

The City of Antioch

New Residential Garbage and Recycling Program

Frequently Asked Questions





General

Q. Why did the City of Antioch go to single stream recycling and change our rates?

A. Under AB939, the state has mandated that all jurisdictions reduce the amount of material landfilled by 50%. Based on the most recent calculation of waste landfilled, Antioch residents and businesses are diverting 45% of waste generated within the City.

This new recycling program and rate restructure were approved by the Antioch City Council as a way to reach the mandated 50% diversion rate. This new program is projected to divert an additional 4,000 tons of recyclables annually. This program and additional new recycling programs for multi-family complexes, businesses and construction will allow us to meet the state mandate.

Garbage Service

Q. What cart size do I currently have?

A. If you are unsure of your current garbage cart size, look for the numbers on the side of your cart. If the first number is a 3, you have a 32-gallon cart; if it is 6, you have a 64-gallon cart; and, if it is 9, you have a 96-gallon cart.

Q. How do I request a cart exchange?

A. You can call Allied Waste's Customer Service line at 685-4711 or complete the online service change form at www.alliedwasteofcontracostacounty.com.

Q. If I downsize my garbage cart, how much money can I save?

A. If you currently have a 96-gallon garbage cart, by downsizing to a 64 gallon cart, you will save \$4.73 per month. If you downsize to a 32-gallon cart, you will save \$10.46 per month. Downsizing to a 20-gallon cart will save you \$11.48 per month. These savings are based on the new rate structure that goes into effect on November 1, 2005.

Q. I downsized my garbage cart. When will my new garbage cart arrive? When will my new rate take effect?

A. All downsizing cart requests will be reflected in your billed rate immediately. However, garbage cart swaps will not occur until the new recycling carts are delivered or the old bins are collected. Any request made between October 24 and November 18 will not be exchanged until after November 21.



Recycling Service

Q. When will my new recycling cart be delivered?

A. Your new recycling cart will arrive between October 24 and November 5. You can start using the new recycling cart immediately after you receive it.

Q. When will the new cart recycling service start?

A. Collection for the new program will officially begin on November 1. However, you can start putting your cart out for service on the first recycling day after you receive your cart.

Q. What can be put in the new recycling cart?

A. While it is hard to do an exhaustive list of all of the material that can go in the new cart, here is a general list. If you aren't sure on a particular material, please contact Allied Waste's customer service at 685-4711 for assistance.

OK for Recycling

Paper

(Paper that does not have food on it)

- Books (paperback)
- Boxes, packages
- Carbonless paper
- Cardboard (cut to fit in cart)
- Catalogs
- Cereal boxes
- Colored and construction paper
- Computer paper
- Copy paper
- Coupons
- Detergent boxes
- Egg cartons (paper only; no Styrofoam)
- Envelopes with metal clasps
- Envelopes with plastic windows
- Frozen food packages
- Gift wrap (non-metallic)

- Junk mail
- Magazines
- Manila folders
- Newspapers and inserts
- Office paper
- Paper (adhesive/post its)
- Paper bags
- Paper packaging with remnant tape
- Paper towel and toilet paper tubes
- Pet food bags
- Ribbon (paper)
- Shredded paper (in a paper bag)
- Telephone books
- Tissue paper (gift type)

Metal

- Aerosol cans (empty)
- Aluminum cans
- Aluminum foil (clean)
- Aluminum pie plates
- Aluminum Cookie sheets

- Aluminum furniture (webbing removed)
- CRV beverage cans
- Food cans (empty)
- Paint cans (empty, dried, latex)
- Pet food cans
- Pots, pans
- Small metal appliances
- Steel cans
- Tin cans

Glass

(Empty; all colors; lids, caps OK)

- Bottles
- CRV beverage containers
- Jars

Plastic

(Containers only; empty; with recycling symbols #1 through #7 ; lids, caps OK, no Styrofoam)

- Baby wipe containers

- Bleach bottles
- Buckets without handles
- CRV beverage containers (soda, water, juice)
- Detergent bottles
- Food containers
- Fruit basket (plastic, #1-7)
- Household cleaning containers
- Lids and caps
- Milk jugs
- Nursery pots
- Prescription bottles (empty)
- Salad dressing bottles (empty)
- Shampoo and cream rinse bottles
- Tub containers (yogurt, cottage cheese, margarine, (# 1-7)
- Water jugs



Recycling Service

Q. What material cannot go in my recycle cart?

A. With such a great recycling program, there isn't much left to go in the garbage, but there are some things that just CANNOT be recycled:

- ⊗ Clothing (please consider donating)
- ⊗ Food scraps
- ⊗ Glass cookware or dishes
- ⊗ Hazardous Materials (take to the Delta Household Hazardous Waste Facility)
- ⊗ Plastic bags and film (take back to grocery store for recycling)
- ⊗ Plastic toys
- ⊗ Soiled paper, such as napkins or tissues
- ⊗ Styrofoam sheets, blocks or peanuts (even with a recycling symbol)
- ⊗ Yard waste (put in your Green Yard Waste Cart)

Q. I don't use the recycling program. Do I have to have it?

A. Yes. While participation is highly encouraged and voluntary, the recycling program is included in the mandatory garbage service as required by Antioch Municipal Code 6-3.02.

Q. I recycle my bottles and cans on my own. Why do I have to have the recycling cart, too?

A. Congratulations for realizing some of the economic benefits to recycling! As you have probably noticed, we can collect far more types of material for recycling in the curbside program than at buy-back centers. Please continue to redeem your bottles and cans and use the curbside program for all your other recyclables.

Q. How often will my recycling be collected?

A. Your recycling collection will remain biweekly on the same schedule it was on with your recycle bins. If you need a new schedule, please contact customer service at 685-4711.

Q. Do I get a choice of cart size for recycling?

A. All households will receive a 64-gallon recycling cart. If you have special circumstances that require a different cart size, please contact customer service at 685-4711.

Q. If I have extra recycling that will not fit into my 64-gallon recycle cart, can I bag it and put it out next to my recycle cart for collection?

A. No. With the new automated trucks, all recyclables must fit in the cart in order for the driver to pick them up. Please hold on to extra recycling for the next pickup, or if you continually fill up your cart, you can get a larger, 96-gallon recycling cart. To conserve space in your existing cart, flatten all boxes or cut them into small pieces and flatten plastic bottles. Excess cardboard can be picked up as one of your 2 new on-call recycling cleanup collections each year. Call 685-4711 to schedule a pickup.

Q. Is a second recycle cart available? What's the rate?

A. Yes, there is a second 64-gallon recycling cart available for \$1.75/month. Contact Customer Service at 685-4711 to make the service change.



Recycling Service

Q. What happens if garbage gets mixed in with my recycling?

A. If there is garbage contaminating your recycling cart, the driver will not be able to empty your recycling cart. If you do not remove the garbage, the recycling cart will not be serviced. If you want to have this cart serviced as garbage, you will have to pay an \$18 fee. This cart will only be serviced on your regular garbage service day.

Q. Will I be notified if my recycling cannot be picked up?

A. Yes. The driver will leave you a non-collection note, explaining the reason your recycling cart was not serviced.

Q. What will happen to my old recycle bin?

A. All unwanted bins will be picked up on your recycling day the weeks of November 7 and November 14. Leave your old recycling bin at the curb, upside-down for pickup. All the old bins will either be reused in other programs or recycled.

Q. What if I want to keep my old recycle bin?

A. Please do. The old recycling bins make great storage containers. For a list of reuse possibilities, please visit the City's website at www.ci.antioch.ca.us/environment.

Q. What if I forget to put out my 14 gallon recycle bin for pick up?

A. Old recycle bins will only be picked up the weeks of November 7 and November 14. Check with your neighbors to see if they want another bin to use for storage in their homes, gardens or garages, if you don't want to keep it. If you can't find any use for it, you can drop it off at the City of Antioch's Maintenance Services Facility at 1201 W. 4th St. Monday- Friday, 8 a.m.-4 p.m. until December 16, 2005.

Q. What if I have no space for another cart?

A. The footprint for the new recycling cart is the same as your current 14-gallon recycling bin, 2.5 square feet. Hopefully, you can find room to tuck it behind a fence on a side yard, back yard or in your garage.

Please remember that you do need to keep it out of public view when it isn't your recycling day. You can always make room for your new cart by downsizing to a smaller garbage cart. If you live in an apartment or condo or in a house with a very small lot, a smaller recycling cart can be requested. Call customer service at 685-4711.



Senior Citizen Low-Income Discount

Q. What are the eligibility requirements for the low income senior discount?

A. To be eligible for the low-income senior rate you must be:

- A resident of the City of Antioch and the sole user of the utilities, except for legal dependants. The service must be in your name;
- Be 62 years of age or disabled as established by the Social Security Administration Supplemental Income Program; and
- Have a total annual household income of \$24,000 per year or less.

Q. I qualify for the low income discount, but don't have it, how do I apply?

A. You must apply with the City of Antioch. Please call 779-7060 to request an application, pick one up at the water desk at City Hall (First floor, 3rd & H Streets).

Q. Do I have to reapply if I already have the senior discount?

A. No, there is no need to reapply.