




Mill Valley Refuse Service
 P.O. Box 3557
 San Rafael, CA 94912-3557

IMPORTANT SERVICE UPDATE

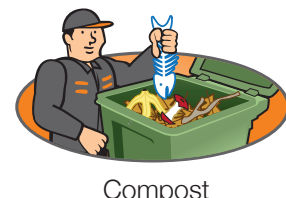
 With the arrival of your second recycling cart, dual-stream collection of recyclables begins!

VISIT OUR NEW WEBSITE

We've redesigned our website to better provide you with information about our dual stream recycling, compost and garbage service.

Be sure to check it out!

www.millvalleyrefuse.com



Compost



Garbage



Container Recycling



Paper Recycling

THE ONLINE TOOL THAT TELLS YOU "WHAT GOES WHERE"

Not sure how to properly dispose of something? Search our **What Goes Where** tool to find out if a material can be reused, recycled, composted, or disposed of in your trash.

Try it today!
www.millvalleyrefuse.com



WHAT GOES WHERE



DUAL STREAM RECYCLING IS ABOUT TO BEGIN

Your town has elected to begin residential dual stream collection of recyclables on alternating weeks.

You will receive a second recycle cart in the coming weeks. Begin putting paper and cardboard in the new cart; and glass, plastic and cans in your existing cart. These will be picked up on alternating weeks.

This flyer will answer questions about the new system and has a calendar of the new pickup schedule.

PROPER DUAL-STREAM SORTING STARTS IN THE HOME - WE SUGGEST:

1. Use two containers in your home for storing recyclables. These could be buckets or reusable bags as shown in the photo on the right.
2. Designate one bag for containers (cans, glass, & plastic) and one for paper products (paper, cardboard boxes, & mail).
3. When the bags are full, dump them into the appropriate outdoor cart.



ROLL THE PROPER CART TO THE CURB ON THE CORRECT WEEK



Your new cart with the blue lid is your Paper Cart. Use this cart for clean paper and cardboard recyclables only.



Your existing cart with the brown lid is your Container Cart. Use this cart for clean bottles, cans and plastic container recyclables only.

RECYCLE CLEAN PAPER ONLY RECICLE PAPEL LIMPIO

Use your new brown cart with the blue lid.

PLASTIC BAGS

COATED PAPER

CARTONS

GLASS OR METAL

RECYCLE BOTTLES, CANS & CONTAINERS BOTELLAS, BOTES Y LATAS

Use your existing brown cart with the brown lid.

PLASTIC BAGS

PAPER ITEMS

COMPOSTABLE PLASTICS

CLAMSHELLS OR STYROFOAM

BEFORE YOU CALL OUR OFFICE



Please understand we are a small business with a limited number of customer service representatives who won't be able to keep up with hundreds of calls about this new program. We encourage you to **visit our comprehensive website before you contact us** as you're likely to find the answers to your questions there. www.millvalleyrefuse.com

HERE ARE ANSWERS TO SOME OF THE MOST FREQUENTLY ASKED QUESTIONS

Why dual stream collection?

Dual stream collection produces the cleanest and most marketable stream of high-quality material. It is especially effective in eliminating the contamination of paper by food and liquid residue from cans, bottles and plastic containers.

Why not pick up both streams on the same week?

Some programs use split carts that are picked up by trucks with split compartments. To do this, we would have had to buy a new fleet of trucks, scrap all existing carts at your homes, and replace the old carts with new split carts. The alternating week pick up schedule allows us to use our existing trucks and carts, thereby avoiding an expense that would have greatly increased rates.

Who decided to switch from single to dual stream?

Your town and city councils or sanitation boards voted to make this switch after MVRS conducted a pilot program in 2018 to test the feasibility of alternate week dual stream collection. We made public presentations at council and board meetings in May, 2019, highlighting the pros and cons we learned from the pilot program, and in June all our jurisdictions voted to make the switch.

When does dual stream collection start?

As soon as your second cart arrives.

What is the alternating week pick up schedule?

Refer to the calendar on the next page of this flyer. Please save it for future reference. Also, an up-to-date calendar will always be available on our website. If all else fails, it's OK to put both carts at the curb on your regular pick up day. Our driver will dump the correct cart for that week and leave the other.

Do I have to have a second cart? It's getting crowded!

Our drivers can only pick up the proper material on the Paper or Container weeks, but if you can manage separating and storing your recycling using only one cart that's okay. You can reject the new cart when it's delivered or call us to remove it if you find you don't have room for it. Our drivers will dump whatever cart or cans you put out so long as they contain only the proper material for that week's collection.

Are smaller carts available?

We have a limited number of smaller carts (half the size of your regular cart), which we can provide upon request as supply allows.

8-15-19 UPDATE: We are out of smaller carts.

What will happen if I don't sort correctly or put out the wrong cart?

We know it could take time to get used to this new system. There will be a grace period if mistakes are made in which our drivers will dump your carts. However, they will leave a Courtesy Service Notice (right) on your cart as a reminder.

In October we have to leave carts that aren't sorted correctly.

COURTESY SERVICE NOTICE

Dual stream recycling has begun and we need your help to make it successful.

Your cart was flagged for one of two reasons:

- Not properly sorted for dual stream collection*
- Properly sorted, but you did not put the right material at the curb for pick up according to our dual stream recycling schedule this week*

Adjustment Period Through September We're still dumping carts as a courtesy to give you time to adjust to the new dual stream collection method and schedule*.

Starting October If your cart was not dumped, it was for one of the two reasons listed above. Sorry, but we cannot mix paper with other recyclables in our trucks anymore. You may call our office for a special pickup (\$20 fee applies) **OR** properly sort materials for FREE pickup on your next regular Paper or Container collection week.



*Visit www.millvalleyrefuse.com for the dual stream recycle pick up schedule and more information about dual stream sorting.

MILL VALLEY REFUSE SERVICE RESIDENTIAL RECYCLE CALENDAR

An up-to-date calendar will always be available on our website at www.millvalleyrefuse.com

Month	S	M	T	W	T	F	S
August 2019							
Container	28	29	30	31	1	2	3
Paper	4	5	6	7	8	9	10
Container	11	12	13	14	15	16	17
Paper	18	19	20	21	22	23	24
Container	25	26	27	28	29	30	31
September 2019							
Paper	1	2	3	4	5	6	7
Container	8	9	10	11	12	13	14
Paper	15	16	17	18	19	20	21
Container	22	23	24	25	26	27	28
Paper	29	30	1	2	3	4	5
October 2019							
Paper	29	30	1	2	3	4	5
Container	6	7	8	9	10	11	12
Paper	13	14	15	16	17	18	19
Container	20	21	22	23	24	25	26
Paper	27	28	29	30	31	1	2
November 2019							
Paper	27	28	29	30	31	1	2
Container	3	4	5	6	7	8	9
Paper	10	11	12	13	14	15	16
Container	17	18	19	20	21	22	23
Paper	24	25	26	27	28	29	30
December 2019							
Container	1	2	3	4	5	6	7
Paper	8	9	10	11	12	13	14
Container	15	16	17	18	19	20	21
Paper	22	23	24	25	26	27	28
Container	29	30	31	1	2	3	4
January 2020							
Container	29	30	31	1	2	3	4
Paper	5	6	7	8	9	10	11
Container	12	13	14	15	16	17	18
Paper	19	20	21	22	23	24	25
Container	26	27	28	29	30	31	1
February 2020							
Container	26	27	28	29	30	31	1
Paper	2	3	4	5	6	7	8
Container	9	10	11	12	13	14	15
Paper	16	17	18	19	20	21	22
Container	23	24	25	26	27	28	29
March 2020							
Paper	1	2	3	4	5	6	7
Container	8	9	10	11	12	13	14
Paper	15	16	17	18	19	20	21
Container	22	23	24	25	26	27	28
Paper	29	30	31	1	2	3	4
April 2020							
Paper	29	30	31	1	2	3	4
Container	5	6	7	8	9	10	11
Paper	12	13	14	15	16	17	18
Container	19	20	21	22	23	24	25
Paper	26	27	28	29	30	1	2
May 2020							
Paper	26	27	28	29	30	1	2
Container	3	4	5	6	7	8	9
Paper	10	11	12	13	14	15	16
Container	17	18	19	20	21	22	23
Paper	24	25	26	27	28	29	30
Container	31	1	2	3	4	5	6
June 2020							
Container	31	1	2	3	4	5	6
Paper	7	8	9	10	11	12	13
Container	14	15	16	17	18	19	20
Paper	21	22	23	24	25	26	27
Container	28	29	30	1	2	3	4
July 2020							
Container	28	29	30	1	2	3	4
Paper	5	6	7	8	9	10	11
Container	12	13	14	15	16	17	18
Paper	19	20	21	22	23	24	25
Container	26	27	28	29	30	31	1

Key

Paper Put your Paper Cart (blue lid) out for collection on the blue week.	Container Put your Container Cart (brown lid) out for collection on the brown week.	 Indicates a non-service day. Put your carts out one day later through Saturday.
---	---	--