

# Upper Valley Waste Management Agency

Q4 Report October 1 –December 31, 2025



**UPPER VALLEY**  
**DISPOSAL • RECYCLING • COMPOST**

Q4 2025  
Submitted February 2, 2026

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Q4 Report October 1 – December 31, 2025

## 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).

The table below shows the 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.

Q4 2025 MONTHLY AVERAGE CUSTOMER COUNTS

<b>CUSTOMER TYPE</b>	<b>CALISTOGA</b>	<b>ST.HELENA</b>	<b>YOUNTVILLE</b>	<b>COUNTY</b>	<b>TOTAL</b>
Residential	1,692	1,978	912	2,440	7,022
Mobile Home Residents	525	228	225	156	1134
Commercial	177	270	62	437	946
Temporary	14	8	1	45	68
<b>TOTAL</b>	<b>2,408</b>	<b>2,484</b>	<b>1,200</b>	<b>3,078</b>	<b>9,170</b>

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. The table below 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.

#### Q4 2025 RESIDENTIAL SERVICE LEVELS

Residential Weekly Garbage Service										
Q4 2025	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	1,518	48,576	1,630	52,160	836	26,752	1,713	54,816	5,697	182,304
64 gallon	116	7,424	267	17,088	55	3,520	442	28,288	880	56,320
96 gallon	53	5,088	79	7,584	17	1,088	242	23,232	391	37,536
Residential Weekly Recycling Service										
Q4 2025	Calistoga		St. Helena		Yountville		County		Total All Areas	
CART size	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons
96 gallon	1,670	160,320	1,976	189,696	876	84,096	2,519	241,824	7,041	675,936
Residential Weekly Organics Service										
Q4 2025	Calistoga		St. Helena		Yountville		County		All Areas	
CART size	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons
96 gallon	1,653	158,688	1,923	184,608	849	81,504	2,557	245,472	6,982	670,272

## 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. The tables below reflect commercial cart and bin service by size and service area and detail permanent and temporary roll-off/compactor service by size, number of empties and total average weekly volume.

### Q4 2025 COMMERCIAL CART SERVICE LEVELS

Calistoga							
Q4 2025	Cart Count	Frequency				Weekly Service Levels	
GARBAGE CART SIZE	Totals	1	2	3	4	Total Gallons	Total Yardage
32 gallon	77	50			27	5,056	25
64 gallon	18	18				1,152	6
96 gallon	179	179				17,184	85
RECYCLING CART SIZE	Totals					Total Gallons	Total Yardage
64 gallon	5	5				320	2
96 gallon	352	352				33,792	167
ORGANICS CART SIZE	Totals					Total Gallons	Total Yardage
96 gallon	165	165				15,840	78
FOOD SCRAPS CART SIZE	Totals					Total Gallons	Total Yardage
64 gallon	87	16	27	44		7,360	36

St. Helena							
Q4 2025	Cart Count	Frequency				Weekly Service Levels	
GARBAGE CART SIZE	Totals	1	2	3		Total Gallons	Total Yardage
32 gallon	71	78				2,496	12
64 gallon	34	26	1			1,792	9
96 gallon	169	163	4			16,416	81
RECYCLING CART SIZE	Totals					Total Gallons	Total Yardage
32 gallon	4	4				128	1
96 gallon	541	541				51,936	257
ORGANICS CART SIZE	Totals					Total Gallons	Total Yardage
96 gallon	217	217				20,832	103
FOOD SCRAPS CART SIZE	Totals					Total Gallons	Total Yardage
64 gallon	141	36	26	79		20,800	103

Yountville						
Q4 2025	Cart Count	Frequency			Weekly Service Levels	
<b>GARBAGE CART SIZE</b>	<b>Totals</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>Total Gallons</b>	<b>Total Yardage</b>
32 gallon	2	2			64	0
64 gallon	4	4			256	1
96 gallon	68	68			6,528	32
<b>RECYCLING CART SIZE</b>	<b>Totals</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>Total Gallons</b>	<b>Total Yardage</b>
96 gallon	130	130			12,480	62
<b>ORGANICS CART SIZE</b>	<b>Totals</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>Total Gallons</b>	<b>Total Yardage</b>
96 gallon	96	96			9,216	46
<b>FOOD SCRAPS CART SIZE</b>	<b>Totals</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>Total Gallons</b>	<b>Total Yardage</b>
64 gallon	78	10	15	53	12,736	63

Napa County						
Q4 2025	Cart Count	Frequency			Weekly Service Levels	
<b>GARBAGE CART SIZE</b>	<b>Totals</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>Total Gallons</b>	<b>Total Yardage</b>
32 gallon	31	31			992	5
64 gallon	51	51			3,264	16
96 gallon	139	139			13,344	66
<b>RECYCLING CART SIZE</b>	<b>Totals</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>Total Gallons</b>	<b>Total Yardage</b>
32 gallon	1	1			32	0
96 gallon	691	682	9		67,200	333
<b>ORGANICS CART SIZE</b>	<b>Totals</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>Total Gallons</b>	<b>Total Yardage</b>
96 gallon	295	295			28,320	140
<b>FOOD SCRAPS CART SIZE</b>	<b>Totals</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>Total Gallons</b>	<b>Total Yardage</b>
64 gallon	158	69	57	32	17,856	88

Q4 2025 COMMERCIAL BIN SERVICE LEVELS INCLUDING FRONT LOAD COMPACTORS

Calistoga								
Q4 2025		Frequency						
Commercial Garbage Service	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards
2 Yard Front Load Bin Trash	32	26	5	1				78
2 Yard Front Load Compactor Trash*	5		4	1				44
4 Yard Front Load Bin Trash	24	14	7	3				148
6 Yard Front Load Bin Trash	7	3	3	1				72
<i>*compactor compaction rate is 2:1</i>	68							342
Commercial Recycling Services	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards
2 Yard Front Load Bin	2	2						4
4 Yard Front Load Bin	27	12	10	5				188
6 Yard Front Load Bin	8	4	4					72
	37							264
Commercial Organics Service	Total Bin Count							Total Weekly Yards
2 Yard Front Load Bin	1	1						2

St. Helena								
Q4 2025		Frequency						
Commercial Garbage Service	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards
2 Yard Front Load Bin Trash	50	42	6	1	1			122
2 Yard Front Load Compactor Trash*	1		1					8
4 Yard Front Load Bin Trash	41	26	8	5	2			260
6 Yard Front Load Bin Trash	16	9	4	1		1	1	186
<i>*compactor compaction rate is 2:1</i>	108							576
Commercial Recycling Services	Total Bin Count							Total Weekly Yards
2 Yard Front Load Bin	5	4	1					12
4 Yard Front Load Bin	45	27	11	4	3			292
6 Yard Front Load	25	19	3	1	2			216
	75							520
Commercial Organics Service	Total Bin Count							Total Weekly Yards
4 Yard Front Load Bin	3	3						12
6 Yard Front Load	1	1						
	4							12

Yountville								
Q4 2025	Frequency							
Commercial Garbage Service	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards
2 Yard Front Load Bin Trash	5	5						10
2 Yard Front Load Compactor Trash*	1		1					8
4 Yard Front Load Bin Trash	24	5	8	6		1	4	272
4 Yard Front Load Compactor Trash*	1	1						8
<i>*compactor compaction rate is 2:1</i>	31							298
Commercial Recycling Services	Total Bin Count							Total Weekly Yards
2 Yard Front Load Bin	1			1				12
4 Yard Front Load Bin	26	13	8	3	2			184
6 Yard Front Load	2	1		1				24
	28							220
Commercial Organics Service	Total Bin Count							Total Weekly Yards
No Organics Bin Service	0							0

  

Napa County								
Q4 2025	Frequency							
Commercial Garbage Service	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards
2 Yard Front Load Bin Trash	71	67	4					150
3.5 Yard Fork Truck Bin Trash	0							0
4 Yard Front Load Bin Trash	82	70	8	4				392
6 Yard Front Load Bin Trash	41	34	5	2				300
	194							842
Commercial Recycling Services	Total Bin Count							Total Weekly Yards
2 Yard Front Load Bin	14	14						28
3.5 YD Fork Truck Bin	24	24						84
4 Yard Front Load Bin	138	106	24	7	1			716
6 Yard Front Load	42	24	11	7				402
	218							1,230
Commercial Organics Service	Total Bin Count							Total Weekly Yards
2 Yard Front Load Bin	3	3						6
4 Yard Front Load Bin	11	11						44
6 Yard Front Load	6	6						36
3.5 Yard Front Load	2	2						7

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

Q4 2025 PERMANENT ROLL-OFF AND COMPACTOR SERVICE LEVELS

Calistoga					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Dirt/Rock	10	17	17	1.31	13.08
Roll-off Garbage	20	26	26	2.00	40.00
Roll-off Garbage	30	-	-	-	-
Roll-off Garbage	40	-	-	-	-
Roll-off Organics	20	3	3	0.23	4.62
Roll-off Organics	30	18	18	1.38	41.54
Roll-off Organics	40	2	2	0.15	6.15
Roll-off Recycling	30			-	-
Compactor Garbage*	12	8	8	0.62	22.15
Compactor Recycling*	15	2	2	0.15	6.92

St. Helena					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Garbage	20	49	49	3.77	75.38
Roll-off Garbage	30	12	12	0.92	27.69
Roll-off Garbage	40	9	9	0.69	27.69
Roll-off Recycling	20	35	35	2.69	53.85
Roll-off Recycling	30	4	4	0.31	9.23
Roll-off Recycling	40	4	4	0.31	12.31
Roll-off Organics	20	1	1	0.08	1.54
Roll-off Organics	30	7	7	0.54	16.15
Roll-off Organics	40	6	6	0.46	18.46
Compactor Garbage*	15	-	-	-	-
Compactor Garbage*	16	2	2	0.15	7.38
Compactor Garbage*	20	3	3	0.23	13.85

Yountville					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Garbage	20	2	2	0.15	3.08
Roll-off Garbage	40	6	6	0.46	18.46
Roll-off Organics	20	-	-	-	-
Roll-off Organics	30	14	14	1.08	32.31
Compactor Garbage*	20	9	9	0.69	41.54
Compactor Recycling*	10	10	10	0.77	23.08
Roll-off Recycling	20	3	3	0.23	13.85

Napa County					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Garbage	20	83	83	6.38	127.69
Roll-off Garbage	30	5	5	0.38	11.54
Roll-off Garbage	40	1	1	0.08	3.08
Roll-off Recycling	20	2	2	0.15	3.08
Roll-off Recycling	30	5	5	0.38	11.54
Roll-off Recycling	40	-	-	-	-
Roll-off Organics	20	3	3	0.23	4.62
Roll-off Organics	30	1	1	0.08	2.31
Roll-off Organics	40	5	5	0.38	15.38
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*

Q4 2025 TEMPORARY ROLL-OFF AND COMPACTOR SERVICE LEVELS

Calistoga					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Dirt/Rock	10			-	-
Roll-off Garbage	20	7	7	0.54	10.77
Roll-off Garbage	30	7	7	0.54	16.15
Roll-off Garbage	40	6	6	0.46	18.46
Roll-off Recycling	20	1	1	0.08	1.54
Roll-off Recycling	30	5	5	0.38	11.54
Roll-off Recycling	40	7	7	0.54	21.54
Roll-off Organics	20	5	5	0.38	23.08
Roll-off Organics	30			-	-

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	19	19	1.46	29.23
Roll-off Garbage	30	9	9	0.69	20.77
Roll-off Garbage	40	12	12	0.92	36.92
Roll-off Organics	20	1	1	0.08	1.54
Roll-off Organics	30	1	1	0.08	2.31
Roll-off Recycling	30	1	1	0.08	2.31
Roll-off Recycling	20	6	6	0.46	9.23
Roll-off Recycling	40	5	5	0.38	15.38

Yountville					
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	5	5	0.38	7.69
Roll-off Garbage	30	1	1	0.08	2.31
Roll-off Garbage	40	9	9	0.69	27.69
Roll-off Organics	20	19	19	1.46	29.23
Roll-off Recycling	20	1	1	0.08	4.62
Roll-off Organics	30	5	5	0.38	11.54
Roll-off Organics	40	-	-	-	-

Napa County					
Containertype	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Dirt/Rock	10	4	4	0.31	3.08
Roll-off Garbage	20	13	13	1.00	20.00
Roll-off Garbage	30	16	16	1.23	36.92
Roll-off Garbage	40	14	14	1.08	43.08
Roll-off Recycling	20	8	8	0.62	12.31
Roll-off Recycling	30	6	6	0.46	13.85
Roll-off Recycling	40	12	12	0.92	36.92
Roll-off Organics	20	10	10	0.77	15.38
Roll-off Organics	30	3	3	0.23	6.92
Roll-off Organics	40	10	10	0.77	30.77

*\*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, emails, and ACE requests, received from customers. We are continually working on training and process improvements for documentation. 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 Interaction Data

During Q4 2025 the majority of customer interactions were service related, or general informational inquiries. Service requests include starts, stops, service changes, service resumes following non-payment suspensions, bulky item collection, e-waste, oil pick up, debris box orders, and cart exchanges. General inquiries primarily involve questions about various services, recycling, and organics programs, updates to billing or service information, rate inquiries, proper disposal of specific items or materials, and landfill inquiries. Landfill inquiries are currently being documented as county residential calls within the General Inquiry category. Billing related interactions include billing questions, assistance with the My Account Portal, collections related calls and emails (including outbound), and payment arrangement requests. Residential Service and Billing call volumes declined in Q4. This decrease is partly attributed to fewer accounts being Suspended for non-payment and subsequently reinstated as seen in the Service Requests data.

Corrections were made to the Q4 2024 Payments chart. Website-processed payments were inadvertently included in the original totals and have since been removed. Because these transactions do not require staff interaction, their removal resulted in lower totals for this category.

Not every interaction will warrant a note code or work order, and some will have several. In general, the customer service and dispatch departments have continued to make increased efforts to document even minor customer interactions.

### Q4 2025 RESIDENTIAL CUSTOMER INTERACTION DATA

Residential	Calistoga		St. Helena		Yountville		County		Total Calls	Total Calls
	Q4 2024	Q4 2025	Q4 2024	Q4 2025	Q4 2024	Q4 2025	Q4 2024	Q4 2025	Q4 2024	Q4 2025
Call Data Totals										
Billing	83	75	116	99	56	43	183	150	438	367
Payments	94	75	48	71	0	17	163	97	305	260
Service	247	226	297	257	87	54	406	388	1037	925
General Inquiry	80	109	113	120	47	35	616	410	856	674
Misses	57	45	89	87	29	10	145	126	320	268
Complaints	3	1	1	3	0	0	1	4	5	8
Compliments	3	0	2	0	1	0	2	2	8	2
Total Calls	567	531	666	637	220	159	1516	1177	2969	2504

Q4 2025 COMMERCIAL INTERACTION DATA

Commercial	Calistoga		St. Helena		Yountville		County		Total Calls	Total Calls
	Q4 2024	Q4 2025	Q4 2024	Q4 2025	Q4 2024	Q4 2025	Q4 2024	Q4 2025	Q4 2024	Q4 2025
<b>Billing</b>	45	31	53	19	12	6	84	63	194	119
<b>Payments</b>	34	19	17	24	0	16	59	105	110	164
<b>Service</b>	65	116	98	90	26	42	212	384	401	632
<b>General Inquiry</b>	43	41	57	42	21	14	62	126	183	223
<b>Misses</b>	18	18	18	18	10	6	32	45	78	87
<b>Complaints</b>	3	0	0	2	0	0	2	2	5	4
<b>Compliments</b>	0	0	0	1	0	0	0	0	0	1
<b>Total Calls</b>	208	225	243	196	69	84	451	725	971	1230

### Residential and Commercial Service Requests

New customers are coded as New Service Starts. Customer accounts are closed either at the request of the customer through service cancelation or suspended 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 considered a “New Service Start.” Q4 2025 shows a decrease compared to the same period in 2024. Both service suspension and subsequent service resumes decreased, largely due to proactive and early collection efforts that reduced the number of accounts reaching suspension status. Additionally, requests for cart repair or replacement declined during this period.

Q4 2025 RESIDENTIAL SERVICE REQUESTS

Residential Service Requests	Calistoga	St. Helena	Yountville	Napa County	Q4 2025 Totals	Q4 2024 Totals
<b>New Service Starts</b>	30	40	10	51	131	117
<b>Cancel Service</b>	28	42	11	50	131	111
<b>Suspend Service for Non-payment (SSNP)</b>	22	11	7	18	58	99
<b>Resume Service from SSNP</b>	15	10	4	15	44	176
<b>Service Change</b>	13	22	1	33	69	68
<b>Repair/Replace Cart</b>	17	23	4	32	76	124
<b>Illegal Dumping</b>	0	0	0	0	0	0
<b>Bulky Item</b>	100	89	18	136	343	341
<b>Total</b>	225	237	55	335	852	1036

Q4 2025 COMMERCIAL SERVICE REQUESTS

Commercial Service Requests	Calistoga	St. Helena	Yountville	Napa County	Q4 2025 Totals	Q4 2024 Totals
<b>New Service Starts</b>	3	2	1	3	9	13
<b>Cancel Service</b>	1	4	0	6	11	19
<b>Suspend Service for Non-payment (SSNP)</b>	8	6	1	15	30	55
<b>Resume Service from SSNP</b>	8	6	1	11	26	48
<b>Service Change</b>	10	11	3	20	44	47
<b>Repair/Replace Container at Customer's Request</b>	2	5	3	10	20	40
<b>Illegal Dumping</b>	0	0	0	0	0	0
<b>E-waste</b>	0	0	0	2	2	4
<b>Total</b>	32	34	9	67	142	226

## Summary of Complaints and Misses

The Company tracks customer complaint reports and their resolutions within the RMO system using standardized note codes. Issues that cannot be resolved during the initial customer contact are sent to the appropriate supervisor for follow-up and resolution. Complaints related to property damage and service performance are always reviewed by a supervisor. All codes are date and time stamped.

### COMPLAINT CODES

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

### COMPLAINT DATA BY AREA

Complaint Type	Calistoga	St. Helena	Yountville	Napa County	Q4 2025 Totals	Q4 2024 Totals
Complaint: Multiple Misses	1	2	0	4	7	3
Complaint: Excessive Noise	0	0	0	0	0	0
Complaint: Service	0	2	0	1	3	5
Complaint: Property Damage	0	1	0	1	2	2
Complaint: Rates	0	0	0	0	0	0
Total Complaint Calls	1	5	0	6	12	10

All customer reports of missed collection are documented then reviewed against tablet records to determine whether a reason for the miss was recorded in the field. In all instances, containers were serviced by the end of the service week, or customers were provided with the option to set out additional bags at no charge.

Customers are notified of route delays via text message through Drag application; related customer contacts are categorized in the “Not There Yet” category. Overall, reports of missed collection declined in Q4, with verified or “true”, missed collection reduced across all service categories.

MISSES COMPLAINT REVIEW

NOTEPAD CODE and REVIEW	Q4 2024 Totals	Q4 2025 Totals
<b>MISSG: Miss Garbage</b>	171	<b>151</b>
MISS	13	<b>4</b>
Serviced	65	<b>60</b>
Not out	35	<b>37</b>
Container blocked	2	<b>4</b>
Access blocked	9	<b>6</b>
Placement	1	<b>0</b>
Gate locked	4	<b>0</b>
Container locked	1	<b>1</b>
Contaminated	0	<b>0</b>
Overweight/Overfull	1	<b>0</b>
Road construction	3	<b>5</b>
Weather related	0	<b>0</b>
Account satus issue	22	<b>4</b>
Not there yet	14	<b>30</b>
Prohibited waste type	1	<b>0</b>
<b>MISSO: Miss Organics</b>	128	<b>122</b>
MISS	22	<b>9</b>
Serviced	38	<b>19</b>
Not out	32	<b>40</b>
Container blocked	0	<b>0</b>
Access blocked	2	<b>9</b>
Placement	3	<b>8</b>
Gate locked	0	<b>0</b>
Container locked	0	<b>0</b>
Contaminated	0	<b>1</b>
Overweight/Overfull	1	<b>0</b>
Road construction	2	<b>3</b>
Weather related	0	<b>0</b>
Account status issue	9	<b>0</b>
Not there yet	19	<b>33</b>
Prohibited waste type	0	<b>0</b>
<b>MISSR: Miss Recycling</b>	102	<b>82</b>
MISS	11	<b>3</b>
Serviced	25	<b>17</b>
Not Out	23	<b>20</b>
Container blocked	0	<b>2</b>
Access blocked	1	<b>2</b>
Placement	1	<b>1</b>
Gate locked	3	<b>0</b>
Container locked	0	<b>1</b>
Contaminated	0	<b>0</b>
Overweight/Overfull	1	<b>1</b>
Road construction	2	<b>3</b>
Weather related	0	<b>0</b>
Account status issue	13	<b>0</b>
Not there yet	21	<b>32</b>
Prohibited waste type	1	<b>0</b>

### Customer Billing Data

With the RMO system, customers may elect to receive paper statements, electronic statements, or both. We have seen a steady decrease in customers receiving paper statements, alongside an increase in customers opting for electronic statements and autopay payments through MyAccount Portal.

*Data for Customers receiving both paper and electronic statements in Q4 2024 is not available, as this option was not introduced in RMO until early 2025. This data has been included beginning in Q2 2025.*

#### Q4 2025 QUARTERLY RESIDENTIAL BILLING DATA

<b>Residential Customer Data</b>	<b>Q4 2025 Totals</b>	<b>Q4 2024 Totals</b>
Customers who receive only paper statements	<b>2,915</b>	3,281
Customers who receive only electronic statements	<b>2,965</b>	2,666
Customers who receive both paper and electronic statements	<b>107</b>	*
Customers who have signed up for autopay through MyAccount Portal	<b>3,054</b>	2,952

#### Q4 2025 QUARTERLY COMMERCIAL BILLING DATA

<b>Commercial Customer Data</b>	<b>Q4 2025 Totals</b>	<b>Q4 2024 Totals</b>
Customers who receive only paper statements	<b>499</b>	623
Customers who receive only electronic Statements	<b>432</b>	368
Customers who receive both paper and electronic statements	<b>56</b>	*
Customers who have signed up for autopay through MyAccount Portal	<b>374</b>	564

## New & Existing Programs Report

### Paper Cups are now accepted in mixed recycling stream

Since June, Upper Valley Disposal has expanded its recycling program to include all paper cups in the mixed recycling stream. This change represents a positive shift in sustainability efforts across our service area. To ensure proper sorting, customers are asked to remove lids and straws before recycling their cups, as these components must be placed in the trash. In collaboration with the Upper Valley Waste Management Agency (UVWMA), outreach staff have been actively educating both residential and commercial customers about the new guidelines, aiming to boost awareness and encourage environmentally responsible habits throughout the community.

### Participation by Service Program & Customer Type

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

#### Q4 2025 COMMERCIAL & RESIDENTIAL PROGRAM PARTICIPATION

<b>Q4 2025 Residential Collection Program Participation</b>	<b>Q4 2024</b>	<b>Q4 2025</b>
Garbage Only	0.75%	0.67%
Garbage + Recycling	6.16%	5.75%
Garbage + Organics	0.77%	0.76%
Garbage + Organics + Recycling	92.32%	92.82%
	100%	100%
<b>Q4 2025 Commercial Collection Program Participation</b>		
Garbage Only	2.53%	2.80%
Garbage + Recycling	29.79%	23.84%
Garbage + Organics	0.72%	0.65%
Garbage + Organics + Recycling	66.95%	70.33%
Organics + Recycling	N/A	1.83%
Recycling Only	N/A	0.43%
Organics Only	N/A	0.11%
	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 Tables. Because of service area demographics, oil and filter curbside recycling has been historically low and is utilized by a small but reoccurring number of customers.

Commercial customers are offered an e-waste collection program at no additional charge.

**BULKY ITEM/REUSABLE MATERIAL COLLECTION PROGRAM**

<b>Residential Bulky/Reusable Item Collection Program</b>					
<b>Bulky item program</b>		<b>Household items</b>	<b>E-Waste Items</b>	<b>Appliances</b>	<b>Battery Containers</b>
	<b># Of Participants</b>	<b># Of Items</b>	<b># Of Items</b>	<b># Of Items</b>	<b># Of Items</b>
<b>Q4 2025</b>	<b>247</b>	<b>350</b>	<b>119</b>	<b>109</b>	<b>11</b>
Q4 2024	249	264	92	81	7

<b>Mobile Home Park Residents Bulky/Reusable Item Collection Program</b>					
<b>Bulky item program</b>		<b>Household items</b>	<b>E-Waste Items</b>	<b>Appliances</b>	<b>Battery Containers</b>
	<b># Of Participants</b>	<b># Of Items</b>	<b># Of Items</b>	<b># Of Items</b>	<b># Of Items</b>
<b>Q4 2025</b>	<b>40</b>	<b>47</b>	<b>31</b>	<b>11</b>	<b>0</b>
Q4 2024	45	52	21	9	1

**USED MOTOR OIL & FILTER COLLECTION PROGRAM**

<b>Used Motor Oil/ Filter Collection Program</b>				
<b>Used Motor Oil</b>			<b>Used Motor Oil Filters</b>	
<b>Quarter</b>	<b># Of Items</b>	<b># Participants</b>	<b># Of Items</b>	<b># Participants</b>
<b>Q4 2025</b>	<b>43</b>	<b>26</b>	<b>32</b>	<b>19</b>
Q4 2024	33	28	21	16

**COMMERCIAL E-WASTE COLLECTION PROGRAM**

<b>Commercial E-Waste Collection Program</b>		
<b>E-Waste Items</b>		
	<b># Of Items</b>	<b># Of Participants</b>
<b>Q4 2025</b>	<b>7</b>	<b>1</b>
Q4 2024	15	3

## Tonnage Report:

### Q4 2025 Tons Marketed - UVWMA Franchised Materials

\*Due to the closure of the Whitehall Ln MRF, most recycling is being sorted and processed out of Ukiah.

UPPER VALLEY DISPOSAL SERVICE						
Tons Marketed - UVWMA Franchised Materials						
Q4 2025						
Commodity	October		November		December	
	Tons	Avg \$/Ton	Tons	Avg \$/Ton	Tons	Avg \$/Ton
Newspaper	-	\$ -	-	\$ -	-	\$ -
Cardboard	230.10	\$ 105.25	115.49	\$ 82.25	82.25	\$ 138.68
Paper - Mixed Paper	-	\$ -	-	\$ -	-	\$ -
Aluminum	-	\$ -	-	\$ -	-	\$ -
Tin Cans	-	\$ -	-	\$ -	-	\$ -
Glass	74.82	\$ 15.00	24.58	\$ 36.42	126.81	\$ 15.14
HDPE - Clear	-	\$ -	-	\$ -	-	\$ -
HDPE - Colored	-	\$ -	-	\$ -	-	\$ -
LDPE - FILM	-	\$ -	-	\$ -	-	\$ -
Plastic - PET	-	\$ -	-	\$ -	-	\$ -
Plastic - Mixed	20.80	\$ -	-	\$ -	21.94	\$ 65.00
Metal	-	\$ -	-	\$ -	-	\$ -
	<b>325.72</b>	<b>\$ 120</b>	<b>140.07</b>	<b>\$ 118.67</b>	<b>231.00</b>	<b>\$ 218.82</b>

## Q4 2025 Summary Tonnage Report - UVWMA Franchised Materials

Facility	Material	October	November	December	Q4-Total
Clover Flat Landfill	Garbage Materials	1,974.94	1,909.18	1,851.31	5,735.43
	Recyclable Materials	268.85	145.48	183.30	597.63
	Organic Materials	214.49	170.48	282.16	667.13
	Construction & Demolition Debr	304.00	320.00	271.51	895.51
	<b>Tons Accepted/Collected</b>	2,762.28	2,545.14	2,588.28	7,895.70
	<b>Tons Disposed</b>	1,974.94	1,909.18	1,851.31	5,735.43
UVR	Recyclable Materials	635.28	595.44	683.00	1,913.72
	Organic Materials	628.65	672.92	804.67	2,106.24
	<b>Tons Accepted/Collected</b>	1,263.93	1,268.36	1,487.67	4,019.96
	<b>Tons Disposed</b>	-	6.84	19.08	6,126.20
Total Tons	Solid Waste	1,974.94	1,916.02	1,870.39	5,761.35
	Recyclable Materials	904.13	740.92	866.30	2,511.35
	Organic Materials	843.14	843.40	1,086.83	2,773.37
	Construction & Demolition Debr	304.00	320.00	271.51	895.51
	<b>Tons Accepted/Collected</b>	4,026.21	3,820.34	4,095.03	11,941.58
	<b>Tons Disposed</b>	1,974.94	1,909.18	1,851.31	5,735.43

# Member Report

## Member Facility Services

Member agencies are offered a variety of container types, sizes, and collection frequency at the contracted facilities. Tables 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

#### CALISTOGA MEMBER FACILITIES & SERVICES

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards/Tons
Calistoga Corp Yard	6142472	414 Washington Street	Commercial Garbage Service	10 Yard Roll-off Garbage	1	Emptied seventeen times in Q4	Total Tons in Q4: 123.76
	6142472	414 Washington Street	Commercial Garbage Service	20 Yard Roll-off Garbage	1	Emptied seventeen times in Q4	Total Tons in Q4: 21.55
	6142492	414 Washington Street	Commercial Recycling Service	4 Yard Front Load Bin	2	Emptied once per week	4
	6142492	414 Washington Street	Commercial Organics Service	96-gallon	3	Emptied once per week	1.44
						<b>Recycling (Diversion) Rate</b>	<b>13%</b>

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Calistoga Public Pool	6142474	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
						<b>Recycling (Diversion) Rate</b>	<b>56%</b>

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Calistoga Police Department	6142479	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
						<b>Recycling (Diversion) Rate</b>	<b>100%</b>

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Calistoga City Hall	6142486	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
						<b>Recycling (Diversion) Rate</b>	<b>75%</b>

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Calistoga City Cans	6142476	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
						<b>Recycling (Diversion) Rate</b>	<b>41%</b>

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Napa County Fairgrounds	6142463	1435 North Oak Street	Commercial Garbage Service	30yd Roll- Off Garbage	1	No empties in Q4	
			Commercial Recycling Service	6 Yard Front Load Recycling	2	Emptied once per week	12
			Commercial Organics Service	No Service	0		
						<b>Recycling (Diversion) Rate</b>	<b>100%</b>

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Napa County Fairgrounds-RO	6209118	1435 North Oak Street	Commercial Garbage Service	3.5 Yard Garbage	1	Emptied seven times in Q4	25
			Commercial Garbage Service	20yd Roll- Off Garbage	1	Emptied four times in Q4	Total Tons in Q4: 10.73
			Commercial Organics Service	20 Yard Roll- Off Greenwaste	1	Emptied five times in Q4	Total Tons in Q4: 14.29
			Commercial Organics Service	30 Yard Roll- Off Greenwaste	1	No empties in Q4	
						<b>Recycling (Diversion) Rate</b>	<b>100%</b>

# St. Helena

## ST. HELENA MEMBER FACILITY SERVICES

ty Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
St. Helena Old City Hall/Public Works	6142487	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
						<b>Recycling (Diversion) Rate</b>	<b>32%</b>

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
St. Helena Old Police/Fire Depart.	6142467	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	2	Emptied once per week	0.48
			Commercial Food Scraps Service	64-gallon	1	Emptied once per week	0.32
						<b>Recycling (Diversion) Rate</b>	<b>53%</b>

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
St. Helena Rec Dept.	6142483	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
						<b>Recycling (Diversion) Rate</b>	<b>67%</b>

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
St. Helena Library	6142468	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
						<b>Recycling (Diversion) Rate</b>	<b>49%</b>

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards/ Tons
St. Helena Corp Yard	6142464	1405 Charter Oak	Commercial Garbage Service	10-Yard Roll-off Garbage	1	Emptied one time in Q4	Total Tons in Q4: 14.08
	6142464	1406 Charter Oak	Commercial Garbage Service	20-Yard Roll-off Garbage	1	Emptied three times in Q4	Total Tons in Q4: 6.95
	6142464	1405 Charter Oak	Commercial Garbage Service	30-Yard Roll-off Garbage	1	Emptied four times in Q4	Total Tons in Q4: 32.58
	6142466	1405 Charter Oak	Commercial Garbage Service	2 Yard Front Load Bin	1	Emptied twice per week	4
	03-6824	1088 College Ave	Commercial Garbage Service	10-Yard Roll-off Dirt/Rock	2	Emptied zero times in Q3	0.00
	6142466	1405 Charter Oak	Commercial Recycling Service	96-gallon	3	Emptied once per week	1.43
	6142466	1405 Charter Oak	Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
						<b>Recycling (Diversion) Rate</b>	<b>27%</b>

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Crane Park	6142481	360 Crane Ave	Commercial Garbage Service	20 Yard Roll-off Garbage	1	No empties in Q4	
	6142465	360 Crane Ave	Commercial Garbage Service	6 Yard Front Load Bin	1	Emptied three per week	18
	6142465	360 Crane Ave	Commercial Recycling Service	4 Yard Front Load Bin	1	Emptied once per week	4
			Commercial Organics Service	No Service	0		0
						<b>Recycling (Diversion) Rate</b>	<b>33%</b>

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Waste Water Treatment Plant	6142471	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
						<b>Recycling (Diversion) Rate</b>	<b>75%</b>

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards/Tons
Water Treatment Plant	6142505	410 Crystal Springs Road	Commercial Garbage Service	20 Yard Roll-off Garbage	1	No empties in Q4	
	6142491	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
						<b>Recycling (Diversion) Rate</b>	<b>21%</b>

# Yountville

## YOUNTVILLE MEMBER FACILITY SERVICES

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Yountville Community Hall	6142469	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

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards/Tons
Waste Water Treatment	6142473	7501 Solano Avenue	Commercial Garbage Service	2 Yard Front Load Bin	1	Emptied once per week	2
			Commercial Garbage Service	20 Yard Roll-off Garbage	1	Emptied two times in Q4	Total Tons in Q4: 7.47
			Commercial Recycling Service	6 Yard Front Load Bin Recycle	1	Emptied once per week	6.00
			Commercial Organics Service	20 Yard Roll-off Greenwaste	1	No empties in Q4	
			Commercial Organics Service	30 Yard Roll-off	1	Emptied four times in Q4	Total Tons in Q4: 23.08
					<b>Recycling (Diversion) Rate</b>	<b>20%</b>	

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Yountville Town Hall	6142495	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	No service	0		
					<b>Recycling (Diversion) Rate</b>	<b>60%</b>	

# Napa County

## Napa County Member Facilities

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards/Tons
Napa County Roads Department	6142480	7292 S Silverado Trail	Commercial Garbage Service	40 Yard Roll-off Garbage	1	Emptied one time in Q4	Total Tons in Q4: 2.46
	6142490	7294 Silverado Trail	Commercial Garbage Service	40 Yard Roll-off Garbage	1	No empties in Q4	
	6142480	7292 S Silverado Trail	Commercial Recycling Service	96-gallon	2	Emptied once per week	1.43
	6142480	7292 S Silverado Trail	Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
						<b>Recycling (Diversion) Rate</b>	<b>100%</b>

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Napa County Public Works	6142482	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			
						<b>Recycling (Diversion) Rate</b>	<b>75%</b>

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Calistoga Waste Water Treatment Plant	6142470	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
						<b>Recycling (Diversion) Rate</b>	<b>75%</b>

## 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 in 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 highlight 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, 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 & NEWSLETTERS

## UPPER VALLEY Disposal & Recycling

HOLIDAY NEWSLETTER 2025  
COMMERCIAL NEWSLETTER  
707.963.7988  
WWW.UVDS.COM

### Give the Gift of Clean Recycling

**Paper Cup Recycling**  
Paper Cup Recycling. You can recycle paper coffee cups and paper soda cups—but remove the plastic lids and straws first, these belong in the trash!

**Skip the Bags**  
Never bag your recyclables—they must be placed loose in your blue recycling cart.

**Rigid Plastics Only**  
Only recycle rigid plastics like bottles, tubs, and jugs. No flimsy plastics like plastic bags or wrappers.

### Waste Less, Celebrate More: Holiday Recycling & Composting Tips

Compost your unflocked natural Christmas Tree! Cut your tree into 3 feet long pieces, and place in your compost cart OR drop off at Clover Flat Resource Recovery Park until January 21!

Donate excess food: Partner with local food banks or shelters to donate unopened, edible items instead of discarding them.

Use compostable dishware: If hosting events, opt for paper plates and bamboo utensils to reduce landfill waste, and place these in your green compost cart!

Set up clearly labeled sorting stations for compost, recycling, and trash to help guests and employees dispose of items properly. Need help planning your setup? Give us a call at (707) 963-7988—we're happy to guide you!

### UPCOMING HOLIDAY SCHEDULE

UVDS office will be closed on Christmas Day and New Year's Day. Effected service will be delayed by ONE day.

M	T	W	TH	F	S
12/22 REGULAR SERVICE	12/23 REGULAR SERVICE	12/24 REGULAR SERVICE	12/25 NO SERVICE	12/26 THRU SERVICE	12/27 REGULAR SERVICE
12/28 REGULAR SERVICE	12/29 REGULAR SERVICE	12/30 REGULAR SERVICE	12/31 NO SERVICE	1/1 HOLIDAY SERVICE	1/2 REGULAR SERVICE

### Wrap Up the Year Right, Book a Waste Training!

This holiday season, give your business the gift of sustainability with our comprehensive Waste Trainings, available in English and Spanish! Available to all businesses, these sessions are designed to educate employees on proper waste segregation practices—ensuring recyclables, compostables, and landfill items are sorted correctly. Whether you're a small office or a large facility, Waste Trainings help foster a culture of responsibility and environmental stewardship. Let's work together to make this season—and every season—cleaner and greener!

### Commercial E-Waste Pickup – Start the Year Clutter-Free!

Did you know? Our Commercial E-Waste Pickup Program is available twice per year—and it's completely free of charge! Businesses can schedule a pickup for:

- Up to 5 e-waste items (computers, monitors, printers, and more)

Call in today at (707)963-7988 to schedule your pickup and kick off the new year with a cleaner, more organized workspace!

## UPPER VALLEY Disposal & Recycling

HOLIDAY NEWSLETTER 2025  
RESIDENTIAL NEWSLETTER  
707.963.7988  
WWW.UVDS.COM

### Give the Gift of Clean Recycling

**Paper Cup Recycling**  
Paper Cup Recycling. You can recycle paper coffee cups and paper soda cups—but remove the plastic lids and straws first, these belong in the trash!

**Skip the Bags**  
Never bag your recyclables—they must be placed loose in your blue recycling cart.

**Rigid Plastics Only**  
Only recycle rigid plastics like bottles, tubs, and jugs. No flimsy plastics like plastic bags or wrappers.

### Waste Less, Celebrate More: Holiday Recycling & Composting Tips

Holiday greenery like wreaths and garlands made from natural materials (without glitter or plastic) can be composted after the season. Be sure to remove metal backing prior to placing it in the green compost cart.

Compost your unflocked natural Christmas Tree! Cut your tree into 3 feet long pieces, and place in your compost cart OR drop off at Clover Flat Resource Recovery Park until January 21!

Choose recyclable wrapping paper—plain paper, kraft paper, or newspaper are great options. Avoid foil, glitter, and plastic-coated wraps.

After your Holiday Meals, collect compostable scraps like, fruit and vegetable peels, bread crusts and stale coffee grounds and tea bags, meat and chicken bones, paper napkins and uncoated paper plates. All these items can be placed in your green compost cart!

### UPCOMING HOLIDAY SCHEDULE

UVDS office will be closed on Christmas Day and New Year's Day. Effected service will be delayed by ONE day.

M	T	W	TH	F	S
12/22 REGULAR SERVICE	12/23 REGULAR SERVICE	12/24 REGULAR SERVICE	12/25 NO SERVICE	12/26 THRU SERVICE	12/27 REGULAR SERVICE
12/28 REGULAR SERVICE	12/29 REGULAR SERVICE	12/30 REGULAR SERVICE	12/31 NO SERVICE	1/1 HOLIDAY SERVICE	1/2 REGULAR SERVICE

### 2025 Fall Household Hazardous Waste Event Sets New Record!

This year's Fall Household Hazardous Waste Event was a resounding success! We welcomed an incredible 454 vehicles—setting a new all-time attendance record for the event. Thanks to our community's commitment to safe and responsible disposal, we were able to keep hazardous materials out of landfills and waterways.

- Stay tuned for details about our upcoming Spring Hazardous Waste Event—more opportunities to protect our environment are just around the corner!

### Bulky Item Program – Start the New Year Clutter-Free!

Ready to kick off 2026 with a clean slate? Our Bulky Item Program makes it easy to clear out unwanted items—available twice per year! Each scheduled pickup includes:

- 2 bulky items (like furniture or mattresses)
- 2 appliances
- 5 e-waste items (TVs, computers, etc.)
- 1 battery container (must be provided by UVDS)

Be sure to call in at (707)963-7988 to schedule your pickup and start the new year fresh, organized, and waste-free!

**Upper Valley Disposal & Recycling**  
Posted by Eva Robledo  
Dec 26, 2025 · 🌐

**NEW YEARS SERVICE SCHEDULE!**  
SERVICE WILL BE DELAYED BY ONE DAY... See more

## DO YOU KNOW WHERE TO THROW?

Great news! UVDS can now accept paper cups in the blue recycle stream!

- ALL PAPER CUPS ARE ACCEPTED
- LIDS AND STRAWS MUST BE REMOVED AND PLACED IN THE TRASH



## NEW YEARS HOLIDAY SCHEDULE

**SERVICE WILL BE DELAYED BY ONE DAY.  
THURSDAY PICKUP (1/1) WILL HAPPEN ON FRIDAY (1/2)  
FRIDAY PICKUP (1/2) WILL HAPPEN ON SATURDAY (1/3)**

**BE SURE TO SETOUT YOUR CARTS THE NIGHT BEFORE SERVICE DAY.**

**OUR UVDS OFFICE WILL BE CLOSED ON  
THURSDAY, JANUARY 1st**

Please call our office for any questions at (707)963-7988

Please leave 3 FEET between carts and vehicles. Cart lids must fully close

Por favor, deje un espacio de 1 metro entre tambos y vehiculos. Deje la tapadera completamente cerrada.



## Outreach Events October 1, 2025 – December 30, 2025

- October 1<sup>st</sup> 2025: St. Helena Elementary School Kitchen Staff Training
- October 2<sup>nd</sup> 2025: Sequoia Grove Site Visit
- October 7<sup>th</sup> 2025: The Olive Branch Site Visit
- October 9<sup>th</sup> 2025: Angwin Boys & Girls Club Workshop
- October 18<sup>th</sup> 2025: St. Helena Harvest Festival
- October 24<sup>th</sup> 2025: St. Helena Farmers Market
- October 30<sup>th</sup> 2025: Eight North Site Visit
- November 1<sup>st</sup> 2025: Residential Household Hazardous Waste Event
- November 14<sup>th</sup> 2025: Cultivar Presentation
- December 2<sup>nd</sup> 2025: Joseph Phelps Health & Wellness Tabling Event
- December 3<sup>rd</sup> 2025: Beringer Waste Training (English)
- December 4<sup>th</sup> 2025: Beringer Waste Training (Spanish)
- December 6<sup>th</sup> 2025: Calistoga Lighted Tractor Parade

## 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.
2. 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 with 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.
3. 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 by 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.