

Upper Valley Waste Management Agency

Q2 Report April 1 –June 30, 2025



UPPER VALLEY
DISPOSAL • RECYCLING • COMPOST

Q2 2025

Submitted August 1, 2025

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Upper Valley Waste Management Agency

Q2 Report April 1 – June 30, 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.

Q2 2025 MONTHLY AVERAGE CUSTOMER COUNTS

CUSTOMER TYPE	CALISTOGA	ST.HELENA	YOUNTVILLE	COUNTY	TOTAL
Residential	1693	1983	916	2490	7,082
Mobile Home Residents	527	228	224	156	1135
Commercial	173	271	61	385	890
Temporary	12	12	2	44	70
TOTAL	2405	2,494	1,203	3,075	9,177

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.

Q2 2025 RESIDENTIAL SERVICE LEVELS

Residential Weekly Garbage Service										
Q2 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	1,526	48,832	1,630	52,160	840	26,880	1,768	56,576	5,764	184,448
64 gallon	110	7,040	267	17,088	59	3,776	425	27,200	861	55,104
96 gallon	49	4,704	81	7,776	9	576	223	21,408	362	34,752
Residential Weekly Recycling Service										
Q2 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	1,677	160,992	1,992	191,232	880	84,480	2,520	241,920	7,069	678,624
Residential Weekly Organics Service										
Q2 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	1,657	159,072	1,927	184,992	856	82,176	2,497	239,712	6,937	665,952

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.

Q2 2025 COMMERCIAL CART SERVICE LEVELS

Calistoga							
Q2 2025	Cart Count	Frequency				Weekly Service Levels	
GARBAGE CART SIZE	Totals	1	2	3	4	Total Gallons	Total Yardage
32 gallon	71	48			27	4,992	25
64 gallon	17	17				1,088	5
96 gallon	174	174				16,704	83
RECYCLING CART SIZE	Totals					Total Gallons	Total Yardage
64 gallon	5	5				320	2
96 gallon	240	240				23,040	114
ORGANICS CART SIZE	Totals					Total Gallons	Total Yardage
96 gallon	155	155				14,880	74
FOOD SCRAPS CART SIZE	Totals					Total Gallons	Total Yardage
64 gallon	83	14	27	42		7,104	35

St. Helena							
Q2 2025	Cart Count	Frequency				Weekly Service Levels	
GARBAGE CART SIZE	Totals	1	2	3		Total Gallons	Total Yardage
32 gallon	77	77				2,464	12
64 gallon	29	28	1			1,920	10
96 gallon	167	163	4			16,416	81
RECYCLING CART SIZE	Totals					Total Gallons	Total Yardage
32 gallon	4	4				128	1
96 gallon	543	543				52,128	258
ORGANICS CART SIZE	Totals					Total Gallons	Total Yardage
96 gallon	218	218				20,928	104
FOOD SCRAPS CART SIZE	Totals					Total Gallons	Total Yardage
64 gallon	137	33	26	78		20,416	101

Yountville						
Q2 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	127	127			12,192	60
ORGANICS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
96 gallon	84	84			8,064	40
FOOD SCRAPS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
64 gallon	75	7	15	53	12,544	62

Napa County						
Q2 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	2	2			64	0
96 gallon	638	629	9		62,112	307
ORGANICS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
96 gallon	241	241			23,136	115
FOOD SCRAPS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
64 gallon	161	66	57	38	18,816	93

Q2 2025 COMMERCIAL BIN SERVICE LEVELS INCLUDING FRONT LOAD COMPACTORS

Calistoga								
Q2 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	24	13	9	2				148
6 Yard Front Load Bin	8	4	4					72
	34							224
Commercial Organics Service	Total Bin Count							Total Weekly Yards
2 Yard Front Load Bin	1	1						2

St. Helena								
Q2 2025	Frequency							
Commercial Garbage Service	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards
2 Yard Front Load Bin Trash	51	43	6	1	1			124
2 Yard Front Load Compactor Trash*	1		1					8
4 Yard Front Load Bin Trash	40	24	9	5	2			260
6 Yard Front Load Bin Trash	16	9	4	1		1	1	186
*compactor compaction rate is 2:1	108							578
Commercial Recycling Services	Total Bin Count							Total Weekly Yards
2 Yard Front Load Bin	5	4	1					12
4 Yard Front Load Bin	43	25	12	4	2			276
6 Yard Front Load	27	20	3	1	3			246
	75							534
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								
Q2 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	2	1		1				24
	27							216
Commercial Organics Service	Total Bin Count							Total Weekly Yards
No Organics Bin Service	0							0

Napa County								
Q2 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	83	70	8	5				404
6 Yard Front Load Bin Trash	40	33	5	2				294
	194							848
Commercial Recycling Services	Total Bin Count							Total Weekly Yards
2 Yard Front Load Bin	13	13						26
3.5 YD Fork Truck Bin	30	30						105
4 Yard Front Load Bin	136	105	23	8				700
6 Yard Front Load	46	28	10	7	1			438
	225							1,269
Commercial Organics Service	Total Bin Count							Total Weekly Yards
2 Yard Front Load Bin	3	3						6
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

Q2 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			-	-
Roll-off Garbage	20	19	19	1.46	29.23
Roll-off Garbage	30			-	-
Roll-off Garbage	40			-	-
Roll-off Organics	20	1	1	0.08	1.54
Roll-off Organics	30	15	15	1.15	34.62
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	10	7	7	0.54	5.38
Roll-off Garbage	20	48	48	3.69	73.85
Roll-off Garbage	30	13	13	1.00	30.00
Roll-off Garbage	40	13	13	1.00	40.00
Roll-off Recycling	20	32	32	2.46	49.23
Roll-off Recycling	30	6	6	0.46	13.85
Roll-off Recycling	40	6	6	0.46	18.46
Roll-off Organics	20	3	3	0.23	4.62
Roll-off Organics	30	11	11	0.85	25.38
Roll-off Organics	40	7	7	0.54	21.54
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	7	7	0.54	10.77
Roll-off Garbage	40	11	11	0.85	33.85
Roll-off Organics	20	2	2	0.15	3.08
Roll-off Organics	30	7	7	0.54	16.15
Compactor Garbage*	20	9	9	0.69	41.54
Compactor Recycling*	10	8	8	0.62	18.46
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	88	88	6.77	135.38
Roll-off Garbage	30	4	4	0.31	9.23
Roll-off Garbage	40	26	26	2.00	80.00
Roll-off Recycling	20	4	4	0.31	6.15
Roll-off Recycling	30	3	3	0.23	6.92
Roll-off Recycling	40	-	-	-	-
Roll-off Organics	20	3	3	0.23	4.62
Roll-off Organics	30	2	2	0.15	4.62
Roll-off Organics	40	2	2	0.15	6.15
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: Q2 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	1	1	0.08	0.77
Roll-off Garbage	20	9	9	0.69	13.85
Roll-off Garbage	30	11	11	0.85	25.38
Roll-off Garbage	40	11	11	0.85	33.85
Roll-off Recycling	20			-	-
Roll-off Recycling	30	3	3	0.23	6.92
Roll-off Recycling	40	5	5	0.38	15.38
Roll-off Organics	20	3	3	0.23	13.85
Roll-off Organics	30	2	2	0.15	13.85

St Helena					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Dirt/Rock	10	10	10	0.77	7.69
Roll-off Garbage	20	10	10	0.77	15.38
Roll-off Garbage	30	7	7	0.54	16.15
Roll-off Garbage	40	16	16	1.23	49.23
Roll-off Organics	20	10	10	0.77	15.38
Roll-off Organics	30	2	2	0.15	4.62
Roll-off Recycling	30	3	3	0.23	6.92
Roll-off Recycling	20	3	3	0.23	4.62

Yountville					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Garbage	20	3	3	0.23	4.62
Roll-off Garbage	30	5	5	0.38	11.54
Roll-off Garbage	40	16	16	1.23	49.23
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	5	5	0.38	23.08
Roll-off Organics	30	3	3	0.23	6.92
Roll-off Organics	40	4	4	0.31	12.31

Napa County					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Garbage	10	1	1	0.08	0.77
Roll-off Garbage	20	32	32	2.46	49.23
Roll-off Garbage	30	38	38	2.92	87.69
Roll-off Garbage	40	1	1	0.08	3.08
Roll-off Recycling	20	3	3	0.23	4.62
Roll-off Recycling	30	8	8	0.62	18.46
Roll-off Recycling	40	-	-	-	-
Roll-off Organics	20	12	12	0.92	18.46
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, 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

With the addition of several more customer communication tools, including a dedicated customer service email, ACE, and our customer service portal, we have seen a large increase in communications that are not call based. For this reason, we have renamed our customer call data to customer interaction data. These types of requests are classified and documented in the same categories as a call. This change allows us to give a more accurate picture of all interactions with customers. Most Q2 interactions were service, or general related. Service requests include starts, stops, service changes, resumes from being stopped for non-payment, bulky items, e-waste, oil pick up, debris box orders, and cart exchanges. General requests 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, including outgoing, and payment arrangements. Billing questions are down significantly compared to this time last year, as we had an increase in calls due to our new billing system, statements, and customer payment portal at that time, they have since tapered back to a more normal number. 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.

An error was found in the payments data for the previous two quarters, where we inadvertently included web payments in the call data resulting in roughly 200 additional calls being reported in this category. Because we do not interact with customers making these types of payments, they are not normally included in the count for this table. They have again been excluded for Q2 2025 and will be moving forward.

Q2 2025 RESIDENTIAL CUSTOMER INTERACTION DATA

Residential	Calistoga		St. Helena		Yountville		Napa County		Total Calls	Total Calls
Call Data Totals	Q2 2024	Q2 2025	Q2 2024	Q2 2025	Q2 2024	Q2 2025	Q2 2024	Q2 2025	Q2 2024	Q2 2025
Billing	151	49	251	87	107	35	392	121	901	292
Payments	121	94	117	75	40	24	210	126	488	319
Service	221	236	260	294	89	91	388	361	958	982
General Inquiry	59	69	98	107	37	38	696	594	890	808
Misses	36	41	63	142	43	44	133	304	275	531
Complaints	1	0	2	2	2	0	12	11	17	13
Compliments	1	5	2	6	0	0	4	3	7	14
Total Calls	590	494	793	713	318	232	1835	1520	3536	2959

Q2 2025 Commercial Customer Call Data

Commercial	Calistoga		St. Helena		Yountville		Napa County		Total Calls	Total Calls
Call Data	Q2 2024	Q2 2025	Q2 2024	Q2 2025	Q2 2024	Q2 2022	Q2 2024	Q2 2025	Q2 2024	Q2 2025
Billing	83	32	105	37	15	11	203	47	406	127
Payments	32	30	34	38	11	24	94	127	171	219
Service	61	67	114	77	18	27	220	186	413	357
General Inquiry	25	50	37	43	10	19	62	102	134	214
Misses	13	20	16	33	8	21	34	53	71	127
Complaints	3	1	0	1	1	0	5	0	9	2
Compliments	0	1	0	1	0	0	0	0	0	2
Total Calls	217	201	306	230	63	102	618	515	1204	1048

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.”

Q2 2025 RESIDENTIAL SERVICE REQUESTS

Residential Service Requests	Calistoga	St. Helena	Yountville	Napa County	Q2 2025 Totals	Q2 2024 Totals
New Service Starts	30	47	17	57	151	154
Cancel Service	29	34	16	44	123	149
Stop Service for Non-payment (SSNP)	22	17	6	47	92	179
Resume Service from SSNP	30	31	8	44	113	101
Service Change	4	13	5	31	53	86
Repair/Replace Cart	23	27	7	48	105	87
Illegal Dumping	0	0	0	0	0	0
Total	138	169	59	271	637	756

Q2 2025 COMMERCIAL SERVICE REQUESTS

Commercial Service Requests	Calistoga	St. Helena	Yountville	Napa County	Q2 2024 Totals	Q2 2024 Totals
New Service Starts	6	4	0	5	15	16
Cancel Service	4	2	1	0	7	10
Stop Service for Non-payment (SSNP)	6	5	0	10	21	25
Resume Service from SSNP	3	7	2	16	28	46
Service Change	4	23	5	22	54	62
Repair/Replace Cart/Bin	5	4	6	10	25	39
Illegal Dumping	0	0	0	0	0	0
Total	28	45	14	63	150	198

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 supervisor to resolve the issue. Property damage and complaints about service are always reviewed by a supervisor. All codes are date and time stamped (Table 11).

COMPLAINT CODES

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

COMPLAINT DATA BY AREA

Complaint Type	Calistoga	St. Helena	Yountville	Napa County	Q2 2025 Totals	Q2 2024 Totals
Complaint: Multiple Misses	0	0	0	2	2	5
Complaint: Excessive Noise	0	0	0	0	0	0
Complaint: Service	0	2	0	7	9	17
Complaint: Property Damage	1	0	0	0	1	1
Complaint: Rates	0	0	0	0	0	3
Total Complaint Calls	1	2	0	9	12	26

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. Customers are notified via text through Drag app when routes are delayed, these calls are categorized in the not there yet column.

MISSSES COMPLAINT REVIEW

NOTEPAD CODE and REVIEW	Q2 2024 Totals	Q2 2025 Totals
MISSG: Miss Garbage	191	188
MISS	9	2
Serviced	86	76
Not out	45	43
Container blocked	1	4
Access blocked	12	2
Placement	2	1
Gate locked	1	1
Container locked	0	0
Contaminated	0	0
Overweight/Overfull	0	2
Road construction	4	1
Weather related	0	0
Account satus issue	0	8
Not there yet	31	48
MISSO: Miss Organics	79	163
MISS	12	8
Serviced	18	35
Not out	18	43
Container blocked	1	4
Access blocked	2	4
Placement	1	3
Gate locked	0	0
Container locked	0	0
Contaminated	1	0
Overweight/Overfull	0	3
Road construction	2	3
Weather related	0	0
Account status issue	0	3
Not there yet	24	57
MISSR: Miss Recycling	76	307
MISS	5	11
Serviced	23	47
Not Out	12	43
Container blocked	2	5
Access blocked	5	5
Placement	0	1
Gate locked	0	1
Container locked	0	0
Contaminated	0	0
Overweight/Overfull	0	0
Road construction	1	0
Weather related	0	0
Account status issue	0	3
Not there yet	28	191

Customer Billing Data

Previously, in RMO, customers could receive paper statements or electronic statements. There is now the option for customers to receive both paper and 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.

Q2 2025 QUARTERLY RESIDENTIAL BILLING DATA

Residential Customer Data	Q2 2025 Totals	Q2 2024 Totals
Customers who receive only paper statements	3,018	3,611
Customers who receive only electronic statements	2,875	2,383
Customers who receive both paper and electronic statements	112	*
Customers who have signed up for autopay through MyAccount Portal	2,929	2,437

Q2 2025 QUARTERLY COMMERCIAL BILLING DATA

Commercial Customer Data	Q2 2025 Totals	Q2 2024 Totals
Customers who receive only paper statements	551	688
Customers who receive only electronic Statements	412	353
Customers who receive both paper and electronic statements	54	*
Customers who have signed up for autopay through MyAccount Portal	375	296

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—except those labeled as compostable. 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.

Q2 2025 COMMERCIAL & RESIDENTIAL PROGRAM PARTICIPATION

Q2 2025 Residential Collection Program Participation	Q2 2024	Q2 2025
Garbage Only	0.77%	0.73%
Garbage + Recycling	6.42%	6.01%
Garbage + Organics	0.77%	0.78%
Garbage + Organics + Recycling	92.04%	92.48%
	100.00%	100.00%
Q2 2025 Commercial Collection Program Participation		
Garbage Only	3.19%	3.08%
Garbage + Recycling	29.87%	25.71%
Garbage + Organics	1.02%	0.59%
Garbage + Organics + Recycling	65.90%	70.62%
	100%	100%

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

Q2 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
Q2 2025	268	368	148	120	8
Q2 2024	203	208	109	84	*

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
Q2 2025	47	67	22	15	0
Q2 2024	73	52	18	12	*

Q2 2025 USED MOTOR OIL & FILTER COLLECTION PROGRAM

Used Motor Oil/ Filter Collection Program				
Used Motor Oil				
Quarter	# Of Items	# Participants	# Of Items	# Participants
Q2 2025	54	18	42	20
Q2 2024	19	15	19	15

Q2 2025 COMMERCIAL E-WASTE COLLECTION PROGRAM

Commercial E-Waste Items		
	# Of Participants	# Items
Q2 2025	2	13
Q2 2024	*	*

Tonnage Report:

Q2 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						
Q2 2025						
	April		May		June	
Commodity	Tons	Avg \$/Ton	Tons	Avg \$/Ton	Tons	Avg \$/Ton
Newspaper	-					
Cardboard	117	\$ 125	68	\$ 115.00		
Paper - Mixed Paper						
Aluminum						
Tin Cans						
Glass			77	\$ 12	125	\$ 5
HDPE - Clear	4	\$ 93	73	\$ 93		
HDPE - Colored						
LDPE - FILM						
Plastic - PET						
Plastic - Mixed	12	\$ 65	21	\$ 5.00		
Metal						
	133	\$ 283	239	\$ 225.00	125	\$ 5.00

Q2 2025 Summary Tonnage Report - UVWMA Franchised Materials

Facility	Material	April	May	June	Q2-Total
Clover Flat Landfill	Garbage Materials	2,495	3,222	2,861	8,578
	Recyclable Materials	241.83	272.47	370.76	885
	Organic Materials	348.73	221.26	207.02	777
	Construction & Demolition Debris	313	296	231	840
	Tons Accepted/Collected	3,398	4,011	3,670	11,080
	Tons Disposed	2,495	3,222	2,861	8,578
UVR	Recyclable Materials	495.3	527.17	481.42	1,504
	Organic Materials	521.87	507.80	453.36	1,483
	Tons Accepted/Collected	1017.17	1034.97	934.78	2,987
	Tons Disposed	21.29	9.37	28.61	59
Total Tons	Solid Waste	2,495	3,222	2,861	8,578
	Recyclable Materials	737.13	799.64	852.18	2388.95
	Organic Materials	871	729	660	2,260
	Construction & Demolition Debris	313	296	231	840
	Tons Accepted/Collected	4,416	5,047	4,605	14,067
	Tons Disposed	2,495	3,222	2,861	8,578

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

CALISTOGA MEMBER FACILITIES & SERVICES

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards/Tons
Calistoga Corp Yard	01-10729	414 Washington Street	Commercial Garbage Service	10 Yard Roll-off Garbage	1	Emptied 0 times in Q2	
	01-10729	414 Washington Street	Commercial Garbage Service	20 Yard Roll-off Garbage	1	Emptied ten times in Q2	Total Tons in Q2: 8.5
	01-31366	414 Washington Street	Commercial Recycling Service	4 Yard Front Load Bin	2	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
Calistoga Public Pool	01-12520	1745 Washington Street	Commercial Garbage Service	96-gallon	4	Emptied once per week	1.92
			Commercial Garbage Service	96-gallon	4	Emptied once per week	1.92
			Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
						Rate	56%
Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Calistoga Police Department	01-19778	1235 Washington Street	Commercial Garbage Service	No Service	0		
			Commercial Recycling Service	96-gallon	3	Emptied once per week	1.44
			Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
						Recycling (Diversion) Rate	100%
Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Calistoga City Hall	01-28302	1232 Washington Street	Commercial Garbage Service	64-gallon	1	Emptied once per week	0.32
			Commercial Recycling Service	96-gallon	1	Emptied once per week	0.48
			Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
						Recycling (Diversion) Rate	75%

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Calistoga City Cans	01-15200	Various Locations on Washington & Lincoln	Commercial Garbage Service	32-gallon	27	Emptied four times per week	17.11
			Commercial Recycling Service	96-gallon	25	Emptied once per week	11.88
						Recycling (Diversion) Rate	41%
Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Napa County Fairgrounds	01-9375	1435 North Oak Street	Commercial Garbage Service	30yd Roll- Off Garbage	1	No empties in Q2	
			Commercial Recycling Service	6 Yard Front Load Recycling	2	Emptied once per week	12
			Commercial Organics Service	No Service	0		
						Recycling (Diversion) Rate	100%
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 six times in Q2	6
			Commercial Garbage Service	20yd Roll- Off Garbage	1	Emptied six times in Q2	Total Tons in Q2: 8.02
			Commercial Organics Service	20 Yard Roll- Off Greenwaste	1	Emptied once in Q2	Total Tons in Q2: 2.44
			Commercial Organics Service	30 Yard Roll- Off Greenwaste	1	Emptied three times in Q2	Total Tons in Q2: 15.57
						Recycling (Diversion) Rate	100%

St. Helena

ST. HELENA MEMBER FACILITY SERVICES

Facility 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
						Recycling (Diversion) Rate	32%

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
						Recycling (Diversion) Rate	53%

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
St. Helena Rec 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%

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
St. Helena Library	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%

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards/ Tons
St. Helena Corp Yard	01-9860	1405 Charter Oak	Commercial Garbage Service	10-Yard Roll-off Garbage	1	Emptied five times in Q2	Total Tons in Q2: 59.43
	01-9861	1406 Charter Oak	Commercial Garbage Service	20-Yard Roll-off Garbage	1	Emptied three times in Q2	Total Tons in Q2: 11.65
	01-9860	1405 Charter Oak	Commercial Garbage Service	30-Yard Roll-off Garbage	1	Emptied three times in Q2	Total Tons in Q2: 19.75
	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 zero times in Q2	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%

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Crane Park	01-22041	360 Crane Ave	Commercial Garbage Service	30 Yard Roll-off Garbage	1	No empties in Q2	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%

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Waste Water Treatment 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%

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards/Tons
Water Treatment Plant	01-30920	410 Crystal Springs Road	Commercial Garbage Service	20 Yard Roll-off Garbage	1	Emptied one time in Q2	Total Tons in Q2: 2.25
	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

YOUNTVILLE MEMBER FACILITY SERVICES

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Yountville Community Hall	01-10427	6516 Washington Street	Commercial Garbage Service	96-gallon	6	Emptied once per week	2.85
			Commercial Recycling Service	4 Yard Front Load Bin	1	Emptied once per week	4
			Commercial Food Scraps Service	64-gallon	2	Emptied once per week	0.63
						Recycling (Diversion) Rate	62%

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards/Tons
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 four times in Q2	Total Tons in Q2: 11.74
	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	20 Yard Roll-off Greenwaste	1	Emptied two times in Q2	Total Tons in Q2: 11.3
	01-16945	7501 Solano Avenue	Commercial Organics Service	30 Yard Roll-off Greenwaste	1	Emptied two times in Q2	Total Tons in Q2: 10
						Recycling (Diversion) Rate	20%

Facility Name							
Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Yountville Town Hall	01-31447	6550 Yount Street	Commercial Garbage Service	96-gallon	2	Emptied once per week	0.96
			Commercial Recycling Service	96-gallon	2	Emptied once per week	0.96
			Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
						Recycling (Diversion) Rate	60%

Napa County

Napa County Member Facilities

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards/Tons
Napa County Roads Department	01-21615	7292 S Silverado Trail	Commercial Garbage Service	40 Yard Roll-off Garbage	1	Emptied one time in Q2	Total Tons in Q2: 3.21
	01-30750	7294 Silverado Trail	Commercial Garbage Service	40 Yard Roll-off Garbage	1	Emptied one time in Q2	Total Tons in Q2: 3.32
	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	100%

Facility Name	Acct. #	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Napa County 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%

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

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

Jun 30 · 🌐

Holiday Service Reminder:

Only Friday Pickups will be affected by the 4th of July holiday.

If your regular service day is Friday, your carts will be picked up on Saturday, July 5th instead. Please set them out Friday night for Saturday collection.

Have a safe and happy Independence Day! 🇺🇸



FIGURE 2: DIVERSION REPORT (COMMERCIAL)

[illegible]

Mumm Napa Valley
8445 S Silverado Trail
June 2025 Waste Audit

Zero Waste Input Sheet

Instructions

The purpose of this calculator is to summarize the results of your recycling efforts and to provide the GHG benefits of your program. In addition, water savings and GHG benefits from your purchased compost are also provided.

Please enter the total number of containers collected and/or the known weights in tons of the material in the shaded cells.

The results of the calculator will populate to the right handside of the page

This calculator uses best practice information provided by the California Air Resources Board and EPA's Waste Reduction Model. It is brought to you by Upper Valley Disposal Services, Clover Flat Resource Recovery and Edgar & Associates.

Trash	Density Conversion ¹ : Tons/CY:		0.22	Known Weights (tons)	Total Weight
	Number collected	Cubic Yards	Weight (tons from volume)		
	35 gallon	0	0.00		0.0
	64 gallon	0	0.00		0.0
	96 gallon	0	0.00		0.0
	2 cy	0	0.00		0.0
	4 cy	0	0.00	0.74	0.7
	6 cy	0	0.00		0.0
	10 cy	0	0.00		0.0
	20 cy	0	0.00		0.0
	30 cy	0	0.00		0.0
	40 cy	0	0.00		0.0
Total		0	0.00	0.0	0.7

Mixed Recycling		Density Conversion*: Tons/CY:		0.80	
Number collected		Cubic Yards	Weight (tons from volume)	Known Weights (tons)	
96 gallon	0	0.00			0.0
4 cy	0	0.00			0.0
6 cy	0	0.00			0.0
20 cy	0	0.00			0.5
Total	0	0.00		1	1

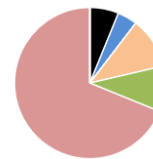
Glass Bottles	Density Conversion: Tons/CY:		Known Weights (tons)
	Number collected	Cubic Yards	
	96 gallon	0.00	0.0
	4 cg	0.00	0.0
	6 cg	0.00	0.0
	20 cg	0.00	0.0

Recycling Rate
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%

94%

Total Tons	
Trash	
Mixed Recycling	
Glass Bottles	
Corrugated Cardboard	
Green Waste	
Food Waste	
Pomace	
Shrink wrap	
E-Waste	
Concrete/Dirt	
Total Processed:	

Breakdown of Tons Recycled and Composted



■ Trash ■ Mixed Recycling ■ Glass Bottles ■ Corrugated Cardboard
■ Green Waste ■ Food Waste ■ Pomace ■ Shrink wrap
■ E-Waste ■ Concrete/Dirt

Summary

Total Emissions from Landfilled Material (MTCO₂e)

0.23

	0.20
Total Avoided Emissions from Recycling	
	(10.23)

Outreach Events April 1, 2025 – June 30, 2025

- April 3rd 2025: Brasswood Monitoring
- April 3rd 2025: Indian Springs Monitoring
- April 4th 2025: Wight Vineyard Management Waste Training
- April 9th 2025: Silverado Ace Hardware Site Visit (follow up)
- April 11th 2025: Calistoga Green Committee Workshop
- April 15th 2025: Whitehall Lane Winery Waste Training
- April 17th 2025: Four Seasibs Waste Audit
- April 18th 2025: Yountville Shred-it Event
- April 22nd 2025: Sutter Home Earth Day Fair
- April 26th 2025: Residential Household Hazardous Waste Event
- May 9th 2025: St. Helena Farmers Market
- May 13th 2025: Linciln Avenue Apartments Site Visit (follow up)
- May 16th 2025: Bennett Lane Winery Waste Training
- May 20th 2025: Napa County Housing Waste Training
- May 22nd 2025: Nicken & Nickel Waste Training
- May 28th 2025: Ballentine Vineyards Waste Training
- June 6th 2025: Bella Union Waste Training
- June 6th 2025: Hourglass Winery Site Visit
- June 9th 2025: Pina Vineyards Site Visit
- June 12th 2025: Amici Cellars Waste Training
- June 16th 2025: Lincoln Avenue Brewery 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
2. 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.