

# Upper Valley Waste Management Agency

Q1 Report January 1 – March 31, 2025



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

Q1 2025  
Submitted May 1, 2025

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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: Q1 2025 MONTHLY AVERAGE CUSTOMER COUNTS

Customer Type	Calistoga	St. Helena	Yountville	Napa County	Total
Residential	1700	1981	919	2506	<b>7106</b>
Mobile Home Residents	527	216	237	156	<b>1136</b>
Commercial	173	269	61	372	<b>875</b>
Temporary	14	12	6	48	<b>80</b>
<b>Total</b>	<b>2414</b>	<b>2,478</b>	<b>1,223</b>	<b>3,082</b>	<b>9,197</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. 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: Q1 2025 RESIDENTIAL SERVICE LEVELS

Residential Weekly Garbage Service										
Q1 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	1,513	48,416	1,583	50,656	833	26,656	1,830	58,560	5,759	184,288
64 gallon	110	7,040	267	17,088	59	3,776	603	38,592	1,039	66,496
96 gallon	45	4,320	81	7,776	9	576	213	20,448	348	33,408
Residential Weekly Recycling Service										
Q1 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	2,169	208,224	2,165	207,840	1,109	106,464	2,500	240,000	7,943	762,528
Residential Weekly Organics Service										
Q1 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	2,155	206,880	1,982	190,272	845	81,120	2,469	237,024	7,451	715,296

## 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: Q1 2025 COMMERCIAL CART SERVICE LEVELS

Calistoga							
Q1 2025	Cart Count	Frequency				Weekly Service Levels	
GARBAGE CART SIZE	Totals	1	2	3	4	Total Gallons	Total Yardage
32 gallon	71	44			27	4,864	24
64 gallon	16	16				1,024	5
96 gallon	78	78				7,488	37
RECYCLING CART SIZE	Totals					Total Gallons	Total Yardage
64 gallon	5	5				320	2
96 gallon	338	338				32,448	161
ORGANICS CART SIZE	Totals					Total Gallons	Total Yardage
96 gallon	101	101				9,696	48
FOOD SCRAPS CART SIZE	Totals					Total Gallons	Total Yardage
64 gallon	72	14	16	42		6,400	32

Napa County							
Q1 2025	Cart Count	Frequency			Weekly Service Levels		
GARBAGE CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage	
32 gallon	31	31			992	5	
64 gallon	50	50			3,200	16	
96 gallon	146	146			14,016	69	
RECYCLING CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage	
32 gallon	5	5			160	1	
96 gallon	647	638	9		62,976	312	
ORGANICS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage	
96 gallon	216	216			20,736	103	
FOOD SCRAPS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage	
64 gallon	161	66	57	38	18,816	93	

St. Helena							
Q1 2025	Cart Count	Frequency			Weekly Service Levels		
GARBAGE CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage	
32 gallon	76	76			2,432	12	
64 gallon	29	28	1		1,920	10	
96 gallon	172	168	4		16,896	84	
RECYCLING CART SIZE	Totals				Total Gallons	Total Yardage	
32 gallon	4	4			128	1	
96 gallon	483	483			46,368	230	
ORGANICS CART SIZE	Totals				Total Gallons	Total Yardage	
96 gallon	193	193			18,528	92	
FOOD SCRAPS CART SIZE	Totals				Total Gallons	Total Yardage	
64 gallon	125	25	26	74	19,136	95	

Yountville						
Q1 2025	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	68	68			6,528	32
RECYCLING CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
96 gallon	104	104			9,984	49
ORGANICS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
96 gallon	55	55			5,280	26
FOOD SCRAPS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
64 gallon	76	8	15	53	12,608	62

TABLE 4: Q1 2025 COMMERCIAL BIN SERVICE LEVELS INCLUDING FRONT LOAD COMPACTORS

Calistoga									
Q1 2025		Frequency							
Commercial Garbage Service	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards	
2 Yard Front Load Bin Trash	29	23	5	1				72	
2 Yard Front Load Compactor Trash*	5		4	1				44	
4 Yard Front Load Bin Trash	23	14	6	3				140	
6 Yard Front Load Bin Trash	7	3	3	1				72	
*compactor compaction rate is 2:1	64							328	
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	13	12	2				172	
6 Yard Front Load Bin	8	4	4					72	
	37							248	
Commercial Organics Service	Total Bin Count							Total Weekly Yards	
2 Yard Front Load Bin	1	1						2	

St. Helena									
Q1 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	25	9	6	1			260	
6 Yard Front Load Bin Trash	15	9	4	1		1		150	
*compactor compaction rate is 2:1	107							540	
Commercial Recycling Services	Total Bin Count							Total Weekly Yards	
2 Yard Front Load Bin	5	4	1					12	
4 Yard Front Load Bin	43	24	12	5	2			284	
6 Yard Front Load	27	20	3	1	3			246	
	75							542	
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								
Q1 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	19	5	7	6		1		168
4 Yard Front Load Compactor Trash*	1	1						8
*compactor compaction rate is 2:1	26							194
Commercial Recycling Services	Total Bin Count							Total Weekly Yards
2 Yard Front Load Bin	1			1				12
4 Yard Front Load Bin	25	12	8	3	2			180
6 Yard Front Load	3	2		1				30
	28							222
Commercial Organics Service	Total Bin Count							Total Weekly Yards
No Organics Bin Service	0							0

Napa County								
Q1 2025	Frequency							
Commercial Garbage Service	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards
2 Yard Front Load Bin Trash	70	67	3					146
3.5 Yard Fork Truck Bin Trash	0							0
4 Yard Front Load Bin Trash	82	69	9	4				396
6 Yard Front Load Bin Trash	40	33	5	2				294
	192							836
Commercial Recycling Services	Total Bin Count							Total Weekly Yards
2 Yard Front Load Bin	12	12						24
3.5 YD Fork Truck Bin	27	27						94.5
4 Yard Front Load Bin	140	108	24	8				720
6 Yard Front Load	47	29	10	7	1			444
	226							1,283
Commercial Organics Service	Total Bin Count							Total Weekly Yards
2 Yard Front Load Bin	4	4						8
4 Yard Front Load Bin	10	10						40
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: Q1 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	2	2	0.15	1.54
Roll-off Garbage	20	26	26	2.00	40.00
Roll-off Garbage	30			-	-
Roll-off Garbage	40	6	6	0.46	18.46
Roll-off Organics	20	2	2	0.15	3.08
Roll-off Organics	30	15	15	1.15	34.62
Roll-off Recycling	30			-	-
Compactor Garbage*	12	7	7	0.54	19.38
Compactor Recycling*	15	9	9	0.69	31.15

St. Helena					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Garbage	10	10	10	0.77	7.69
Roll-off Garbage	20	41	41	3.15	63.08
Roll-off Garbage	30	10	10	0.77	23.08
Roll-off Garbage	40	12	12	0.92	36.92
Roll-off Recycling	20	30	30	2.31	46.15
Roll-off Recycling	30	6	6	0.46	13.85
Roll-off Recycling	40	8	8	0.62	24.62
Roll-off Organics	20	5	5	0.38	7.69
Roll-off Organics	30	15	15	1.15	34.62
Roll-off Organics	40	3	3	0.23	9.23
Compactor Garbage*	15	-	-	-	-
Compactor Garbage*	16	1	1	0.08	3.69
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	11	11	0.85	33.85
Roll-off Organics	20			-	-
Roll-off Organics	30	13	13	1.00	30.00
Compactor Garbage*	20	7	7	0.54	32.31
Compactor Recycling*	10	5	5	0.38	11.54
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	84	84	6.46	129.23
Roll-off Garbage	30	-	-	-	-
Roll-off Garbage	40	25	25	1.92	76.92
Roll-off Recycling	20	1	1	0.08	1.54
Roll-off Recycling	30	8	8	0.62	18.46
Roll-off Recycling	40	-	-	-	-
Roll-off Organics	20	11	11	0.85	16.92
Roll-off Organics	30	2	2	0.15	4.62
Roll-off Organics	40	3	3	0.23	9.23
Compactor Garbage*	18	-	-	-	-
Compactor Garbage*	20	1	1	0.08	4.62
Compactor Garbage*	25	2	2	0.15	11.54
Compactor Recycling*	40	-	-	-	-

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

TABLE 6: Q1 2025 TEMPORARY ROLL-OFF AND COMPACTOR SERVICE LEVELS

Calistoga					
Containertype	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Dirt/Rock	10	3	3	0.23	2.31
Roll-off Garbage	20	9	9	0.69	13.85
Roll-off Garbage	30	17	17	1.31	39.23
Roll-off Garbage	40	8	8	0.62	24.62
Roll-off Recycling	20	1	1	0.08	1.54
Roll-off Recycling	30	2	2	0.15	4.62
Roll-off Recycling	40	21	21	1.62	64.62
Roll-off Organics	30	14	14	1.08	96.92

St Helena					
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	18	18	1.38	27.69
Roll-off Garbage	30	15	15	1.15	34.62
Roll-off Garbage	40	11	11	0.85	33.85
Roll-off Organics	20	2	2	0.15	3.08
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	4	4	0.31	6.15
Roll-off Garbage	30	7	7	0.54	16.15
Roll-off Garbage	40	17	17	1.31	52.31
Roll-off Organics	20	13	13	1.00	20.00
Roll-off Dirt/Rock	10	4	4	0.31	9.23
Roll-off Recycling	20	-	-	-	-
Roll-off Organics	30	5	5	0.38	11.54
Roll-off Organics	40	6	6	0.46	18.46

Napa County					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Garbage	10	11	11	0.85	8.46
Roll-off Garbage	20	30	30	2.31	46.15
Roll-off Garbage	30	35	35	2.69	80.77
Roll-off Garbage	40	-	-	-	-
Roll-off Recycling	20	1	1	0.08	1.54
Roll-off Recycling	30	10	10	0.77	23.08
Roll-off Recycling	40	-	-	-	-
Roll-off Organics	20	7	7	0.54	10.77
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. 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 Q1 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. Calls in general have decreased as more customers are utilizing other options for contacting us and well as an increased effort in early collection. We have significantly increased our call blasts and emails as well as personal outgoing calls made to collect debt before it becomes past due. Service calls have decreased as more of these requests can be made through email, Ace, online portals, and with our outreach coordinators visiting sites. We expect to see more of this in the coming quarters with the addition of the Waste Connections app. 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 roughly 530 emails, ACE, and website communications.

TABLE 7: Q1 2025 RESIDENTIAL CUSTOMER CALL DATA

Residential	Calistoga		St. Helena		Yountville		County		Total Calls	Total Calls
Call Data Totals	Q1 2025	Q1 2024	Q1 2025	Q1 2024	Q1 2025	Q1 2024	Q1 2025	Q1 2024	Q1 2025	Q1 2024
Billing	54	158	85	145	48	82	155	219	342	604
Payments	140	*	142	*	45	*	222	*	549	482
Service	218	227	181	287	105	108	306	357	810	979
General Inquiry	94	96	106	104	43	44	571	544	814	788
Misses	25	25	64	91	22	15	113	101	224	232
Complaints	2	3	1	4	0	3	6	17	9	27
Compliments	0	1	0	3	1	2	4	3	5	9
Total Calls	533	510	579	634	264	254	1377	1241	2753	3121

Table 8: Q1 2025 Commercial Customer Call Data

Commercial	Calistoga		St. Helena		Yountville		County		Total Calls	Total Calls
Call Data	Q1 2025	Q1 2024	Q1 2025	Q1 2024	Q1 2025	Q1 2024	Q1 2025	Q1 2024	Q1 2025	Q1 2025
Billing	29	61	23	87	23	23	74	119	149	290
Payments	22	*	41	*	21	*	110	*	194	*
Service	129	23	136	54	29	22	339	90	633	189
General Inquiry	33	40	53	67	16	28	119	103	221	238
Misses	21	17	17	32	6	5	10	22	54	76
Complaints	0	2	0	5	0	4	1	5	1	16
Compliments	0	0	2	0	0	0	0	0	2	0
Total Calls	234	143	272	245	95	82	653	339	1254	809

## 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 considered a “New Service Start.”

TABLE 9 Q1 2025 RESIDENTIAL SERVICE REQUESTS

Residential Service Requests	Calistoga	St. Helena	Yountville	Napa County	Q1 2025 Totals	Q1 2024 Totals
New Service Starts	35	31	17	34	117	182
Cancel Service	33	30	14	55	132	165
Stop Service for Non-payment (SSNP)	35	31	11	58	135	89
Resume Service from SSNP	20	14	13	39	86	124
Service Change	13	10	4	17	44	91
Repair/Replace Cart	16	20	18	56	110	117
Illegal Dumping	0	0	0	0	0	0
Total	152	136	77	259	624	768

TABLE 10: Q1 2025 COMMERCIAL SERVICE REQUESTS

Commercial Service Requests	Calistoga	St. Helena	Yountville	County	Q1 2025 Totals	Q1 2024 Totals
New Service Starts	2	3	0	2	7	14
Cancel Service	2	3	0	6	11	17
Stop Service for Non-payment (SSNP)	9	11	4	20	44	20
Resume Service from SSNP	9	9	6	16	40	21
Service Change	11	21	5	31	68	64
Repair/Replace Container	13	15	4	19	51	41
Illegal Dumping	0	0	0	0	0	0
Total	46	62	19	94	221	177

## 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).

TABLE 11: 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>COMPR</b>	Compliant resolution	How the problem was resolved.

TABLE 12: COMPLAINT DATA BY AREA

Complaint Type	Calistoga	St. Helena	Yountville	Napa County	Q1 2025 Totals	Q1 2024 Totals
Complaint: Multiple Misses	1	0	0	1	2	15
Complaint: Excessive Noise	0	0	0	0	0	3
Complaint: Service	0	0	1	5	6	23
Complaint: Rates	0	0	0	0	0	1
Complaint: Property Damage	0	1	0	1	2	4
Total Complaint Calls	1	1	1	7	10	46

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: MISSES COMPLAINT REVIEW

NOTEPAD CODE and REVIEW	Q1 2024 Totals	Q1 2025 Totals
<b>MISSG: Miss Garbage</b>	171	120
MISS	29	4
Serviced	83	47
Not out	46	22
Container Blocked	5	0
Access blocked	*	9
Placement	2	0
Gate locked	2	0
Container locked	*	0
Contaminated	0	0
Overweight/Overfull	0	2
Road construction	*	0
Weather related	*	0
Account status issue	*	16
Not there yet	2	18
Prohibited waste type	*	2
<b>MISSO: Miss Organics</b>	61	78
MISS	11	15
Serviced	25	19
Not out	19	21
Container Blocked	0	0
Access blocked	*	4
Placement	1	0
Gate locked	1	0
Container locked	*	0
Contaminated	1	0
Overweight/Overfull	3	2
Road construction	*	0
Weather related	*	1
Account status issue	*	2
Not there yet	0	13
Prohibited waste type	*	1
<b>MISSR: Miss Recycling</b>	74	80
MISS	13	6
Serviced	28	19
Not out	19	15
Container blocked	8	1
Access blocked	*	8
Placement	0	1
Gate locked	2	1
Container locked	*	0
Contaminated	0	0
Overweight/Overfull	0	2
Road construction	*	0
Weather related	*	0
Account status issue	13	8
Not there yet	4	18
Prohibited waste type	*	1



## Customer Billing Data

In RMO, customers can receive paper statements or electronic statements. We have seen a steady decrease in customers who receive paper statements and an increase in customers who receive electronic statements as well as an increase in accounts signed up for MyAccount Portal. Table 14 shows the details for Residential billing data and table 15 shows the details for Commercial billing data. This information was presented as combined residential and commercial billing data in the Q1 2024 quarter shown in table 16. We have since been able to separate this information into separate Residential and Commercial tables in the following quarters.

TABLE 14: Q1 2025 QUARTERLY RESIDENTIAL BILLING DATA

Residential Customer Data	Q1 2024 Totals	Q1 2025 Totals
# Customers who receive only paper statements	*	3,168
# Customers who receive only electronic Statements	*	2,772
# Customers who have signed up for autopay through MyAccount Portal	*	2,905

TABLE 14: Q1 2025 QUARTERLY COMMERCIAL BILLING DATA

Commercial Customer Data	Q1 2024 Totals	Q1 2025 Totals
# Customers who receive only paper statements	*	582
# Customers who receive only electronic Statements	*	396
# Customers who have signed up for autopay through MyAccount Portal	*	349

TABLE 16: Q1 2024 QUARTERLY COMMERCIAL BILLING DATA

Residential & Commercial Customer Data	Q1 2023 Totals	Q1 2024 Totals
# Customers who receive only paper statements	4,857	5,146
# Customers who receive only electronic Statements	1,406	1,913
#Customers who receive both paper and e-statements in Softpak	382	*
# Customers who have signed up for autopay through MyAccount Portal	*	1,956

## New & Existing Programs Report

### Commercial E-waste Collection

Starting on July 1<sup>st</sup> 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. The number of participants remains low with a small but steady raise in items each quarter. 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 1<sup>st</sup> 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 can be seen on the Bulky item/Reusable material collection program chart under the Participation by service program and customer type section.








### Waste Connect App



We are excited to announce the launch of our Waste Connections app, designed to enhance customer experience, and promote sustainability. This app offers several key features:

- Collection reminders: Ensure you never miss a collection day with service day notifications.
- Receive service alerts: Stay updated on any changes or updates to your waste collection services.
- Wizard: Search how to properly dispose of materials and access information on responsible disposal methods for various materials.
- Suggest new items for disposal: If you can't find an item, you can suggest it, and we'll add it to our disposal stream.
- Stay in communication with us: Our app allows us to maintain open communication with our customers, ensuring your needs and suggestions are heard.
- Pay my bill feature will take customers directly to the payment page link in My Account Portal of our website.

The following matrix represents customer engagement with the app to date, showing the largest number in the scheduled views, meaning the total number of calendar or schedule views by all visitors.

	<b>141</b> New Addresses 	<input type="checkbox"/>
	<b>3,391</b> Schedule views 	<input type="checkbox"/>
	<b>1</b> Printed calendars	<input type="checkbox"/>
	<b>1,552</b> First-time visitors 	<input type="checkbox"/>

#### New Addresses

This is the total number of users with unique addresses that searched for their collection calendars.

#### Schedule views

This is the total number of calendar/schedule views by all visitors.

#### Printed calendars

This is the total number of printable PDF calendar views.

#### First-time visitors

This is the total amount of unique visitors to the calendar web app tab.

This app is a valuable addition to our services, helping customers manage waste more efficiently. We are actively promoting the app by making links available on our website, welcome letters that are emailed to all new customers, and customer service employee email signatures. We anticipate an increase in the number of New Addresses in the next quarter with this added effort.



## 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 (Table 16).

TABLE 16: Q1 2025 COMMERCIAL &amp; RESIDENTIAL PROGRAM PARTICIPATION

<b>Q1 2025 Residential Collection Program Participation</b>	<b>Q1 2024</b>	<b>Q1 2025</b>
Garbage Only	0.75%	<b>0.08%</b>
Garbage + Recycling	6.71%	<b>6.19%</b>
Garbage + Organics	0.77%	<b>0.78%</b>
Garbage + Organics + Recycling	91.77%	<b>92.95%</b>
	100.00%	<b>100.00%</b>
<b>Q1 2025 Commercial Collection Program Participation</b>		
Garbage Only	3.28%	<b>2.48%</b>
Garbage + Recycling	34.00%	<b>26.89%</b>
Garbage + Organics	0.68%	<b>0.62%</b>
Garbage + Organics + Recycling	61.95%	<b>70.01%</b>
	100%	<b>100%</b>

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: Q1 2025 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
Q1 2025	186	226	84	79	4
Q1 2024	271	271	91	100	*

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
Q1 2025	46	81	25	9	2
Q1 2024	35	49	11	3	*

TABLE 18: Q1 2025 USED MOTOR OIL &amp; FILTER COLLECTION PROGRAM

Used Motor Oil/ Filter Collection Program					
Used Motor Oil			Used Motor Oil Filters		
Quarter	# Of Items	# Participants	Quarter	# Of Items	# Participants
Q1 2025	27	21	Q1 2025	22	16
Q1 2024	12	12	Q1 2024	12	12

TABLE 19: Q1 2025 COMMERCIAL E-WASTE COLLECTION PROGRAM

Commercial E-Waste Items		
	# Of Participants	# Items
Q1 2025	4	19
Q1 2024	*	*

## Q1 2025 Tons Marketed - UVWMA Franchised Materials

[illegible]

## Q1 2025 Summary Tonnage Report - UVWMA Franchised Materials

Facility	Material	January	February	March	Q1-Total
Clover Flat Landfill	Garbage Materials	2,318	2,000	2,204	6,522
	Recyclable Materials	186.32	152.56	245.52	584
	Organic Materials	489.82	325.48	379.9	1,195
	Construction & Demolition Debris	278	318	326	922
	Special Waste Outbound	115.48	14.58	25.45	156
	<b>Tons Accepted/Collected</b>	3,388	2,811	3,181	9,379
	<b>Tons Disposed</b>	2,318	2,000	2,204	6,522
UVDS MRF	Recyclable Materials	540.17	525.95	517.62	1583.74
	<b>Tons Accepted/Collected</b>	556.82	540.64	538.89	1,636
	<b>Tons Disposed</b>	16.65	14.69	21.27	53
UVR COMPOST	Organic Materials	469.22	265.17	259.57	994
	<b>Tons Accepted/Collected</b>	469.22	265.17	259.57	994
	<b>Tons Disposed</b>	0	0	0	0
Total Tons	Solid Waste	2,318	2,000	2,204	6,522
	Recyclable Materials	540.17	525.95	517.62	1583.74
	Organic Materials	469	265	260	994
	Construction & Demolition Debris	278	318	326	922
	<b>Tons Accepted/Collected</b>	3,605	3,109	3,307	10,022
	<b>Tons Disposed</b>	2,318	2,000	2,204	6,522

## 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 2 times in Q1	0.71
	01-10729	414 Washington Street	Commercial Garbage Service	20 Yard Roll-off Garbage	1	Emptied 12 times in Q1	9.55
	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	3	Emptied once per week	1.44
Recycling (Diversion) Rate							13%

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Waste Water Treatment	01-10433	1100 Dunawear 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
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
Police	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
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
tion 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
	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
ard	01-9860	1405 Charter Oak	Commercial Garbage Service	20-Yard Roll-off Garbage	1	Emptied 3 times in Q1	7.69
	01-10303	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 0 times in Q1	0.00
	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	No empties in Q1	0
	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
tment 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
Plant	01-30920	410 Crystal Springs Road	Commercial Garbage Service	20 Yard Roll-off Garbage	1	No empties in Q1	0.00
	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%
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 twice in Q1	7.90
	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 three times in Q1	20.56
						Recycling (Diversion) Rate	73%
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

Account #	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Fairgrounds	01-9375	1435 North Oak Street	Commercial Garbage Service	30yd Roll- Off Garbage	1	No empties in Q1	
			Commercial Recycling Service	6 Yard Front Load Recycling	2	Emptied once per week	12
			Commercial Organics Service	No Service	0		
						Recycling (Diversion) Rate	100%

Account #	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 one time in Q1	4.24
	01-30750	7294 Silverado Trail	Commercial Garbage Service	40 Yard Roll-off Garbage	1	Emptied one time in Q1	2.88
	01-21615	7292 S Silverado Trail	Commercial Recycling Service	96-gallon	2	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	21%

Account #	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%

Account #	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Napa County Open Space CLOSED ACCOUNT	01-31309	Dry Creek Road	No service				

## 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


**Upper Valley Disposal & Recycling**
...

Posted by Eva Robledo  
 Mar 11 · 🌐

RECYCLING REMINDER: NO BAGS IN THE RECYCLING... See more





Collecting your recyclables in a bag? Be sure to empty the contents and leave items loose and empty in your cart!  
  
 ¿Recogen sus materiales reciclables en una bolsa? ¡Asegúrese de vaciar el contenido y dejar los artículos sueltos y vacíos en su carrito!

---


**Upper Valley Disposal & Recycling**
...

Posted by Eva Robledo  
 Apr 7 · 🌐

MARK YOUR CALENDARS!!!

Join us on April 26th, from 8am-1pm for... See more



*Paper shredding (5 banker box max) will be available during this event!*

**WHEN** SATURDAY, APRIL 26, 2025 8:00AM - 1:00PM

**WHERE** UPPER VALLEY COMPOST AND RECYCLING YARD  
 ENTER AT PESTONI FAMILY WINERY, OFF HWY 29

THE FOLLOWING MATERIALS ARE ACCEPTED AT THIS EVENT:


<b>HAZARDOUS WASTE</b> <ul style="list-style-type: none"> <li>• AEROSOLS</li> <li>• ALL PURPOSE CLEANERS</li> <li>• ANTIFREEZE</li> <li>• AUTO BATTERIES</li> <li>• AUTO FLUIDS</li> <li>• COMMON BATTERIES (AA, AAA, C, D, BUTTON, LITHIUM ETC.)</li> <li>• DISINFECTANTS</li> <li>• FLUORESCENT LIGHT BULBS</li> <li>• GASOLINE (W/CONTAINER)</li> <li>• LATEX / OIL BASED PAINT</li> <li>• LIGHTER FLUID</li> <li>• MERCURY CONTAINING ITEMS (THERMOMETERS, THERMOSTATS, ETC.)</li> <li>• NEEDLES AND LANCETS (IN PUNCTURE RESISTANT CONTAINERS)</li> <li>• PESTICIDES</li> <li>• POOL CHEMICALS</li> <li>• PROPANE TANKS (UP TO 5 GAL.)</li> <li>• SOLVENTS</li> <li>• UNWANTED MEDICATIONS (NO CONTROLLED SUBSTANCES)</li> <li>• USED OIL/OIL FILTERS</li> </ul>	<b>ELECTRONIC WASTE</b> <ul style="list-style-type: none"> <li>• CELLULAR &amp; CORDLESS PHONES</li> <li>• CENTRAL PROCESSING UNITS (CPUS)</li> <li>• COMPUTER/TV MONITORS</li> <li>• FAX MACHINES</li> <li>• MISC. COMPUTER COMPONENTS</li> <li>• PRINTERS AND SCANNERS</li> <li>• STEREO EQUIPMENT</li> <li>• VCRS AND DVD PLAYERS</li> </ul>
---	---




**NO EXPLOSIVES, AMMUNITION OR RADIOACTIVE MATERIALS**  
**NO BUSINESS WASTE**

Open to residents of Calistoga, St. Helena, Yountville and Unincorporated Northern Napa County  
 Limit per vehicle: 15 gallons or 125 lbs

FIGURE 2: NEWSLETTER BILL INSERTS & DIRECT MAILERS (RESIDENTIAL AND COMMERCIAL)




**Upper Valley**  
Disposal & Recycling

Spring 2025  
RESIDENTIAL NEWSLETTER  
(707) 963-7988  
WWW.UVDS.COM

## Happy Day!

**KEEP IT LOOSE**

Place all recyclable items **LOOSE** in your blue recycling cart. Bagged recyclables are landfilled. Plastic bags and other stretchy plastics are not recyclable and should be placed in your garbage cart. If you use bags to collect recyclables, please make sure to dump the items out of the bag into the cart. Shredded paper in a clear bag is the only exception.



**Spring Clean with Ease!**

Take advantage of our **BULKY ITEM COLLECTION**, and enjoy a clutter-free home this Spring! Must be scheduled in advance. Available twice a year.

- **2 bulky items**
- **2 appliances**
- **5 e-waste items**
- **Household batteries – must be in UVDS provided container, call to request a container.**


call our office to schedule a pickup!

**WASTECONNECT**

We're excited to announce our new app! **WASTECONNECT** Available now on the App Store and Google Play


With it, you can:

- View services
- Set pickup reminders
- Check upcoming holidays
- Send email requests
- Get sorting questions answered



**UPCOMING EVENTS**

- **Napa Earth Day.**
  - Saturday, April 12th, 11:00am-4:00pm
  - More information at [EarthDayNapa.com](http://EarthDayNapa.com)
  - Located at Oxbow Commons in Napa (1268 McKinstry St)
- **Shred-it Yountville & E-Waste Earth Day.**
  - Friday, April 18th, 12:00pm - 3:00pm
  - Yountville Community Center Parking Lot (Enter off Mulberry St)
  - Maximum of 5 banker boxes
- **Residential Household Hazardous/Electronic Waste Drop-off, Document Shredding & Compost Giveaway**
  - Saturday, April 26th, 8:00am - 1:00pm
  - Located at Upper Valley Disposal & Recycling
  - Enter through Pestoni Family Winery (1673 St Helena Hwy)
  - Paper shredding (5 banker box max) will be available at this event
  - Free compost at this event! Limit one cubic yard per resident, please bring your own container.




**Upper Valley**  
Disposal & Recycling


Spring 2025  
COMMERCIAL NEWSLETTER  
(707) 963-7988  
WWW.UVDS.COM


## Happy Day!


**Does your business generate large amounts of materials?**


Call in today to receive a source-separated bin. Our bins are designed to make recycling and waste management a breeze, ensuring that each material is disposed of correctly and efficiently.

Cardboard only  



Glass only  


Greenwaste only  


Metal only  


Woodwaste only  


Call our office at 707-963-7988 for pricing and availability.




**NO ORGANICS IN THE GARBAGE!**

To avoid contamination fees, ensure no organic waste is in your garbage bins. Organic waste is defined as: food scraps, food soiled paper and cardboard, green waste and yard trimmings and non-hazardous non-treated wood waste. Properly dispose of food scraps, food soiled paper and all other organic material in your compost bin. Clean cardboard can be placed in your recycling bin.

If you do not have a compost or recycling bin at your business or you find you are running out of space before its emptied, contact our outreach team for assistance at [erobledo@wcnx.org](mailto:erobledo@wcnx.org) or 707-963-7988

**KEEP IT LOOSE**

Place all recyclable items **LOOSE** in your blue recycling cart. Bagged recyclables are landfilled. Plastic bags and other stretchy plastics are not recyclable and should be placed in your garbage cart. If you use bags to collect recyclables, please make sure to dump the items out of the bag into the cart. Shredded paper in a clear bag is the only exception.




**WASTECONNECT**

We're excited to announce our new app! **WASTECONNECT** Available now on the App Store and Google Play

With it, you can:

- View services
- Set pickup reminders
- Check upcoming holidays
- Send email requests
- Get sorting questions answered



**UPCOMING EVENTS**

- **Hazardous Waste Drop-off Event for Businesses.**
  - Friday, April 25th, 1:00pm - 4:00pm
  - Located at Upper Valley Disposal & Recycling
  - Appointments are required. Call 707-963-7988 to schedule. Requests for appointments will be accepted until 5pm on April 23!
- **Agricultural Container Recycling Drop-off.**
  - May 8th, 8:00am-3:00pm
  - Located at the Napa County Calistoga Yard (4410 N Silverado Trail)
  - For more information visit [countyofnapa.org/AgCom](http://countyofnapa.org/AgCom)

Upper Valley Waste Management Agency | Q1 2025

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JANUARY 2025

### IS YOUR BUSINESS COMPLYING WITH CALIFORNIA'S WASTE REDUCTION REGULATIONS?

Effective January 1, 2022, **EVERYONE** is required to keep their organic materials out of the garbage. SB 1383 applies to all persons and entities that generate organic materials. **ALL BUSINESSES AND MULTIFAMILY DWELLINGS must subscribe to compost and recycling collection service or self haul organic material to a compost facility regardless of service levels.**

**ORGANIC MATERIALS** like food scraps, yard trimmings and food soiled paper are required to be collected and kept separate from recycling and garbage. When organic materials are discarded in landfills, they emit methane gas, a climate super pollutant that causes climate change. To respond to this climate crisis, California is implementing this statewide organic materials diversion law.

**SB 1383 REQUIRES THE TOWN OF YOUNTVILLE TO IMPOSE PENALTIES FOR NON-COMPLIANCE.** If your business or multifamily dwelling is without compost or recycling collection service, contact Upper Valley Disposal & Recycling to set up service to ensure compliance with state law and Town of Yountville Ordinance Number 21-503.

SEE ENCLOSED BROCHURE for a description of available business recycling services. For more info call Upper Valley Disposal & Recycling at (707) 963-7988, or visit [www.uvds.com](http://www.uvds.com).

**ASSISTANCE IS AVAILABLE!** Upper Valley Waste Management Agency and Upper Valley Disposal & Recycling staff can conduct a **free site visit**, **staff training(s)** and **provide interior collection containers for composting and recycling** to help businesses comply with the state's requirements. Call (707) 259-8330 or email [upvalleyrecycles@countyofnapa.org](mailto:upvalleyrecycles@countyofnapa.org) to schedule.

Upper Valley Waste Management Agency  
phone: 707-259-8330  
email: [upvalleyrecycles@countyofnapa.org](mailto:upvalleyrecycles@countyofnapa.org)  
web: [www.countyofnapa.org/recycling](http://www.countyofnapa.org/recycling)

Upper Valley Disposal & Recycling  
phone: 707-963-7988  
web: [www.uvds.com](http://www.uvds.com)

Printed on 100% post-consumer recycled paper

Scan to visit CalRecycle's  
SB 1383 website



Escanear Para Español

FIGURE 3: DIVERSION REPORT (COMMERCIAL)

Frank Family Winery										
1091 Larkmead Ln., Calistoga CA 94515										
Account Number(s): 01-0016470, 01-0009786, 03-2981										
# of pickups (used to convert to tonnage via industry standard density conversion metric)										
Container Size	General Waste to Landfill	Co-Mingled Recycling	Glass	Cardboard	Shrink Wrap	Wood	Dirt/Rock/Concrete	Compost	Food Waste	Pomace
32-gallon										
64-gallon									14	
96-gallon		10								
2-yard										
3.5 yard										
4-yard	3			1	4			4		
6-yard										
Exact Tonnage										
Container Size	General Waste to Landfill	Co-Mingled Recycling	Glass	Cardboard	Shrink Wrap	Wood	Dirt/Rock/Concrete	Compost	Food Waste	Pomace
10-yard										
20-yard										57.73
30-yard										
40-yard										
Total Estimated Tonnage										
General Waste to Landfill	Co-Mingled Recycling	Glass	Cardboard	Shrink Wrap	Wood	Dirt/Rock/Concrete	Compost	Food Waste	Pomace	
2.64	0.48	1.4	0.8	0	0	0	2.88	1.75	57.73	
* Blocked out squares mean that this service/value isn't available										
** 3.5 yard pomace bins are individually weighed (but they are the only exception in regards to dumpsters and carts)										
Density Conversions for Each Commodity										
General Waste to Landfill										0.22 tons/yard
Co-Mingled Recycling										0.1 tons/yard
Glass										0.35 tons/yard
Cardboard										0.05 tons/yard
Compost										0.18 tons/yard
Food Waste										~0.39 tons/yard
Pomace										
Shrink Wrap										
Wood										
Dirt/Rock/Concrete										
Color Key										
Gray										Landfilled Material
Blue										Recycled Material
Green										Composted Material
Overall Diversion %										98%

## Stag's Leap Winery

6150 S Silverado Trl, Yountville CA 94558

Account Number(s): 01-0014590, 01-31297, 03-0000408

# of pickups (used to convert to tonnage via industry standard density conversion metric)									
Container Size	General Waste to Landfill	Co-Mingled Recycling	Glass	Cardboard	Shrink Wrap	Wood	Dirt/Rock/Concrete	Compost	Pomace
32-gallon									
64-gallon									
96-gallon									
2-yard									
3.5 yard									
4-yard									
6-yard									

Exact Tonnage									
Container Size	General Waste to Landfill	Co-Mingled Recycling	Glass	Cardboard	Shrink Wrap	Wood	Dirt/Rock/Concrete	Compost	Pomace
10-yard									
20-yard									
30-yard									
40-yard									

Total Estimated Tonnage									
General Waste to Landfill	Co-Mingled Recycling	Glass	Cardboard	Shrink Wrap	Wood	Dirt/Rock/Concrete	Compost	Food Waste	Pomace
6.6	0.192	0	1.2	0	0	0	0.3456	0	30.65

\* Blacked out squares mean that this service/value isn't available

\*\* 3.5 yard pomace bins are individually weighed (but they are the only exception in regards to dumpsters and carts)

Density Conversions for Each Commodity	
General Waste to Landfill	0.22 tons/yard
Co-Mingled Recycling	0.1 tons/yard
Glass	0.35 tons/yard
Cardboard	0.05 tons/yard
Compost	0.18 tons/yard
Food Waste	~0.39 tons/yard
Pomace	
Shrink Wrap	
Wood	
Dirt/Rock/Concrete	

Color Key	
Gray	Landfilled Material
Blue	Recycled Material
Green	Composted Material

Overall Diversion %
83%

## Outreach Events January 1, 2025 – March 31, 2025

- January 13<sup>th</sup> 2025: Yountville Cross Rd- Bike Lane Cart Tagging
- January 21<sup>st</sup> 2025: Barnett Vineyards Waste Training
- February 4<sup>th</sup> 2025: Vice Versa Site Visit
- February 5<sup>th</sup> 2025: Up Valley Inn Site Visit
- February 5<sup>th</sup> 2025: Veterans Home Resident Waste Training
- February 6<sup>th</sup> 2025: Corison Winery Waste Training
- February 12<sup>th</sup> 2025: BRAND Napa Valley Waste Training
- February 13<sup>th</sup> 2025: St. Super Waste Training
- February 13<sup>th</sup> 2025: Ehlers Estate Site Visit
- February 19<sup>th</sup> 2025: Joseph Phelps Site Visit
- February 21<sup>st</sup> 2025: Ehlers Estate Waste Training
- March 5<sup>th</sup> 2025: Opus One Waste Training
- March 7<sup>th</sup> 2025: Hestan Vineyards Site Visit
- March 8<sup>th</sup> 2025: Sterling Winery Waste Training
- March 11<sup>th</sup> 2025: St.Helena Primary School Waste Training
- March 13<sup>th</sup> 2025: Hill Family Estate Site Visit
- March 14<sup>th</sup> 2025: Alpha Omega Waste Training
- March 19<sup>th</sup> 2025: Sort & Learn Alpha Omega
- March 25<sup>th</sup> 2025: Arroyo Grande Villas Waste Training
- March 26<sup>th</sup> 2025: Joseph Phelps Waste Trainings
- March 27<sup>th</sup> 2025: Estate Yountville Site Visit



## 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.