roll-off Garbage	30	6	6	0.46	13.85
Roll-off Garbage	40	17	17	1.31	52.31
Roll-off Organics	20	10	10	0.77	15.38
Roll-off Dirt/Rock	10	4	4	0.31	9.23
Roll-off Recycling	20	6	6	0.46	27.69
Roll-off Organics	30	2	2	0.15	4.62
Roll-off Organics	40	13	13	1.00	40.00
Napa County					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Garbage	10	1	1	0.08	0.77
Roll-off Garbage	20	35	35	2.69	53.85
Roll-off Garbage	30	23	23	1.77	53.08
Roll-off Garbage	40	8	8	0.62	24.62
Roll-off Recycling	20	6	6	0.46	9.23
Roll-off Recycling	30	4	4	0.31	9.23
Roll-off Recycling	40	-	-	-	-
Roll-off Organics	20	11	11	0.85	16.92
Roll-off Organics	30	5	5	0.38	11.54
Roll-off Organics	40	-	-	-	-

**Roll- off Compactor compaction rate is 3:1*

Customer Service Report

All customer service representatives (CSRs) and dispatchers use special codes in RMO, the customer management software, to document the types of calls received from customers. We are continually working on training and process improvements for documentation. Some language and documentation practices have changed due to the new system. Drivers use on board computer tablets to document services completed or skipped using reason codes. They can also enter service notes and pictures of service issues for CSRs to use for customer education and/or informational purposes.

Customer Call Data

Most Q3 calls were service, or general related. Service calls include starts, stops, service changes, resumes from being stopped for non-payment, bulky items, debris box orders, and cart exchanges. General calls were to ask about various services, recycling, and organics questions, update their billing/service information, questions about rates, proper ways to dispose of specific items, landfill inquiries (currently being entered as county residential calls in the General Inquiry column), etc. Billing calls include billing questions, My Account Portal help, collections calls and payment arrangements. We saw a drop in billing calls from last quarter as customers have adjusted to our new system, statements, and customer portal. Not every call will warrant a note code or work order but in general the customer service and dispatch departments have continued to make increased efforts to document even minor customer interactions.

In addition to calls CSR's responded to 271emails and website communications through ACE, our customer communication tool.

TABLE 7: Q3 2024 RESIDENTIAL CUSTOMER CALL DATA

Residential	Calistoga		St. Helena		Yountville		County		Total Calls	Total Calls
Call Data Totals	Q3 2023	Q3 2024	Q3 2023	Q3 2024	Q3 2023	Q3 2024	Q3 2023	Q3 2024	Q3 2023	Q3 2024
Billing	88	83	141	99	61	47	223	191	513	420
Payments	114	104	125	100	48	37	205	155	492	396
Service	206	219	262	331	79	78	421	395	968	1023
General Inquiry	101	104	165	138	52	26	563	678	881	946
Misses	91	43	214	80	52	21	333	129	690	273
Complaints	4	3	5	5	0	0	19	13	28	21
Compliments	1	6	2	3	3	1	5	5	11	15
Total Calls	605	562	914	756	295	210	1769	1566	3583	3094

Table 8: Q3 2024 Commercial Customer call data

Commercial	Calistoga		St. Helena		Yountville		County		Total Calls	Total Calls
Call Data	Q3 2023	Q3 2024	Q3 2023	Q3 2024	Q3 2023	Q3 2024	Q3 2023	Q3 2024	Q3 2023	Q3 2024
Billing	27	34	30	20	7	5	85	79	149	138
Payments	16	26	23	25	9	12	91	79	139	142
Service	64	64	127	98	47	14	385	193	623	369
General Inquiry	37	35	55	43	17	8	104	82	213	168
Misses	21	7	24	6	10	4	47	21	102	38
Complaints	0	3	0	1	0	0	9	2	9	6
Compliments	0	0	0	0	0	0	1	1	1	1
Total Calls	165	169	259	193	90	43	722	457	1236	862

Residential and Commercial Service Requests

New customers are coded as New Service Starts. Customer accounts are closed due to service cancelation by the customer, or by the Company due to non-payment (SSNP). Customers who cancel service and restart their accounts at the same service address with the same service name are now considered a "New Service Start." This quarter we have included bulky items to our service requests in addition as well as our new commercial e-waste. These can still also be found in more detail under the participation by service program and customer type section. Service requests are shown in Table 8 (Residential Service Requests) and Table 9 (Commercial Service Requests).

TABLE 9 Q3 2024 RESIDENTIAL SERVICE REQUESTS

Residential Service Requests	Calistoga	St. Helena	Yountville	Napa Count	Q3 2024 Totals	Q3 2023 Totals
New Service Starts	39	53	10	66	168	154
Cancel Service	26	55	8	56	145	141
Stop Service for Non-payment (SSNP)	48	42	12	80	182	173
Resume Service from SSNP	28	41	17	61	147	86
Service Change	10	23	5	43	81	147
Repair/Replace Cart	16	39	14	50	119	129
Illegal Dumping	0	0	0	0	0	0
Bulky Item	87	92	14	80	273	*
Total	254	345	80	436	1115	801

TABLE 10: Q3 2024 COMMERCIAL SERVICE REQUESTS

Commercial Service Requests	Calistoga	St. Helena	Yountville	Napa Count	Q4 2023 Totals	Q3 2023 Totals
New Service Starts	2	5	0	7	14	12
Cancel Service	2	7	0	8	17	12
Stop Service for Non-payment (SSNP)	9	12	2	29	52	26
Resume Service from SSNP	7	5	0	16	28	19
Service Change	10	10	1	25	46	64
Repair/Replace Container at Customer's Request	8	21	7	13	49	63
Illegal Dumping	0	1	0	0	1	0
E-waste	0	1	0	2	3	*
Total	38	62	10	100	210	158

Summary of Complaints and Misses

The Company tracks complaint calls and resolutions in RMO using note codes. Issues that cannot be resolved with the customer on the phone are sent to the appropriate manager to resolve the issue. Property damage and complaints about service are always reviewed by the manager. All codes are date and time stamped (Table 11). All complaints were reviewed by a supervisor. (Table 11).

TABLE 11: COMPLAINT CODES

COMPM	Complaint: Multiple Misses	Reported misses > 1 per month.
COMPN	Complaint: Excessive Noise	Start times outside permitted/contracted hours
COMPS	Complaint: Service	This may include discourteous behavior as well as any service-related complaint other than noise, property damage or multiple misses.
PROPD	Complaint: Property Damage	Damage to personal property during service.
COMPR	Compliant resolution	How the problem was resolved.

TABLE 12: Q3 COMPLAINT DATA BY AREA

Complaint Type	Calistoga	St. Helena	Yountville	Napa County	Q3 2024 Totals	Q3 2023 Totals
Complaint: Multiple Misses	2	0	0	2	4	13
Complaint: Excessive Noise	0	2	0	3	5	0
Complaint: Service	2	4	0	7	13	18
Complaint: Property Damage	0	0	0	2	2	6
Complaint: Rates	2	0	0	1	3	13
Total Complaint Calls	6	6	0	15	27	50

All customer calls for misses are documented then reviewed in the tablet records to see if the driver has recorded a reason for the miss. All containers were emptied by the end of service week, or customers were given the opportunity to set out extra bags at no charge.

TABLE 13: Q3 MISSES COMPLAINT REVIEW

NOTEPAD CODE and REVIEW	Q3 2023 Totals	Q3 2024 Totals
MISSG: Miss Garbage	612	158
MISS	341	2
Serviced	157	86
Not out	61	25
Container blocked	10	3
Access blocked	*	26
Placement	*	2
Gate locked	1	0
Container locked	*	0
Contaminated	1	1
Overweight/Overfull	2	2
Road construction	*	5
Weather related	*	0
Account satus issue	*	3
Not there yet	39	3
Prohibited waste type	*	0
MISSO: Miss Organics	168	81
MISS	79	4
Serviced	42	36
Not out	20	14
Container blocked	2	0
Access blocked	*	0
Placement	3	0
Gate locked	0	0
Container locked	*	0
Contaminated	0	0
Overweight/Overfull	4	0
Road construction	*	4
Weather related	*	0
Account status issue	*	1
Not there yet	18	22
Prohibited waste type	*	0
MISSR: Miss Recycling	226	72
MISS	114	5
Serviced	69	27
Not Out	20	18
Container blocked	6	1
Access blocked	*	5
Placement	0	0
Gate locked	2	0
Container locked	*	1
Contaminated	0	0
Overweight/Overfull	0	0
Road construction	*	0
Weather related	*	0
Account status issue	*	3
Not there yet	15	11
Prohibited waste type	*	1

Customer Billing Data

In RMO, customers can receive paper statements or electronic statements. Payments can be made by credit card (by phone with a customer service rep, through our website, or through our 24-hour payment hotline), by ACH (through MyAccount Portal), by check, or walk-In cash payments. Customers can sign up for auto pay from a credit card or bank account through MyAccount portal. Table 14 shows the details for Residential billing data and table 15 shows the details for Commercial billing data.

TABLE 14: Q3 2024 QUARTERLY RESIDENTIAL BILLING DATA

Residential Customer Data	Q3 2023 Totals	Q3 2024 Totals
# Customers who receive only paper statements	4,386	3,407
# Customers who receive only electronic Statements	1,215	2,616
#Customers who receive both paper and e-statements in Softpak	396	*
# Customers who have signed up for autopay through MyAccount Portal	*	2,695

TABLE 14: Q3 2024 QUARTERLY COMMERCIAL BILLING DATA

Commercial Customer Data	Q3 2023 Totals	Q3 2024 Totals
# Customers who receive only paper statements	617	667
# Customers who receive only electronic Statements	216	369
#Customers who receive both paper and e-statements in Softpak	112	*
# Customers who have signed up for autopay through MyAccount Portal	*	341

New & Existing Programs Report

Commercial E-waste Collection

Starting on July 1st 2024, we began a new program for commercial e-waste pick up. Under this new program, all commercial customers can call in up to five e-waste items, twice a year. There is no additional cost to customers for these items. So far, participation has been low but we expect to see a rise in interest in future quarters. More can be seen on participation under the Participation by service program and customer type section.

Residential Bulky item program now include battery pick up

Starting on July 1st 2024, batteries can now be included in the residential bulky item pick up program. All residential customers can request a battery container and have it picked up as part of our existing bulky item pickup program. Participation has been added to the Bulky item/Reusable material collection program chart under the Participation by service program and customer type section.

MyAccount Portal & Ace

MyAccount portal is our customer bill pay and account management tool. It can be accessed through the pay my bill online button on our website or directly accessed. From this site customers can not only make payments, manage payment methods, auto pay, and statement preferences, but can also request services and leave feedback. Features on the dashboard include pickup schedule, appreciate my driver, broken cart, and missed pick up.

Dashboard
Make Payment
History
Payment Methods
Auto Pay

Welcome to MyAccount Portal

ACCOUNT DETAILS

Account Number:

Manage Accounts

YOUR CURRENT BILL

Currently processing bills. Unable to display current statement information. Please return on May 2, 2024 [Make a Payment](#)

BILLING OPTIONS

[Make A Payment](#)
[Manage Payment Methods](#)
[View Invoices & Payments](#)

Auto Pay
Off
Edit

Paperless Billing
On
Edit

PICKUP SCHEDULE

May
1

NEXT PICK UP
Wednesday, May 1, 2024

SERVICE REQUESTS

[Appreciate My Driver](#)
[Broken Cart](#)
[Missed Pickup](#)

COMPANY CONTACT

UPPER VALLEY DISPOSAL SERVICES
SAINT HELENA, CA 94574
707-963-7988
[EMAIL CUSTOMER SERVICE](#)
[VISIT OUR WEBSITE](#)

Under the Service Requests tab there are several more options to send messages under different categories and services offered. These requests and messages feed directly into our new ACE board that is being monitored by customer service representatives and allows us to communicate directly with customers via email. It is a fast alternative for customers who prefer not to make a phone call.

Upper Valley Waste Management Agency | Q3 2024

18

Service Requests Overview



Appreciate My Driver

Did our driver go above and beyond? Please let us know!

[SEND MESSAGE](#)



Transfer Service

Do you need to transfer your service to a new address? Use this form to let us know.

[SEND MESSAGE](#)



I am Moving

Are you moving and need to stop your service? Use this form to let us know.

[SEND MESSAGE](#)



FAQs

View answers to frequently asked questions.

[VIEW FAQs](#)



Broken Container

Do you need to report a broken cart or container? Let us know so we can address the issue.

[SEND REQUEST](#)



Missed Pickup

Did we miss you? Please let us know so we can address this issue as soon as possible.

[REPORT](#)



General Inquiry

Need to contact us? Use this form for general inquiries.

[SEND MESSAGE](#)

Overall, participation in all our garbage, single stream recycling, and organics programs has increased for both commercial and residential customers (Table 16).

TABLE 16: Q3 2024 COMMERCIAL & RESIDENTIAL PROGRAM PARTICIPATION

Q3 2024 Residential Collection Program Participation	Q3 2024	Q3 2023
Garbage Only	0.75%	1.04%
Garbage + Recycling	6.27%	7.94%
Garbage + Organics	0.77%	0.90%
Garbage + Organics + Recycling	92.21%	90.13%
	100.00%	100%
Q3 2024 Commercial Collection Program Participation		
Garbage Only	2.83%	3.73%
Garbage + Recycling	30.46%	35.82%
Garbage + Organics	0.71%	0.34%
Garbage + Organics + Recycling	66.00%	59.63%
	100%	100%

Two programs are offered for residential customers at no additional charge; bulky item collection and used motor oil & filters collection. Mobile home residents are broken out separately from single family residences in Table. Because of service area demographics, oil and filter curbside recycling (Table 17) has been historically low and is utilized by a small but reoccurring number of customers. * Batteries have now been added to the bulky item collection program and are now reflected in the charts below.

TABLE 17: Q3 2024 BULKY ITEM/REUSABLE MATERIAL COLLECTION PROGRAM

Residential Bulky/Reusable Item Collection Program					
Bulky item program		Household items	E-Waste Items	Appliances	Battery Containers
	# Of Participants	# Of Items	# Of Items	# Of Items	# Of Items
Q3 2024	197	261	109	106	2
Q3 2023	230	229	69	74	*

Mobile Home Park Residents Bulky/Reusable Item Collection Program					
Bulky item program		Household items	E-Waste Items	Appliances	Battery Containers
	# Of Participants	# Of Items	# Of Items	# Of Items	# Of Items
Q3 2023	41	61	27	10	1
Q3 2024	58	65	28	6	*

TABLE 18: Q3 2024 USED MOTOR OIL & FILTER COLLECTION PROGRAM

Used Motor Oil/ Filter Collection Program					
Used Motor Oil			Used Motor Oil Filters		
Quarter	# Of Items	# Participants	Quarter	# Of Items	Participant
Q3 2024	39	31	Q3 2024	28	22
Q3 2023	63	47	Q3 2023	31	25

TABLE 19: Q3 2024 COMMERCIAL E-WASTE COLLECTION PROGRAM

Commercial E-Waste Collection Program		
E-Waste Items		
	# Of Items	# Of Participants
Q3 2024	12	3
Q3 2023	*	*

Tonnage Report:

Q3 2024 Tons Marketed - UVWMA Franchised Materials

Commodity	July		August		September	
	Tons	Avg \$/Ton	Tons	Avg \$/Ton	Tons	Avg \$/Ton
Newspaper	-					
Cardboard	228	\$ 94	155		156	\$ 162
Paper - Mixed Paper						
Aluminum	9	\$ 1,420	-	\$ -	-	\$ -
Tin Cans						
Glass	148	\$ 19	25		147	
HDPE - Clear			16	\$ 45	9	\$ 130
HDPE - Colored	26	\$ 18			18	\$ 10
LDPE - FILM						
Plastic - PET						
Plastic - Mixed	12	\$ 40	19	\$ 65.00	21	\$ 5
Metal						
	423	\$1,591.00	215	\$ 110.00	351	\$ 307.00

Q3 2024 Summary Tonnage Report - UVWMA Franchised Materials

Facility	Material	July	August	September	Q3-Total
Clover Flat Landfill	Garbage Materials	1,990	1,916	1,803	5,710
	Recyclable Materials	38.73	21.69	24.59	85
	Organic Materials	405.86	462.26	514.67	1,383
	Construction & Demolition Debris	588.16	616.41	530.48	1,735
	Tons Accepted/Collected	3,023	3,016	2,873	8,913
	Tons Disposed	1,990	1,916	1,803	5,710
UVDS MRF	Recyclable Materials	631.60	595.90	548.14	1,776
	Tons Accepted/Collected	631.60	595.90	548.14	1,776
	Tons Disposed	0	0	0	0
UVR COMPOST	Organic Materials	508.92	4285.13	7651.46	12,446
	Tons Accepted/Collected	508.92	4285.13	7651.46	12,446
	Tons Disposed	0	0	0	0
Total Tons	Solid Waste	1,990	1,916	1,803	5,710
	Recyclable Materials	670.33	617.59	572.73	1860.65
	Organic Materials	915	4,747	8,166	13,828
	Construction & Demolition Debris	588.16	616.41	530.48	1,735
	Tons Accepted/Collected	4,164	7,897	11,072	23,134
	Tons Disposed	1,990	1,916	1,803	5,710

Member Report

Member Facility Services

Member agencies are offered a variety of container types, sizes, and collection frequency at the contracted facilities. Tables 19-22 show each member facility, the services subscribed to, container sizes/frequency of collection and weekly yardage by service area. Diversion (recycling) rates for each facility are weekly percentages based on all services.

Calistoga

TABLE 19: CALISTOGA MEMBER FACILITIES & SERVICES

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Calistoga Corp Yard	01-10729	414 Washington Street	Commercial Garbage Service	10 Yard Roll-off Garbage	1	Emptied 10 times in Q4	50.04
			Commercial Garbage Service	20 Yard Roll-off Garbage	1	Emptied 10 times in Q2	13.06
	01-31366	414 Washington Street	Commercial Recycling Service	4 Yard Front Load Bin	1	Emptied once per week	4
	01-31366	414 Washington Street	Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
						Recycling (Diversion) Rate	13%

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Calistoga Waste Water Treatment Plant	01-10433	1100 Dunaweal Lane	Commercial Garbage Service	2 Yard Front Load Bin Trash	1	Emptied once per week	2
			Commercial Recycling Service	4 Yard Front Load Bin Recycle	1	Emptied once per week	4
			Commercial Organics Service	2 Yard Front Load Bin Compost	1	Emptied once per week	2
						Recycling (Diversion) Rate	75%

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Calistoga Public Pool	01-12520	1745 Washington Street	Commercial Garbage Service	96-gallon	4	Emptied once per week	1.92
			Commercial Garbage Service	96-gallon	4	Emptied once per week	1.92
			Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
						Recycling (Diversion) Rate	56%

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Calistoga Police Department	01-19778	1235 Washington Street	Commercial Garbage Service	No Service	0		
			Commercial Recycling Service	96-gallon	3	Emptied once per week	1.44
			Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
						Recycling (Diversion) Rate	100%

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Calistoga City Hall	01-28302	1232 Washington Street	Commercial Garbage Service	64-gallon	1	Emptied once per week	0.32
			Commercial Recycling Service	96-gallon	1	Emptied once per week	0.48
			Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
						Recycling (Diversion) Rate	75%

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Calistoga City Cans	01-15200	Various Locations on Washington & Lincoln	Commercial Garbage Service	32-gallon	27	Emptied four times per week	17.11
			Commercial Recycling Service	96-gallon	25	Emptied once per week	11.88
			Commercial Organics Service	No Service	0		
						Recycling (Diversion) Rate	41%

St. Helena

TABLE 20: ST. HELENA MEMBER FACILITY SERVICES

	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
St. Helena Old City Hall/Public Works	01-28795	1572 Railroad Avenue	Commercial Garbage Service	4 Yard Front Load Bin	1	Emptied once per week	4
			Commercial Recycling Service	96-gallon	3	Emptied once per week	1.43
			Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
						Recycling (Diversion) Rate	32%

	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
St. Helena Old Police/Fire Depart.	01-10304	1480 Main Street	Commercial Garbage Service	4 Yard Front Load Bin	1	Emptied twice per week	8
			Commercial Recycling Service	96-gallon	8	Emptied once per week	3.80
			Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
			Commercial Food Scraps Service	64-gallon	1	Emptied once per week	0.32
						Recycling (Diversion) Rate	53%

	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
eation Dept.	01-25219	1574 Railroad Ave	Commercial Garbage Service	96-gallon	1	Emptied once per week	0.48
			Commercial Recycling Service	96-gallon	1	Emptied once per week	0.48
			Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
						Recycling (Diversion) Rate	67%

	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
ary	01-10324	1492 Library Lane	Commercial Garbage Service	2 Yard Front Load Bin	1	Emptied once per week	2
			Commercial Recycling Service	96-gallon	3	Emptied once per week	1.43
			Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
						Recycling (Diversion) Rate	49%

	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Yard	01-9860	1405 Charter Oak	Commercial Garbage Service	10-Yard Roll-off Garbage	1	Emptied 4 times in Q2	33.34
	01-10303	1405 Charter Oak	Commercial Garbage Service	2 Yard Front Load Bin	1	Emptied twice per week	4
	01-9860	1088 College Ave	Commercial Garbage Service	20-Yard Roll-off Garbage	1	Emptied 10 times in Q2	62.61
	01-10303	1405 Charter Oak	Commercial Recycling Service	96-gallon	3	Emptied once per week	1.43
	01-10303	1405 Charter Oak	Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
						Recycling (Diversion) Rate	27%

	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
	01-22041	360 Crane Ave	Commercial Garbage Service	30 Yard Roll-off Garbage	1	4 empties in Q2	12.88
	01-10302	360 Crane Ave	Commercial Garbage Service	4 Yard Front Load Bin	1	Emptied twice per week	8
	01-10302	360 Crane Ave	Commercial Recycling Service	4 Yard Front Load Bin	1	Emptied once per week	4
			Commercial Organics Service	No Service	0		0
						Recycling (Diversion) Rate	33%

	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
reatment Plant	01-10579	254 S St. Helena Hwy	Commercial Garbage Service	96-gallon	1	Emptied once per week	0.48
			Commercial Recycling Service	96-gallon	2	Emptied once per week	0.95
			Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
						Recycling (Diversion) Rate	75%

	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
nt Plant	01-30920	410 Crystal Springs Road	Commercial Garbage Service	20 Yard Roll-off Garbage	1	Emptied three times in Q4	4.62
	01-31251	410 Crystal Springs Road	Commercial Garbage Service	4 Yard Front Load Bin	1	Emptied once per week	4
		410 Crystal Springs Road	Commercial Recycling Service	96-gallon	1	Emptied once per week	0.48
		410 Crystal Springs Road	Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
						Recycling (Diversion) Rate	21%

Yountville

TABLE 21: YOUNTVILLE MEMBER FACILITY SERVICES

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Yountville Community Hall	01-10427	6516 Washington Street	Commercial Garbage Service	96-gallon	6	Emptied once per week	2.85
			Commercial Recycling Service	4 Yard Front Load Bin	1	Emptied once per week	.4
			Commercial Food Scraps Service	64-gallon	2	Emptied once per week	0.63
						Recycling (Diversion) Rate	62%
Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Waste Water Treatment	01-11531	7501 Solano Avenue	Commercial Garbage Service	2 Yard Front Load Bin	1	Emptied once per week	.2
	01-16945	7501 Solano Avenue	Commercial Garbage Service	20 Yard Roll-off Garbage	1	Emptied 3 in Q2	10.35
	01-11531	7501 Solano Avenue	Commercial Recycling Service	6 Yard Front Load Bin Recycle	1	Emptied once per week	6.00
	01-16945	7501 Solano Avenue	Commercial Organics Service	30 Yard Roll-off Greenwaste	1	Emptied 3 time in Q2	20.41
						Recycling (Diversion) Rate	68%
Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Yountville Town Hall	01-31447	6550 Yount Street	Commercial Garbage Service	96-gallon	2	Emptied once per week	0.96
			Commercial Recycling Service	96-gallon	2	Emptied once per week	0.96
			Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
						Recycling (Diversion) Rate	60%

Napa County

Table 22: Napa County Member Facilities

	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
airgrounds	01-9375	1435 North Oak Street	Commercial Garbage Service	No Service	0		
			Commercial Recycling Service	6 Yard Front Load Recycling	2	Emptied once per week	12
			Commercial Organics Service	No Service	0		
						Recycling (Diversion) Rate	100%
	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Napa County Roads Department	01-21615	7292 S Silverado Trail	Commercial Garbage Service	40 Yard Roll-off Garbage	1	Emptied 1 times in Q2	5.02
	01-30750	7294 Silverado Trail	Commercial Garbage Service	40 Yard Roll-off Garbage	1	Emptied 1 time in Q2	4.55
	01-21615	7292 S Silverado Trail	Commercial Recycling Service	96-gallon	3	Emptied once per week	1.43
	01-21615	7292 S Silverado Trail	Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
						Recycling (Diversion) Rate	17%
	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Public Works	01-24997	2446 Stagecoach Canyon	Commercial Garbage Service	32-gallon	1	Emptied once per week	0.16
			Commercial Recycling Service	96-gallon	1	Emptied once per week	0.48
			Commercial Organics Service	No Service			
						Recycling (Diversion) Rate	75%

Outreach & Education Report

In collaboration with UVWMA, the Company provides education and outreach to the community that helps reach our mutual diversion goals on the path to zero waste. The Company is committed to engaging and educating the communities we serve to empower them to be part of the solution. Outreach is the most important aspect in reaching these goals. The operations team, customer service, and Community Outreach Coordinators all work together to help all customers have the “right size” service that fits their needs and results in keeping resources out of the landfill and into the right containers. UVDS offers a diverse communications strategy to engage customers to embrace a culture of resource conservation.

The attachments below highlights the various types of outreach provided to the community. To reach the most customers, the Company uses a combination of communication strategies including tabling at community events, giving tours, presentations at sustainability events, and more, social media and direct mailers through bill inserts to customers regularly. Customer questions and driver feedback help guide the messaging content.

Figure 1: Example Social Media Posts

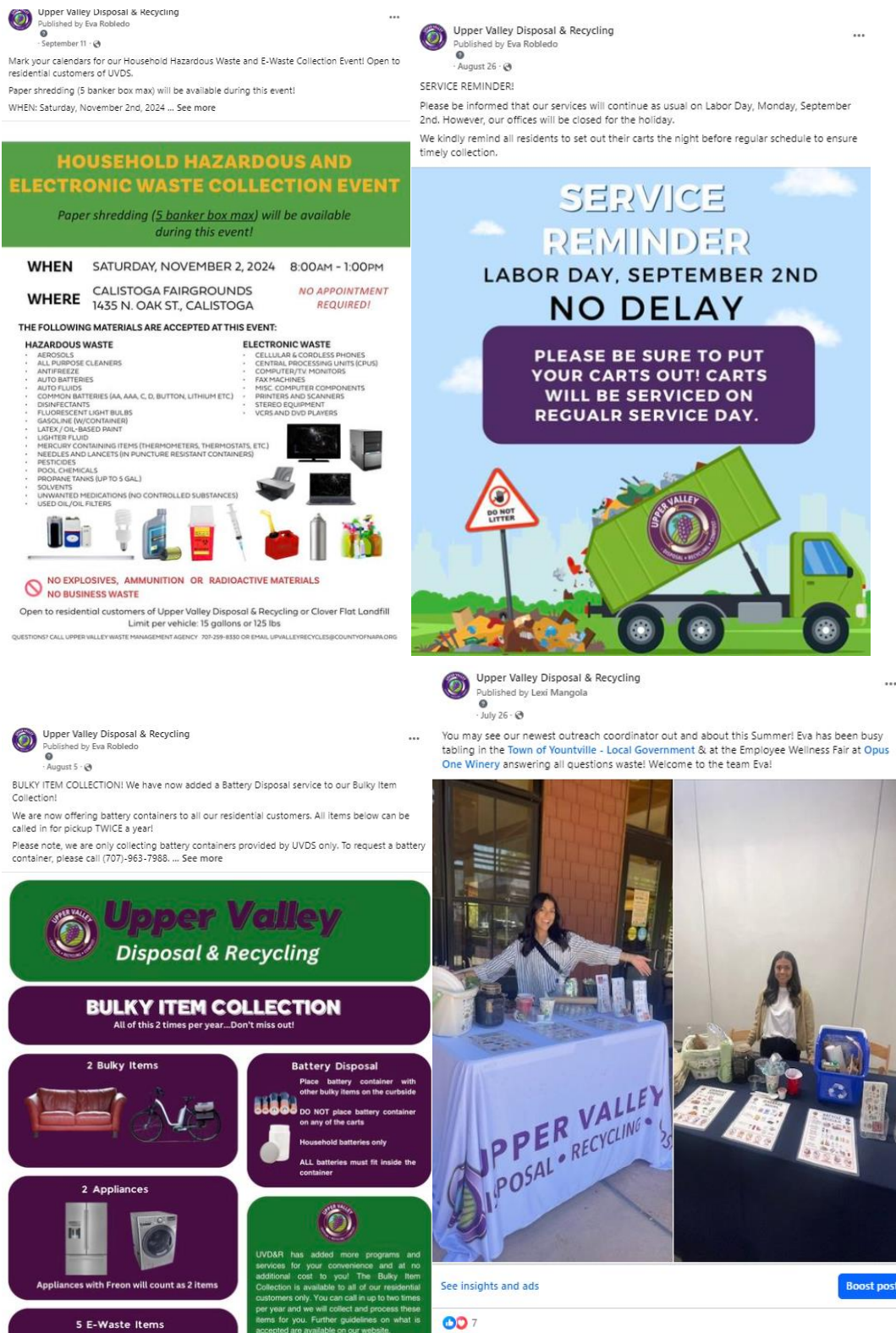


FIGURE 2: NEWSLETTER BILL INSERT EXAMPLES (RESIDENTIAL AND COMMERCIAL)

SUMMER 2024
RESIDENTIAL NEWSLETTER
(707) 963-7988
WWW.UVDS.COM

AUTO PAY

REMINDER - If you were set up for Auto Pay prior to January 25th, 2024, and you HAVE NOT created a new online portal, your auto pay is no longer valid. To set up your new portal visit uvds.com, select "pay my bill online" and register your new account. You will need your new account number and invoice number that is listed on the statement. If you have any questions, please call the office at (707) 963-7988.

CURBSIDE MOTOR OIL RECYCLING

Did you know that used motor oil never wears out? It just gets dirty and can be recycled, cleaned, and used again. Recycling used motor oil conserves a natural resource (oil) and is also good for the environment. Motor oil poured onto the ground, into storm drains, or tossed into trash cans is illegal and harmful to the environment. Residents can call our office at (707) 963-7988 and request a "Used Oil Recovery Kit" and pick up at no cost!

Holiday Updates

- Fourth of July falls on a Thursday this year. ONLY Thursday and Friday pickups will be delayed. Thursday pickup will be on Friday, and Friday pickup will be on Saturday.
- There will be normal collection the week of September 2nd (Labor Day Weekend). The office will be closed. Thank you to all our hardworking employees!

RATE ADJUSTMENT

Though not completed at the time this newsletter went to print, the Upper Valley Waste Management Agency (governing board that oversees the franchise agreement with Upper Valley Disposal & Recycling) is completing a review of revenues and service costs. The Agency is expected to adopt an approximately 5.41% increase in existing rates, to commence on July 1. This increase is based primarily on inflation, increased staffing costs and new disposal services that will be available to both commercial and residential customers. The UVWMA Board welcomes your input, which can be provided through email: upvalleyrecycles@countyofnapa.org

SUMMER 2024
COMMERCIAL NEWSLETTER
(707) 963-7988
WWW.UVDS.COM

AUTO PAY

REMINDER - If you were set up for Auto Pay prior to January 25th, 2024, and you HAVE NOT created a new online portal, your auto pay is no longer valid. To set up your new portal visit uvds.com, select "pay my bill online" and register your new account. You will need your new account number and invoice number that is listed on the statement. If you have any questions, please call the office at (707) 963-7988.

ANNUAL LID FLIPS & OOP'S TAGS

In order to be compliant with SB 1383, we are now required to conduct annual "lid flip audits" on residential and commercial accounts. The lid flips are randomly selected throughout each jurisdiction to get an idea of the contamination rates within each disposal stream. If we do see contamination in the carts, we will leave an "oops tag" on the cart marking what materials are in the wrong cart.

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Rutherford Hill Winery
200 Rutherford Hill
Waste Audit June 2024

Zero Waste Input Sheet									
Instructors:									
The purpose of this calculator is to summarize the results of your recycling effort and to provide the GHG benefits of your program. In addition, it will calculate the GHG savings from your purchased compost as also provided.									
Please enter the total number of containers collected and/or the known weight of the material in the shaded cells.									
The results of the calculator will populate to the right hand side of the page.									
This calculator uses best practice information provided by the California Air Resources Board and EPA's Waste Reduction Model. It is brought to you by Upport Valley Disposal Services, Clover Leaf Resource Recovery and Edgar & Associates.									
	Density Conversion ¹ : Tons/CY:	Tons/CY:	Weight (tons)	Cubic Yards	Known Weights (tons)	Total Weight			
Trash		0.22							
	35 gallon	0	0.00			0.0			
	64 gallon	0	0.00			0.0			
	96 gallon	0	0.00			0.0			
	2 coy	0	0.00			0.0			
	4	16	3.48			3.5			
	6 coy	0	0.00			0.0			
	8 coy	0	0.00			0.0			
	10 coy	0	0.00			0.0			
	20 coy	0	0.00			0.0			
	30 coy	0	0.00			0.0			
	40 coy	0	0.00		16.0	3.5			
Total		16	3.48						
Mixed Recycling	Density Conversion ¹ : Tons/CY:	Tons/CY:	Weight (tons)	Cubic Yards	Known Weights (tons)	Total Weight			
	35 gallon	0	0.00			0.0			
	64 gallon	0	0.00			0.0			
	96 gallon	0	0.00			0.0			
	2 coy	0	0.00			0.0			
	4	16	1.61			1.6			
	6 coy	0	0.00			0.0			
	8 coy	0	0.00			0.0			
	10 coy	0	0.00			0.0			
	20 coy	0	0.00			0.0			
Total		16	1.61		0	2			
Glass Bottles	Density Conversion ¹ : Tons/CY:	Tons/CY:	Weight (tons)	Cubic Yards	Known Weights (tons)	Total Weight			
	35 gallon	0	0.00			0.0			
	64 gallon	0	0.00			0.0			
	96 gallon	0	0.00			0.0			
	2 coy	0	0.00			0.0			
	4	16	0.00			0.0			
	6 coy	0	0.00			0.0			
	8 coy	0	0.00			0.0			
	10 coy	0	0.00			0.0			
	20 coy	0	0.00			0.0			
Total		16	0.00			0.0			

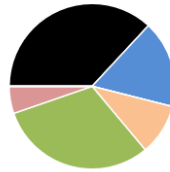


Bdgar
WASTE MANAGEMENT

65%:

Recycling Rate	Total Tons
Trash	3
Mixed Recycling	2
Glass Bottles	0
Corrugated Cardboard	1
Green Waste	3
Food Waste	0
Household Appliances	0
Shrink wrap	0
E-Waste	0
Concrete/Dirt	0
Total Processed	9

Breakdown of Tons Recycled and Composted



- Trash
- Mixed Recycling
- Green Waste
- Food Waste
- Households
- E-Waste
- Corrugated Cardboard
- Shrink wrap

Summary	
Total Emissions from Landfilled Material (MTCO ₂ e)	1.08
Total Avoided Emissions from Recycling	(12.51)

Outreach Events July 1 2024 – September 30 2024

- July 8th 2024 – Rianda House Presentation
- July 10th 2024 – College Market Tabling Angwin
- July 11th 2024 – St Helena School District Presentation
- July 24th 2024 – Opus One Wellness Fair
- July 25th 2024 – Yountville Library Tabling
- August 2nd 2024 – St Helena Farmer’s Market Tabling
- August 5th 2024 – Sunshine Market Tabling
- August 12th 2024 - Bothe Summer Camp Activity
- August 30th 2024 – Calistoga Back to School Night Tabling
- September 3rd 2024 – St Helena City Hall Transportation & Sustainability Presentation

State Recycling Laws

There are several laws that mandate recycling for commercial customers. The three most relevant laws are summarized below.

1. AB 341 (Chesbro) Mandatory Commercial Recycling Collection, enacted in 2012, requires commercial businesses that generate four or more cubic yards of garbage per week and multifamily dwellings with 5 or more units to recycle. Generators are not mandated to subscribe to a service; they may self-haul or donate recyclable materials. This law mandates education, outreach, monitoring and reporting of compliance with the law; however, there are no penalties for non-compliance.
3. AB 1826 (Chesbro) Mandatory Organic Recycling Collection, enacted in 2016, requires commercial businesses and multifamily dwellings with 5 or more units to recycle organic waste (yard waste, non-treated wood waste, food waste and food soiled papers). Generators are not mandated to subscribe to a service; they may self-haul materials to an organics processing facility or compost limited amounts of materials on site. In 2020, the requirement dropped to 2 cubic yards combined solid waste from 4 cubic yards. This law mandates education, outreach, monitoring and reporting of compliance with the law; however, there are no penalties for non-compliance.
4. SB 1383 (Lara) Short Lived Climate Pollutants: Organics Waste Methane Emissions Reductions was signed into law in 2016 and went into effect January 1, 2022. This law sets two targets for the State:
 - 1) To reduce organic waste disposal 50% by 2020 and 75% by 2025
 - 2) To rescue at least 20% of currently disposed surplus food for people to eat.This law mandates education, outreach, monitoring and reporting of compliance with the law. However, unlike the previous two laws, this law includes enforcement and penalties for jurisdictions, processors/facilities, and generators and includes residential customers.

The Company began using the Recyclist Program Tracker to document outreach, education, and monitoring of commercial customers. Figure 8 shows a snapshot of commercial generator compliance with State laws at the end of Q4 2023. More details on the program tracker can be viewed at <https://recyclist.co/tracker/>.