



SONOMA COUNTY
RESOURCE RECOVERY



Our Team

- ▶ Team Introduction
 - ▶ Alissa Johnson, Administrative Operations Manager
 - ▶ Geoff Harrison, General Manager
 - ▶ Amanda Rivers, Outreach and Education
 - ▶ Kevin Walbridge, President
 - ▶ Roger Williams, CFO
 - ▶ Kassandra Hernandez, Customer Service Representative
 - ▶ Andrea Avila, Customer Service Representative

Single-Family Residents

- ▶ Weekly curbside service
- ▶ Service day will not change
- ▶ Four sizes of garbage carts are available
 - 20-gallon: holds 1-1.5 garbage bags*
 - 32-gallon: holds 2-3 garbage bags
 - 64-gallon: holds 4-5 garbage bags
 - 96-gallon: holds 7-8 garbage bags

*13-gallon size bag

Single-Family Resident Rates

- ▶ 20-gallon Garbage: \$20.20 monthly
 - Low-income rate*: \$17.16 monthly
- ▶ 32-gallon Garbage: \$35.30 monthly
 - Low-income rate*: \$30.01 monthly
- ▶ 64-gallon Garbage: \$64.43 monthly
 - Low-income rate*: \$54.77 monthly
- ▶ 96-gallon Garbage: \$107.53 monthly
 - Low-income rate*: \$91.41 monthly
- ▶ All sizes include a 96-gallon recycling and organics cart
- ▶ Kitchen pails available upon request

*PG&E Cares Program

Multi-Family Residents

- ▶ Weekly service
- ▶ Service day will not change
- ▶ Various-sized carts and bins are available
- ▶ 96-gallon recycling cart included in rates
- ▶ 96-gallon organic cart included in rates
- ▶ Kitchen pails are available upon request from the property manager
- ▶ Recycling education, technical assistance, and training are available.

Additional Services Available

- ▶ Single-family homes receive two (2) bulky-item pickups per year
 - Scheduled in advance
 - Up to four (4)-cubic yards
 - ✓ Three (3) large items
 - ✓ Five (5) E-Waste items
 - Up to 15 35-gallon or 4 96-gallon garbage bags
- ▶ Multi-family communities receive two (2) clean-ups per year
 - Scheduled in advance through the property manager
 - One (1) cubic yard of material for each unit
 - ✓ Mattresses
 - ✓ E-Waste
 - ✓ Metal, including appliances (prepared per guidelines)

Additional Services

- ▶ Curbside Holiday Tree removal
 - Begins December 26th for one week
 - On your service day
 - January 2nd-January 16th; call to schedule pick-up
- ▶ Public cardboard-only container
- ▶ Quarterly newsletters and community-wide education*
- ▶ SCRR Street Sweeper will be cleaning out storm drain catch basins.

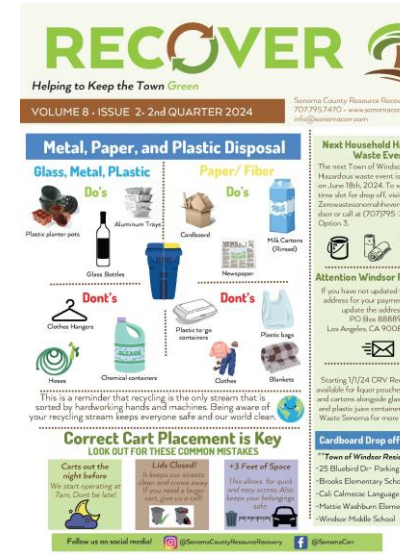
*Such as: community events participation, presentations to community/civic/ business groups

Commercial Customers

- ▶ Weekly service
- ▶ Various-sized carts and bins are available
- ▶ 96-gallon recycling cart included in rates
- ▶ 32-gallon organic cart included in rates
- ▶ Cardboard only containers available
- ▶ Outreach and Education services are available
 - Staff training
 - Waste sorting
 - Signage

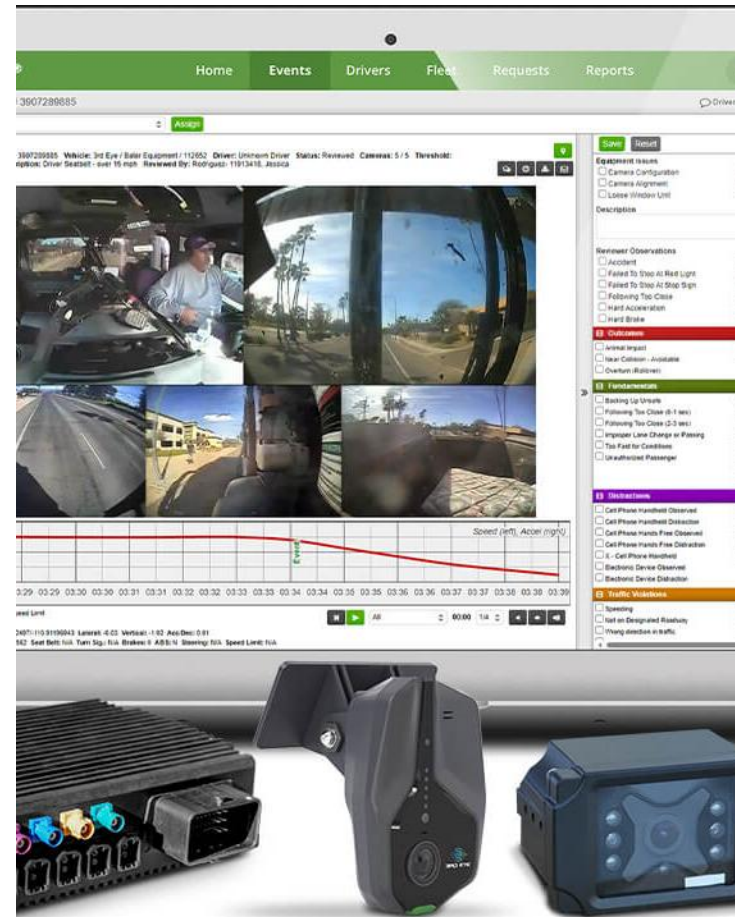
Education and Outreach

- ▶ Tailored, Holistic Approach
- ▶ Contamination Monitoring
- ▶ Waste Audits
- ▶ Recycling Technical Assistance and Training
- ▶ School Outreach/Education
- ▶ Event Participation



Education and Outreach: Third Eye Technology

- ▶ Improved Driver Safety
- ▶ Contamination Detection
 - Enables SCRR staff to tailor education efforts to customers who need it most.
 - Increases diversion.



Container Delivery Schedule

► Delivery and Exchanges

- Bin exchanges will start in the 3rd week of May.
- Carts will be exchanged June 9th through June 20th.

► What to Expect

- New bins will be delivered, and old bins will be removed on the same day.
- New carts will be delivered one at a time: Garbage, Recycling, and Organic
 - ✓ Recology will pick up its carts after SCRR carts are delivered.
 - ✓ Please leave your Recology carts out until Recology has collected them.

► Who to Contact

- Please contact SCRR if you don't receive carts from us between June 9th and June 20th. Bin customers, please call if you haven't received your new bins by July.
- Please contact Recology if your carts/bins weren't removed.

Customer Service

- ▶ The office is located at 10611 Old Redwood Hwy in Windsor.
- ▶ All our customer service representatives are bilingual in English and Spanish
- ▶ Our telephone number is 707-795-7470
- ▶ Email us at info@sonomacorr.com
- ▶ We are open, Monday through Friday, 8:00 am to 5:00 pm
- ▶ Visit our website at www.sonomacorr.com
 - ▶ Make a payment online
 - ▶ View service guides
 - ▶ View past Newsletters

Frequently Asked Questions

- ▶ Holiday Closures- Pick-up is one day later
 - ▶ New Year's Day
 - ▶ Independence Day
 - ▶ Labor Day
 - ▶ Thanksgiving Day
 - ▶ Christmas Day
- ▶ When can I expect my invoices?
 - ▶ Single-family is billed quarterly in January, April, July, and October.
 - ▶ Multi-family and Commercial are billed monthly for the previous month's services.
- ▶ How do I start, change, or cancel service?
 - ▶ Send request to info@sonomacorr.com
 - ▶ Call 707-795-7470

Frequently Asked Questions

- ▶ Which payment forms are acceptable?
 - ▶ Check
 - ▶ E-check
 - ▶ Visa, Mastercard, American Express, and Discover
- ▶ How do I make a payment?
 - ▶ Mail in a check
 - ▶ Online payment
 - ▶ Over-the-phone payment
 - ▶ Recurring EFT or Credit Card payment
 - ▶ In-person in our office
 - ▶ Drop-box located in City Hall

Thank you for coming!

Questions?

