

Upper Valley Disposal Services
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UPPER VALLEY
DISPOSAL • RECYCLING • COMPOST

JPA ANNUAL REPORT

FOR CALENDAR YEAR 2025

JPA ANNUAL REPORT YEAR END 2025

Contents

Executive Summary	3
Summary assessment of Programs	4
Programs implemented with new Franchise agreement since July 2021	5
Residential Programs	5
Multifamily Programs	6
Commercial Programs	7
Program Participation	8
Public Education & Outreach	9
Recyclable Markets (listing of markets and end use of materials)	17
Review of California’s first recycling law: AB 939	17
Global and local Impacts on Recycling: Contamination and Commodity Volatility	17
Operational Information and Vehicle inventory	19
Operational Efficiency	19
Dedication to safety	19
Route Collection	19
Vehicle Inventory	22
Goals accomplished for 2023 and set for 2024	24

Executive Summary

CONITNUED COMMITMENT

Upper Valley Disposal Services (UVDS) continuously works to meet the requirements of the franchise agreement with the Upper Valley Waste Management Agency, as well as all state and local regulations, to divert materials from the landfill and reduce greenhouse gas emissions. We pair this commitment with reliable, responsive customer service and a strong focus on safety to ensure high-quality service every day. UVDS also refines and adopts new technologies, invests in fleet enhancements, and improves operational efficiency to better serve our community. Through ongoing outreach, education, and continuous improvement, we remain dedicated to environmental stewardship and exceptional service.

2025 IN REVIEW

Throughout 2025, we continued to advance our diversion efforts across both commercial and residential sectors. Our team participated in multiple community events to strengthen customer education around proper recycling and composting practices. UVDS also reinforced its organization-wide commitment to continuous improvement—focusing on safety, program development, and clear communication in alignment with Waste Connections’ values. In addition, we implemented updated policy changes for our recycling stream, ensuring customers receive clear guidance as standards evolved. These combined efforts helped support higher diversion, better sorting, and stronger engagement throughout the year.

LOOKING AHEAD

For 2026, UVDS will remain focused on improving community and employee safety, organics and recycling compliance, and customer service. We are committed to our efforts in educating the public on proper sorting of household and commercial waste to ensure SB 1383 and AB 939 compliance. With our new technological resources, contamination procedures and customer communication we will continue to improve our customer communication and operational efficiency.

Summary assessment of Programs

Residential Programs

1. All residential customers are offered three services as part of a bundled “resource hauling” rate. This includes a gray or brown “landfill” (garbage) cart, a blue recycling cart and a green cart for organics. The bundled rate is based on the size of the landfill cart.
2. Single family customers, by contract, are residents living in single family, duplex, triplex or fourplex dwellings. Mobile Home Parks where each customer has their own service are also considered residential customers regardless of who pays the bill (individual or park).
3. Used motor oil & filter collection. To participate, customers must call and request a Used Oil Recovery Kit. Once they have the kit, they can call to request collection on their service day.
4. Bulky Item collection by appointment.
5. Drop off programs throughout the year, in partnership with the JPA and other organizations for materials such as document shredding, e-waste, and household hazardous waste
6. Battery container collection by appointment.

Multifamily Programs

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.

1. Customers who subscribe to cart service for garbage (gray cart) are provided one single stream recycling (blue) cart and one organics (green) cart at no additional charge.
2. Commercial customers who subscribe to bin service for garbage service are provided three single stream recycling (blue) carts and one yard waste (green cart) at no additional charge.
3. Customers may choose to pay additional monthly fees for extra recycling and organics carts.
4. Bulky Item collection by appointment for a fee.
5. Used motor oil & filter collection by appointment.
6. Drop off programs throughout the year, in partnership with the JPA and other organizations for materials such as document shredding, e-waste, and household hazardous waste. Year round drop off of many material types for free at Clover Flat Resource Recovery Park is also offered.

Commercial Programs

Commercial businesses are offered a variety of container types, sizes and collection frequency. Collection frequency is the number of days per week the customer has service.

1. Customers who subscribe to cart service for garbage (gray cart) are provided one single stream recycling (blue) cart and one organics (green) cart at no additional charge.
2. Commercial customers who subscribe to bin service for garbage service are provided three single stream recycling (blue) carts and one yard waste (green cart) at no additional charge.
3. Customers may choose to pay additional monthly fees for extra recycling and organics carts.
4. Food scrap carts are offered at no additional charge for those customers with commercial kitchens or large volumes of food waste.
5. Drop-off recycling programs for wine industry specific materials (cardboard, glass at no cost)
6. Household hazardous waste disposal for a fee.
7. Electronic waste collection by appointment.

JPA ANNUAL REPORT YEAR END 2025

PROGRAMS IMPLEMENTED WITH UPDATED FRANCHISE AGREEMENT SINCE JULY 2021

Residential Programs

Organics Recycling Program

The Organics Collection Program has been in place since July 2021. Customers are required to include food scraps, and food soiled papers to be co-collected with yard waste. Customers are provided with kitchen pails and educational materials to help them participate in the new program.

Lessons Learned and Plan(s) to improve

1. Lesson:
 - a. In 2025, we saw a noticeable increase in customers participating in the organics recycling program, a trend clearly reflected in the results of our annual lid flips. More residents are placing organic materials in the correct cart, and overall engagement in the program continues to grow. Strengthening outreach, reinforcing proper sorting practices, and providing clearer guidance will be essential to further improve organics diversion and reduce contamination.
2. Solution:
 - a. We continue to share educational materials with customers through newsletters, social media, and community outreach to reinforce proper sorting. In 2025, we placed a stronger emphasis on accountability by improving how we identify and address contamination. Drivers are now leaving more tags on carts and bins to flag issues, followed by contamination fees and targeted outreach when problems persist. These steps help customers correct mistakes and support cleaner recycling and organics streams.

Curbside Bulky Item/Reusable Materials collection

Single Family Residential customers may call twice a year for the curbside collection of up to 2 cubic yards (or 2 large bulky items), 5 e-waste items, and 2 appliances without Freon (or 1 appliance with Freon). Customers must call and request this service. Customers can also call in to request a Battery Container, (intended for household batteries only) that can be emptied when they schedule a Bulky Item pickup. Collection is offered on the customer's service day. Participation in the program has steadily increased since it was rolled out.

Lessons Learned and Plan(s) to improve

1. Lesson:
 - a. Participation in this program has continued to grow each year, supported by increased outreach and advertising. We are also working to maintain efficiency by limiting collections to the designated service day whenever possible. Customers consistently express appreciation for the program and the convenience it provides.
2. Solution:
 - a. We will continue promoting the program throughout 2026 through our ongoing outreach efforts, ensuring customers are aware of the services available to them. When new customers begin service, our customer service team provides a thorough overview of all program options, and each household receives a welcome letter outlining every service offered

JPA ANNUAL REPORT YEAR END 2025

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
2025	955	1,271	524	414	30

Multifamily Programs

Organics Recycling Program

Customers are required to include food scraps, and food soiled papers to be co-collected with yard waste. Customers were provided with kitchen pails and educational materials to help them participate in the new program. Distribution of kitchen pail and green carts to mobile home park residents began in late 2021 and was completed in January 2022.

Lessons Learned and Plan(s) to improve

1. Lesson:
 - a. Multifamily customers continue to face challenges with limited space for additional containers. Midway through 2025, we began working closely with Soluna Outreach Solutions, contracted through UVWMA, to help address these barriers. Their team specializes in multifamily engagement and has been instrumental in identifying and supporting properties that lack compost service. Through their targeted outreach and on-site assessments, we have already seen meaningful progress in expanding organics access and participation.
2. Solution:
 - a. In 2026, we will continue our partnership with Soluna Outreach Solutions to strengthen multifamily organics participation and address ongoing space and service challenges. Their team will remain a key resource as we work to implement the recommendations developed through their on-site assessments, property evaluations, and direct engagement with residents and managers. We plan to adapt their guidance into our daily operations, whether that means adjusting container configurations, improving signage, refining outreach materials, or tailoring education to the unique needs of each property.

JPA ANNUAL REPORT YEAR END 2025

Curbside Bulky Item/Reusable Materials collection

This program was extended to Mobile Home Park Residents who have their own service but have service paid for by the park. These customers have individual accounts (child accounts) that each have their own set of carts but are paid for by the park. This allows us to enter work orders and keep track of their bulky item pick-ups.

Lessons Learned and Plan(s) to improve

1. Lesson:
 - a. This program has been running smoothly, although there are more space constraints at these locations.
2. Solution:
 - a. UVDS ensure to pick up the bulky items on their service day to make sure they are out of the way for the residents.

Mobile Home Park Residents Bulky/Reusable Item Collection Program				
Bulky item program	Household items	E-Waste Items	Appliances	Battery Containers
# Of Participant	# Of Items	# Of Items	# Of Items	# Of Items
2025	184	245	97	4

Commercial Programs

Organics Recycling Program

Customers are required to include food scraps, and food soiled papers to be co-collected with yard waste in the organics bin. Customers with commercial kitchens or large amounts of food waste are offered source separated commercial food scrap collection. Customers can request kitchen pails and educational materials for breakrooms to help staff participate in the program.

Lessons Learned and Plan(s) to improve

1. Lesson:
 - a. We have seen a steady increase in organics collection among our commercial customers in 2025. This progress is largely due to our focused efforts on frequent monitoring to address contamination and ensure proper sorting. Throughout the year, we also dedicated substantial time to identifying accounts that were not compliant with SB 1383 and working directly with them to onboard organics service. By combining consistent field checks, targeted outreach, and hands-on support for non-compliant businesses, we have made meaningful strides.
2. Solution:
 - a. UVDS will continue expanding outreach and education for commercial accounts throughout 2026 to help capture as much organic material as possible through site visits, walk-throughs, trainings, and updated resources. Building on the progress made in 2025, we are enhancing our contamination response by using driver-submitted photos to identify specific issues and target customers who need additional support. When necessary, contamination fees will reinforce proper sorting expectations, while

JPA ANNUAL REPORT YEAR END 2025

our outreach team provides guidance to help businesses correct problems and successfully divert more organics into the compost stream.

Program Participation

Overall, we are seeing a steady decrease in garbage services and an increase in recycling/organics services. In the table below, you can see the decrease in the “Garbage Only” number for both commercial and residential, and the increase in “Garbage, Organics & Recycling.” This represents the efforts in meeting our diversion and SB 1383 goals by decreasing the amount of waste disposed of and increasing the waste being recycled and composted. We continue to monitor accounts who are not set up with either compost or recycling service and improve our participation.

Table 1: Residential/ Commercial Collection Program Participation

Q4 2025 Residential Collection Program Participation	Q4 2024	Q4 2025
Garbage Only	0.75%	0.67%
Garbage + Recycling	6.16%	5.75%
Garbage + Organics	0.77%	0.76%
Garbage + Organics + Recycling	92.32%	92.82%
	100%	100%
Q4 2025 Commercial Collection Program Participation		
Garbage Only	2.53%	2.80%
Garbage + Recycling	29.79%	23.84%
Garbage + Organics	0.72%	0.65%
Garbage + Organics + Recycling	66.95%	72.70%
	100%	100%

JPA ANNUAL REPORT YEAR END 2025

PUBLIC EDUCATION & OUTREACH

To show the community the ongoing commitment of the company, UVDS began an extensive overhaul of the public outreach & education programs. This included rebranding the company logo that better reflects the activities we perform, new messaging on all carts and vehicles, and extensive creation of outreach materials for every specific function and interaction the company encounters with its customers.

Figure 1: Messaging & Labels



Drivers and auditors who notice that the wrong items have been placed in the cart will leave a tag educating the customer on the mistake (front of the tag). The back of the tag shows what can actually go in the cart. There are Oops tags for Compost, Recycling, Commercial Food Scraps, and Garbage. Based on customer feedback from the SB 1383 route review lid-flip audits, these tags were revised and reprinted. In 2025 we are creating new “oops” tags for the drivers specifically. These new tags will have the most common contamination items clearly pictured on the tag so the driver can easily circle the contamination and show which stream is should be placed in. These tags will also include information on cart placement to avoid any servicing issues, as well as a blank “notes” space where the driver can specifically write in notes for customers.

JPA ANNUAL REPORT YEAR END 2025

Figure 2: Driver/Auditor Tags



Printed and Downloadable Materials

To reach the majority of customers, the Company uses a combination of communication strategies including tabling at community events, tours, social media, newspaper ads, robo calls, and direct mailers through bill inserts to customers regularly.

Lessons Learned and Plan(s) to improve

1. Lessons:
 - a. Education requires consistent outreach with our customers, specifically commercial customers due to employee turnover, commuting from other counties, and the ever-changing information.
2. Solution:
 - a. UVDS continued to prioritize in-person outreach throughout the year, offering staff trainings, site visits, facility tours, presentations, and maintaining a strong presence at community events through tabling and booths. We also sustained our digital education efforts by distributing quarterly newsletters and keeping our social media

JPA ANNUAL REPORT YEAR END 2025

platforms active with timely, informative content. To support proper sorting and reduce contamination, our outreach coordinator conducts targeted audits whenever contamination issues arise. These audits allow us to identify problem areas quickly, provide direct feedback, and work with customers to improve their sorting practices. As part of this effort, we designed updated Oops tags for 2025, making contamination notices clearer and more actionable for both customers and drivers. We also launched our new customer app, WasteConnect. Anyone with UVDS service can download the app to receive collection-day reminders, view their service details, and access a searchable database that helps users determine the correct stream for specific items. This tool makes it easier for customers to stay informed, reduce contamination, and participate more effectively in our diversion programs.

All service area residential and commercial customers have received multiple mailed communication pieces informing them of the programs and services offered by UVDS and UVWMA. These mailings have educated the public on zero waste programs, proper recycling and composting practices, the hours and times of operation at all facilities, proper disposal of household hazardous waste, and State Laws regarding separating organics and recyclables from landfill materials. In addition, these materials were distributed at community events and presentations. All inserts, educational outreach and newsletters are available on the website under the Resources tab.

Figure 3: Getting Started Guides

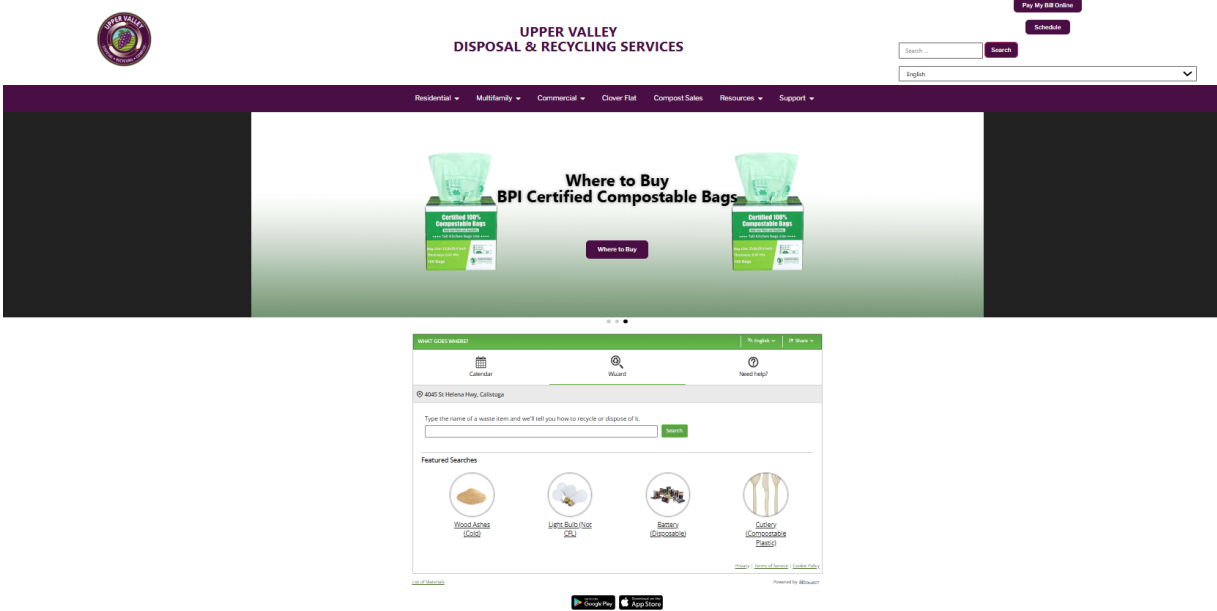
The figure displays three informational guides from Upper Valley Disposal & Recycling (UVDS).
RESIDENTIAL SERVICES GUIDE: Titled 'WELCOME TO THE NEIGHBORHOOD', it provides instructions for curbside collection, including 'QUICK SERVICE TIPS: GET STARTED RIGHT' (e.g., place carts on the curb, don't overfill) and 'BUNDLED SERVICES' (Landfill, Recycling, Organics/Compost). It also includes 'ONLINE PAYMENTS' and 'CONTACT US' information.
COMMERCIAL SERVICES GUIDE: Titled 'WELCOME TO UPPER VALLEY DISPOSAL & RECYCLING', it details 'COMMERCIAL COLLECTION SERVICE' (types of bins, frequency, pricing) and 'IN THIS GUIDE' (contents like bin sizes, fees). It also features 'WE CAN HELP!' (Community Outreach Coordinator) and 'PLANNING AN EVENT?' (temporary waste service).
GUIDE TO SELF HAULING: Titled 'RECYCLING SAVES RESOURCES, REDUCES POLLUTION, SAVES ENERGY... AND IT'S THE LAW!', it lists 'RULES AND DETAILS FOR DROPPING OFF MATERIALS' (e.g., load limits, fees) and 'SEPARATE YOUR MATERIALS TO SAVE MONEY!' (e.g., clean materials, no hazardous waste). It includes facility location, hours, and contact info for CLOVER FLAT RESOURCE RECOVERY PARK.

JPA ANNUAL REPORT YEAR END 2025

Website

Throughout the year, we continued to keep our website updated with downloadable resources, including quarterly newsletters, posters, and guides. Current rates for commercial, residential, and roll-off services are also posted and maintained to ensure customers always have access to accurate information. We regularly use the home-page banner to share timely updates such as facility hours, holiday schedules, and other important notices. In addition, we introduced a new feature called the Wizard, which allows customers to search any material they have questions about and instantly see which stream it belongs in. This tool has made it easier for customers to find clear, reliable sorting guidance whenever they need it. In 2026, we will continue to update the website regularly and provide customers with the most current resources to ensure accurate information is always available. Keeping our online materials up to date supports our recycling and composting initiatives by giving customers clear guidance, easy access to tools, and reliable information that reflects any program or policy changes

Figure 4: Website



Increased social media presence with posts about relevant community events, articles the public may be interested in, educational tips on what is and is not recyclable/compostable, fun photos from our presentations and drop-off events. <https://www.facebook.com/uppervalleydisposalrecycling>.

JPA ANNUAL REPORT YEAR END 2025

Outreach Services Offered

Trainings and site visits are available to all our commercial customers. Our trainings cover the three main waste streams—compost, recycling, and trash—and can be tailored to address specific materials upon request. For example, when working with a vineyard team, we focus on the items they handle daily and clarify where each one should be properly disposed of. Trainings are offered in both English and Spanish, and when needed, we schedule sessions on separate days to accommodate employee availability. All outreach materials are also provided in both languages to ensure accessibility for all staff. Site visits are available upon request and allow us to assess a business’s indoor setup, observe how materials are currently collected, and recommend the level of service and container placement that best supports their operations. These visits help us identify practical solutions that align with each business’s workflow and space.

In 2025, we also conducted several waste characterization audits for businesses. During these audits, we review the contents of each waste stream to determine whether materials were placed in the correct bin and adjust as needed. These hands-on trainings and audits have proven especially valuable, as employees gain a clearer understanding of how to sort the items they use every day.

Diversion Reports

In addition to the services outlined above, we also offer diversion reports to our commercial customers. These reports help businesses understand how much of their material is being successfully diverted from landfill and provide a clear snapshot of their overall waste-sorting performance. Diversion reports are available upon request and can be provided as a full annual summary or on a month-to-month basis, depending on the customer’s needs. Many businesses use these reports to track progress toward sustainability goals, support internal education efforts, or meet reporting requirements. Below is an example of a diversion report.

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				
Number collected	Density Conversion ¹ : Tons/CY:		Known Weights (tons)	Total Weight
	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		0.0
102	6 cy	612	133.17	133.2
10	cy	0	0.00	0.0
20	cy	0	0.49	0.5
30	cy	0	0.38	0.4
40	cy	0	6.59	6.6
Total	612	133.17	612.0	140.6

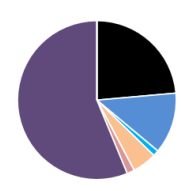
Mixed Recycling				
Number collected	Density Conversion ¹ : Tons/CY:		Known Weights (tons)	Total Weight
	Cubic Yards	Weight (tons from volume)		
96 gallon	0	0.00		0.0

Recycling Rate 76%

Total Tons	
Trash	141
Mixed Recycling	74
Glass Bottles	7
Corrugated Cardboard	30
Green Waste	0
Food Waste	9
Pomace	335
Shrink wrap	0
E-Waste	0
Concrete/Dirt	0
Total Processed:	596

Breakdown of Tons Recycled and Composted



- Trash
- Mixed Recycling
- Glass Bottles
- Corrugated

JPA ANNUAL REPORT YEAR END 2025

Events

In addition to providing staff trainings for businesses, we also participate in a variety of community events. These include presentations, farmers markets, tabling opportunities, and other outreach activities where we can engage directly with residents and businesses. We are also invited to attend events hosted by other organizations—such as Earth Day celebrations and wellness fairs—which allow us to connect with broader audiences and share information about proper sorting and available programs.

Community Events:

- St. Helena Farmers Market
- Sunshine Market
- Yountville Shred-It Event
- Household Hazardous Waste Event (Spring & Fall) in collaboration with UVWMA
- St. Helena Harvest Festival
- CULTIVAR Presentation
- Calistoga Tractor Parade
- Bike Build
- UVDS Rodeo

Workshops/Wellness Fairs:

- Sutter Home Earth Day Event
- Opus One Wellness Fair
- Joseph Phelps Wellness Fair
- Calistoga Green Committee Workshop
- Boys & Girls Club of Angwin Workshop


Figure 5: Facebook

UVDS RESIDENTIAL CUSTOMERS:

Starting in July, UVDS & UVWMA staff will be conducting residential lid flips to ensure compliance with SB 1383.

We'll be checking for possible contaminants and using this opportunity to educate the community on proper waste segregation.

If you see us out and about, feel free to ask questions, we're here to help! If a cart is contaminated, we'll leave an Ops tag with details on what was misplaced and how to correct it.




Upper Valley Disposal & Recycling
Posted by Eva Robledo
Jun 17, 2025 · 🌐

Happy Garbage Man Day!
Join us in celebrating our dedicated drive... See more

Upper Valley Disposal & Recycling
Posted by Eva Robledo
Apr 7, 2025 · 🌐

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



HOUSEHOLD HAZARDOUS AND ELECTRONIC WASTE COLLECTION EVENT

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:

<p>HAZARDOUS WASTE</p> <ul style="list-style-type: none"> - ALL PURPOSE CLEANERS - ANTIFREEZE - AUTO BATTERIES - AUTO FLUIDS - COSMETIC BATTERIES (AA, AAA, C, D, BUTTON, LITHIUM ETC.) - DISINFECTANTS - FLUORESCENT LIGHT BULBS - GASOLINE (IN CONTAINERS) - LAMP FLUORESCENT - LIQUIDER FLUIDS - MERCURY CONTAINING ITEMS (THERMOMETERS, THERMISTATS, ETC.) - METAL AWLS, LANCETS (IN PUNCTURE RESISTANT CONTAINERS) - PESTICIDES - POOL CHEMICALS - PROPANE TANKS (UP TO 5 GAL.) - SOLVENTS - UNBRANDED MEDICATIONS (NO CONTROLLED SUBSTANCES) - USED OIL/FILTRERS 	<p>ELECTRONIC WASTE</p> <ul style="list-style-type: none"> - CELLULAR & CORDLESS PHONES - CABLE PROCESSING UNITS (CPU'S) - COMPUTER/TV MONITORS - FAX MACHINES - MISC. COMPUTER COMPONENTS - PRINTERS AND SCANNERS - STEREO EQUIPMENT - VOICE AND DVD PLAYERS
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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

PICK UP FREE COMPOST AT THIS EVENT! LIMIT ONE CUBIC YARD PER RESIDENT. BRING YOUR OWN CONTAINER.

JPA ANNUAL REPORT YEAR END 2025

RECYCLING REMINDER: NO BAGS IN THE RECYCLING

All recyclable items must be placed LOOSE in the blue recycling carts or bins. 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 be sure to dump the items out of the bag and into the cart.

**Shredded paper in a clear bag is the only exception



Collecting your recyclables in a bag? Be sure to empty the contents and leave items loose and empty in your cart!



Upper Valley Disposal & Recycling

Posted by Eva Robledo
May 12, 2025

Stop By and Learn!

It's tabling season, and we're out in the community, ready to answer your composting and recycling questions! Find us at the St. Helena and Calistoga Farmers Markets and other local events!



JPA ANNUAL REPORT YEAR END 2025

Customer Service

Throughout 2025, education and training continued within Customer Service to ensure our CSRs remained up to date on state laws, company policies, and program requirements so they could accurately support our customers. The company developed formal policies and procedures (P&Ps) along with auditing tools to support process improvement. All customer data entered in RMO is reviewed by the Customer Service Manager for accuracy and to identify where additional training may be beneficial. This review process helps us understand where customers may need more information and highlights opportunities for targeted outreach and education.

Throughout the year, we also strengthened collaboration between the Customer Service and Outreach teams to ensure clear communication regarding customer needs, recurring questions, and areas where additional resources or guidance would be helpful. Our Customer Service team continued to enhance new-start education by ensuring customers receive thorough guidance on proper cart placement, correct sorting practices, and the resources available to them.

Recycling Policy Enhancements and Stream Insights from 2025

In 2025, we implemented several important policy updates to our recycling stream. One key change was the removal of plastic bags from the recycling program—materials must now be placed loose in the cart or bin to improve processing and reduce contamination. We also expanded accepted materials by allowing paper cups, including coffee and soda cups, while lids and straws must still be placed in the trash. These updates were made possible because all mixed recycling collected by UVDS is processed at our sister company, C&S Waste Solutions in Ukiah, which has the capability to handle paper cup material. To support a smooth transition, our outreach team shared these updates at tabling events and training sessions, and distributed flyers to business staff to ensure customers clearly understood the new requirements.

In late 2025, we conducted a waste characterization study that provided a clearer understanding of the material composition within our recycling stream. The results showed that the majority of recyclables consisted of glass, cardboard, and mixed paper, with approximately 11% identified as residual trash. These findings offer valuable insight into customer sorting habits and help guide future outreach and education efforts to further strengthen recycling quality and overall diversion. The study also highlighted the need for continued customer education around plastics—specifically, which types are recyclable—so we can support more confident and accurate sorting.

Recyclable Markets (listing of markets and end use of materials)

REVIEW OF CALIFORNIA'S FIRST RECYCLING LAW: AB 939

California's landmark recycling law, AB 939, is nearly 30 years old. Convenient, low-cost curbside recycling programs currently serve the vast majority of residents in the state. UVDS offers single and multifamily residents and businesses recycling and organics services. Hundreds of millions of tons of waste have been diverted from landfills since the law's inception, conserving scarce natural resources and providing a host of other environmental benefits---including GHG emissions reductions---in the process. Along the way, an expensive and highly sophisticated network of recycling and composting facilities was developed by private industry---with critical assistance from local government---to handle and process that portion of the waste stream that was formerly disposed in landfills. All of that may soon change due to changes in the international commodity markets and lack of domestic markets.

GLOBAL AND LOCAL IMPACTS ON RECYCLING: CONTAMINATION AND COMMODITY VOLATILITY

In July, 2012, California established and passed a statewide goal to reach a 75% recycling rate and passed Mandatory Commercial Recycling legislation (AB 341). At the same time California was setting higher recycling goals to move more materials from landfills to recycling markets, China, a major market for recyclables in the United States, was passing stricter laws on imports of recycling materials. 'Operation Green Fence' was formally implemented in February 2013, enforcing a 2011 law, and was billed as an aggressive inspection effort aimed at curtailing the amount of contaminated recyclable bales and waste that was being sent to China. China has since implemented an even stricter law known as the National Sword (2017), that will further decrease the contamination rate for mixed paper and other plastics and metals to just 0.05%. Their decisions to significantly reduce the amount of contaminated materials they have been receiving has major implications for recycling operations.

UVDS & C&S Waste Solutions work diligently to vet all commodity vendors and to sell materials locally when possible (Table 3). All materials are sold to either secondary processors who further sort or separate the materials like mixed plastics and mixed papers, or to processors who convert the materials into feedstocks that are purchased from companies to make new products and consumer goods.

The mandates to remove more materials from the landfill and "wishful" recycling on the part of consumers are leading to more contaminants in the recycling stream and a decline in salvage values as more materials are moved to market. We learned from the SB 1383 route audits that the biggest area of concern is prohibited materials being placed in recycling containers, primarily flimsy plastics and Styrofoam type products.

JPA ANNUAL REPORT YEAR END 2025

Table 2: Commodity Markets

Material	Market	Destination	Commodities
Cardboard and Mixed Paper	Export & Domestic	Georgia Pacific: Exported to Asia or recycled domestically	*Mixed paper *Newspaper *Cardboard (OCC)
Plastics	Export & Domestic	Mings Recycling: Exported to Mexico or recycled domestically	*PET (#1 plastic) *HDPE (#2 plastic)
Glass	Local	Halo or Strategic	*All bottles and jars
Metal	Local	Georgia Pacific & Radius recycling	*All metal

Table 3: Recycling Acronyms

Acronym	Meaning	Report Page	Product Example
OCC	Old Corrugated Cardboard	2	Amazon Boxes
RMP	Rigid Mixed Plastics	3	Plant containers
nHDPE	Natural High Density Polyethylene	4	Milk Jugs
cHDPE	Colored High Density Polyethylene	5	Laundry Detergent
PET	Polyethylene Terathalate	6	Water Bottles
PP	Polypropylene	7	Yogurt tubs
MRF	Materials Recovery Facility	11	

JPA ANNUAL REPORT YEAR END 2025

Operational Information and Vehicle inventory

OPERATIONAL EFFICIENCY

Upper Valley Disposal Services continuously strives for operational improvements. Through our collaboration with the California Waste Connections team, we can stay current on the latest technologies, regulatory updates, and industry best practices. This shared expertise supports our efforts to enhance customer communication, improve route efficiency, and strengthen documentation and reporting processes. These advancements guide our investments in new technology and equipment, helping us modernize our fleet and streamline operations. Our overarching goal remains the same: to maintain high-quality service while keeping costs as low as possible.

Table 4: Collection Routes

Number of Routes by Service Day and Commodity	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Garbage	5	6	5	6	3	1
Mixed Recycling	3	4	4	6	4	1
Source Separated Cardboard	1	2	2	0	2	0
Sources Separated Glass	0	1	0	0	1	0
Organics	2	3	3	3	1	0
Food Waste	1	0	1	0	1	0
Container Delivery	2	2	2	2	2	0
Bulky Item Collection	1	1	1	1	1	0

DEDICATION TO SAFETY

In 2025 UVDS continued its safety-first culture with our commitment to the Waste Connections 5 core operating values.

1. Safety
2. Integrity
3. Customer service
4. Be a great place to work
5. Be the premier collections company

We have standard procedures in operations to ensure the safety of our employees and customers. The procedures are listed below:

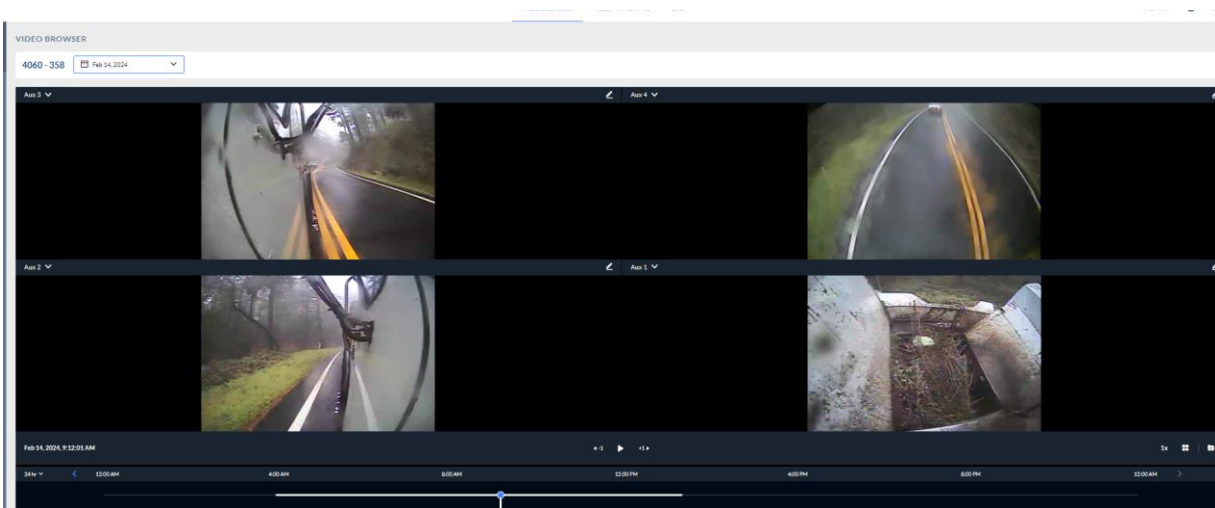
- Daily safety tailgates with all drivers
- Monthly safety trainings
- All drivers are Smith System trained for defensive driving and collision avoidance.
- Internal policies (always driving 5mph under the speed limit, zero-tolerance of headphones while operating vehicles, etc.)
- Weekly route observations and ride-alongs

JPA ANNUAL REPORT YEAR END 2025

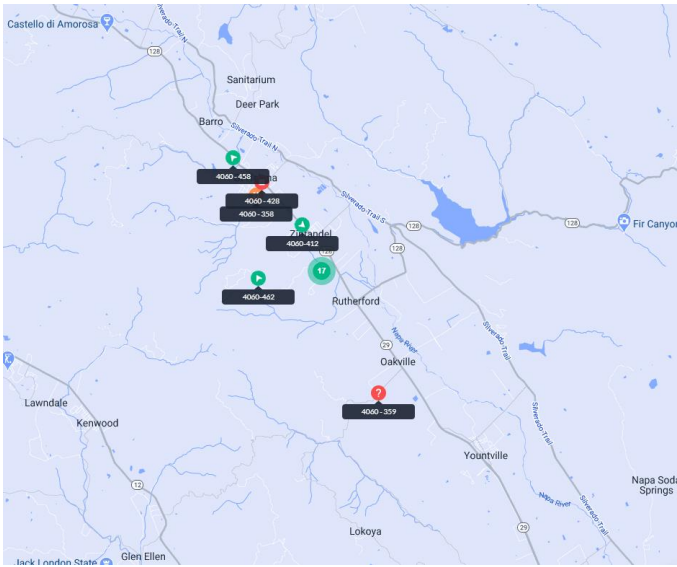
- Utilize drive cam to capture and coach risky driving behaviors, not just review post incidents.
- Incident Review Board – Made up of management supervisors and peers from each department to review all incidents for root cause and steps necessary to avoid in the future
- Safety Bonus Incentive Program for employees (Quarterly & Annually)

In addition to these changes, we have an active Safety & Compliance committee that meets monthly to review incidents and ensure that all safety procedures are followed and updated. Throughout 2025 we continued to utilize Drive Cam to identify and coach risky behaviors with our drivers and improve safety. All our vehicles operate with cameras and tablets on board. The video is captured in real time, 360-degree visibility to help improve driver behavior and overall safety.

UVDS were early adopters of onboard computers (tablets) used in collection vehicles. Tablets not only save paper as the need for printed route lists is eliminated, but they also save time for the drivers by making route changes easier to implement. They also improve communication by allowing real-time feedback to the operations and office staff on what is happening on the routes. This ultimately improves customer satisfaction and improves overall workflow efficiency. Tablets are also used to perform service audits on Commercial Collection routes to verify billing accuracy. Updated service data can then be loaded onto the tablets for daily use. The tablets also help to track contamination on the routes. The drivers can take pictures on the tablet as they are servicing the bins, and it is directly uploaded to the corresponding account. This helps customer service to be able to explain to customers the exact items that were placed in the wrong stream and offer better guidance. The drivers can also take pictures for overfull carts, wrong placement for bins/carts, if bins/carts are blocked, etc.



JPA ANNUAL REPORT YEAR END 2025



JPA ANNUAL REPORT YEAR END 2025

VEHICLE INVENTORY

UVDS has a variety of collection and facility vehicles (Table 15) used in its daily operations. Side loaders are used for the collection of carts. We have some small (mini) side loaders that are used on private property roads. In addition, we have two split body side loaders that can collect two commodities at once. We have received four new trucks in 2025, including two front loaders, an automated side loader mini, and a automated side loader that we will be rolling out in 2025. A complete inventory of our 2025 vehicles is available on page 22.

Table 5: Vehicle Inventory

Vehicle Type	Count of Vehicles
Automated Side Loader	5
Automated Side Loader Mini	1
Automated Side Loader Split Body	2
Box Van	1
Front End Loader	4
Fork Truck	2
Roll Off	5
Sweeper	1
Tractor	2
Trailer	1
Water Truck	1
Grand Total	29

JPA ANNUAL REPORT YEAR END 2025

#	Company	Co. In Use	Year	Make	Model	Type	VIN OR SERIAL NO.	License#	Purchase Date	12/31/25	Rebuild Date/Miles	STATUS
380	UVDS	50%UVDS 50%UVR	2014	PETERBLT 3 AXLE CONVENTIONAL, MODEL 367	367	Tractor	1XP1DP9X9ED224857	9F02415	7/1/2013	282,002		N/A ACTIVE
388	UVDS	50%UVDS 50%UVR	2017	ELGIN BROOM/BADGER SWEEPER - ON ROAD	BADGER	Sweeper	JALE5W/68J/301331	8BN495	7/1/2017	17,208		N/A ACTIVE
400	UVDS	UVDS	2018	LABRE SPLIT BODY 24 YD	520	ASL Split	38PDKJ9X3JF161421	02156H2	7/1/2019	131,212		N/A ACTIVE
402	UVDS	UVDS	2020	PETERBLT 567 DENTON/CORCAL ROLL OFF	567	Roll Off	1NPCLJ0X9LD639004	03388V2	6/1/2020	285,626		N/A ACTIVE
407	UVDS	UVDS	2019	PETERBLT 520 LABRE RIGHT HAND HEAVY DUTY	520	ASL Split	38PDKJ9X9KF106045	3721812	7/1/2019	140,457		N/A ACTIVE
409	UVDS	UVDS	2018	3202 PETERBLT 520 42YD LABRE PACCAR MX11 ALLISON 4500RDS	520	FEL	38PD0XKEX0JF161161	52009H2	7/1/2019	175,844		N/A ACTIVE
412	UVDS	UVDS	2018	3314 PETERBLT 520 LABRE RIGHT HAND HEAVY DUTY	520	ASL	88PDLK0X4JF161200	02128H2	7/1/2019	131,095		N/A ACTIVE
417	UVDS	UVDS	2020	PETERBLT ROLL OFF	520	Roll Off	1NPGXPKX7LD893279	97382X2	7/1/2020	147,023		N/A ACTIVE
423	UVDS	UVDS	2021	PETERBLT MODEL 337 Fork	337	Fork Truck	2NP2HJ67MM751481	33506D3	2/1/2021	97,569		N/A ACTIVE
431	UVDS	UVDS	2021	CHEVY BOX VAN	4500HD	Box Van	JALCDW164M7005799	00246F3	5/27/2021	69,278		N/A ACTIVE
434	UVDS	UVDS	2022	PETERBLT MODEL 337 Fork	337	Fork Truck	2NP2HJ67MM751481	64406G3	8/30/2021	40,005		N/A ACTIVE
455	UVDS	UVDS	2023	PETERBLT 520 W/TTKE 42 YD.	520	FEL	38PDKXEX2PE113393	40472N3	8/1/2022	102,553		N/A ACTIVE
456	UVDS	UVDS	2023	PETERBLT 520 LABRE 31YD.	520	ASL	38PDKXEX9PE113891	28829P3	9/19/2022	53,777		N/A ACTIVE
457	UVDS	UVDS	2023	PETERBLT 520 LABRE 31YD.	520	ASL	38PDKXEX9PE113392	31748P3	9/26/2022	53,626		N/A ACTIVE
458	UVDS	UVDS	2023	PETERBLT 520 GALBREATH ROLL OFF	520	Roll Off	38PDKXEX3PE113788	55386P3	10/3/2022	93,896		N/A ACTIVE
459	UVDS	UVDS	2023	PETERBLT 520 GALBREATH ROLL OFF	520	Roll Off	38PDKXEXXPE113786	00171R3	1/14/2022	66,509		N/A ACTIVE
460	UVDS	UVDS	2023	PETERBLT 520 GALBREATH ROLL OFF	520	Roll Off	38PDKXEX1PE113787	00175R3	1/14/2022	62,747		N/A ACTIVE
461	UVDS	UVDS	2023	PETERBLT 567 TRACTOR	567	Tractor	1XPDDP9X8PD885316	9C81062	2/13/2023	42,853		N/A ACTIVE
462	UVDS	UVDS	2023	FREIGHTLINER M2	M2-106	ASL Mini	1FVACXFE7PHLE9617	68455R3	2/13/2023	77,899		N/A ACTIVE
463	UVDS	UVDS	2024	PETERBLT 520 W/TTKE 42 YD.	520	FEL	38PDKXEX9RF692445	53785Z3	1/23/2025	24,075		N/A ACTIVE
464	UVDS	UVDS	2024	PETERBLT 520 W/TTKE 42 YD.	520	FEL	38PDKXEX9RF692446	32991D4	1/23/2025	14,233		N/A ACTIVE
465	UVDS	UVDS	2024	PETERBLT 520 LABRE 31YD. RIGHT HAND HEAVY DUTY	520	ASL	38PDKXEX4RF118713	53784Z3	1/7/2025	14,305		N/A ACTIVE
466	UVDS	UVDS	2024	FREIGHTLINER M2	M2-106	ASL Mini	3ALACXFXHDVK1050	32995D4	4/1/2025	19,972		N/A ACTIVE
467	UVDS	UVDS	2024	PETERBLT 520 LABRE 31YD. RIGHT HAND HEAVY DUTY	520	ASL	38PDKXEX9RF118708	32996D4	4/1/2025	20,972		N/A ACTIVE
468	UVDS	UVDS	2024	PETERBLT 520 LABRE 31YD. RIGHT HAND HEAVY DUTY	520	ASL	38PDKXEX9RF118714	32994D4	4/1/2025	9,825		N/A ACTIVE
469	UVDS	UVDS	2024	PETERBLT 520 LABRE 31YD. RIGHT HAND HEAVY DUTY	520	ASL	38PDKXEXXRF118716	58730E4*	5/1/2025	5,140		N/A ACTIVE
470	UVDS	UVDS	2024	LABRE SPLIT BODY 24 YD	520	ASL SB	38PDKJ9X4SE735067	65166A4*	5/22/2025	9,990		N/A ACTIVE
473	UVDS	UVDS	2024	FORD F-550	550	Box Van	1FDUF5G1ZSDA09710	65199E4*	7/23/2025	1,901		N/A ACTIVE

Goals accomplished for 2025 and set for 2026

In keeping with our mission to conserve natural resources, UVDS will continue to strive to provide the highest level of collection and recovery service to our jurisdictions and customers in the most cost-effective manner. The following overarching goals were identified by the company for 2025. All goals were achieved or are ongoing.

- 1. Continue to focus on increasing organic diversion through ongoing outreach activities to decrease landfill waste.**
 - *Customers have steadily increased their services in organics bins and carts, with a decrease in garbage bins. We are continuing with our diversion outreach and recycling efforts through events, tabling, site visits and training. This is a continuous effort throughout 2026. We are enforcing our contamination procedures and are hoping to see significant changes.*
- 2. Increase electronic communications to allow customers to have real time relevant information.**
 - *We have continuously improved our communication with our customers. We have released a new app that customers are able to download to see what goes where, service days, and any important updates. Our customers also receive a welcome letter upon starting service that includes service information and instructions on how to create their online portal.*
- 3. Improve Contamination Tracking.**
 - *We are improving contamination tracking by increasing the consistency of driver reporting, using photo documentation to pinpoint issues, and centralizing this information so our team can quickly identify patterns and follow up with targeted outreach and corrective actions.*
- 4. Identifying Education Needs Through Waste Characterization**
 - *Through waste characterizations, we aim to understand what types of materials are still ending up in the landfill so we can identify the specific areas where customers need additional education and support.*
- 5. Safety**
 - *We are very proud of our safety improvements throughout 2025 and will continue to focus on safety improvements to coincide with waste connections standards. Safety continues to be our number one priority for both our employees and the community.*
- 6. Strengthening Early Outbound Collections to Reduce Non-Payment Suspensions**
 - *In 2025, UVDS enhanced its early outbound collections strategy by utilizing a combination of automated calls, emails, text messages, and personal calls, in addition to regular billing statements. These efforts resulted in a significant reduction in accounts suspended for non-payment. As a result, we also experienced fewer inbound customer inquiries related to billing questions and account reinstatements. This decrease reduced the need for escalated collection activities and external collection agency placements. We anticipate continued success with this approach in 2026.*

JPA ANNUAL REPORT YEAR END 2025

On behalf of the Team at Upper Valley Disposal & Recycling, we thank you for the opportunity to be your "Resource Hauler". We truly appreciate the trust you have placed in us, and we value the close working relationship we have developed over the years and look forward to a successful 2025.