



**No collection service on Thanksgiving Day.**  
**Service for Thursday and Friday customers will be delayed by one day. Collection for Thursday customers will be Friday and on Saturday for Friday customers.**

## \*+ 2024-25 Holiday Collection Schedule \*+

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
12/23 Regular Service	12/24 Regular Service	12/25 <b>No Service</b> Christmas Day, Office Closed	12/26 Service for Wednesday Customers	12/27 Service for Thursday Customers	12/28 Service for Friday Customers
12/30 Regular Service	12/31 Regular Service	1/1 <b>No Service</b> New Year's Day, Office Closed	1/2 Service for Wednesday Customers	1/3 Service for Thursday Customers	1/4 Service for Friday Customers

### CUSTOMER PORTAL NEWS

The new Customer Portal allows you to access your bill, make payments, and more. All customers, even those previously enrolled in paperless billing or automatic payments, must re-enroll in the new portal.

You can create an account or you can make a one-time guest payment. To sign up, you will be asked for your **invoice number** (statement or billing number) and your **customer number** (account number) found on the paper statement sent to **every** customer for this first billing cycle with our new system.

Your account number has been updated, so be sure to locate the new one as your old account number will not be recognized.

Link to the Portal here:



Your first bill in this new system did not show the discount applied for early payment. This discount will appear as an applied credit or "adjustment" in each successive bill.

If you still have questions, please contact our customer service team at **707.552.3110**, **vallejocustomerservice@recology.com**, or visit our office.

STATEMENT	Statement Date	Statement Number	Account Number	Balance Due
	7/22/24	XXXXXXXXXX	XXXXXXXXXX	\$828.83
Customer Name				

## FREE FALL CLEANUP

**WHEN:** 10 AM – 2 PM, Saturday, October 19

**WHERE:** Park-and-Ride lot on the corner of Lemon Street and Curtola Parkway

**WHO:** Unincorporated Vallejo residents only. Must show proof of residency with a picture ID and garbage or utility bill. Your Recology account must be paid in full and not past due.

**WHAT:** Up to 4 cubic yards per household. Hazardous waste and tires are not accepted.

**For more info, use this QR code:**



## SCHEDULE YOUR BIC TODAY!

Make an appointment for a free Bulky Item Collection (BIC) before all available time slots are taken. They fill up quickly as the year progresses.



Call **707.552.3110** in advance with your itemized list so we can get you scheduled.

Unincorporated residents receive one free pickup a year that can be used for up to 2 cubic yards or the equivalent of (12) 32-gallon bags of trash or two oversized items such as old furniture or mattresses.

## BOPA HOURS

Residents can drop off batteries, oil, paint, antifreeze, and other household waste at the Vallejo Materials Recovery Facility, 8 AM – 3:30 PM Thursday through Saturday. The facility is located at 2021 Broadway.



**For a list of accepted items:**



## CONTACT US!

Se Habla Español  
Nagsasalita kami ng Tagalog

Recology Vallejo American Canyon  
2021 Broadway Street  
Vallejo, CA 94589



## GREEN BIN BASICS

**DO** compost soiled paper towels, napkins, egg cartons, newspaper, cardboard (even pizza boxes!), and paper plates without plastic coating.



**PRO TIP:** If a paper product has a shiny surface, it is probably coated in plastic and should go into the trash.

**DO** store food scraps in the freezer so they stay out of the elements while waiting for pickup day. Move them to your green bin before you take it to the curb for collection.



**PRO TIP:** If you put food scraps in a plain brown paper bag for freezing, the whole package can go directly in the bin.

**DO** put food scraps directly into the green bin. No plastic bags.

**PRO TIP:** Line your green bin with dry grass clippings or other yard waste or used and uncoated paper products to keep odors in check.

**DON'T** be confused by compostable plastics. These often don't break down as advertised and should not go in your green carts. Please place these in your landfill (trash) bin.



707.552.3110 Monday to Friday, 8 AM – 5 PM  
recology.com/vallejo  
facebook.com/recologyvallejoamericancanyon