



Proud to be your service provider for the collection of **Recyclables, Organics & Garbage.**

# Multi-Family Residential News

NOVEMBER 2019

## We are excited to be part of your community!

ACI of San Ramon is your new service provider for the collection of **Recyclables, Organics and Garbage.** The new Multi-Family collection program includes:

- New collection containers.
- **Organics** collection for Multi-Family complexes. All Multi-Family customers have been contacted by phone, email or in person by ACI of San Ramon representatives to discuss their services and the delivery of **Organics** containers. Please contact us with any questions.
- Recycling tote bags and handy kitchen pails (see right) for all Multi-Family tenants.

Please visit: [www.SanRamonRecycles.com](http://www.SanRamonRecycles.com) for more information about the collection program.

**Garbage rates will not change until January, 2020.** Current rates will continue until December 31, 2019. For most customers, rates will increase on January 1, 2020. The amount of the increase will vary depending upon the amount of garbage service you subscribe to.

Most customers can minimize garbage bills by recycling. Proper use of recycling and organics containers may decrease the amount of garbage service needed. For a list of FAQs, rates and program information please visit: [www.SanRamonRecycles.com](http://www.SanRamonRecycles.com).

## Questions? Contact Us:

**Collection Services and Program Information:** ACI of San Ramon Customer Service at 925-380-9480 or [info@alamedacountyindustries.com](mailto:info@alamedacountyindustries.com).

**Billing and Auto Pay Information:** ACI of San Ramon Billing Department at 925-380-9480 or [billingsr@alamedacountyindustries.com](mailto:billingsr@alamedacountyindustries.com).

**Change in Providers and Contract Information:** City of San Ramon Recycling Technician, Adam Murphy at 925-973-2642 or [amurphy@sanramon.ca.gov](mailto:amurphy@sanramon.ca.gov).



BLUE = RECYCLABLES



GREEN = ORGANICS



GRAY = GARBAGE

Proper sorting makes a difference!



To help, ACI of San Ramon provides one tote and pail to each unit at no charge.

THE RECYCLING TOTE makes it easy to transport recyclables to the blue recycling collection containers at your complex.



THE HANDY KITCHEN PAIL\* is for the collection of food-soiled paper and food scraps. Tenants simply empty the contents of the pail into the green organics collection containers at your complex.



\*Must have organics service in place to receive kitchen pails.

If you haven't received your Recycling Totes and Handy Kitchen Pails yet, contact us today to arrange delivery.

Contact us to start or improve your recycling program.

**Our Sustainability Specialists will visit your complex to:**

- Conduct waste assessments.
- Help train staff and tenants.
- Make service suggestions.
- Provide posters, totes, kitchen pails and service guides.

## Multi-Family Holiday Tree Collection

ACI of San Ramon will collect holiday trees at no additional charge during the month of January. Clean green trees will be composted.



### THERE ARE 2 COLLECTION METHODS:

**1.** Complexes with a large number of holiday trees can request a debris box for collection. Contact us or visit our website: [www.sanramonrecycles.com/holiday/](http://www.sanramonrecycles.com/holiday/) for more information, downloadable flyers and a form to reserve your debris box.

**2.** Complexes can designate a collection area for trees during the month of January. Approval of designated collection area by ACI of San Ramon personnel is required. **Contact us to make arrangements.**

### PLEASE REMEMBER:

- Remove all decorations, lights, & the stand.
- Cut tree in half if taller than 6 feet.
- Please do not place tree in any type of plastic wrap or bag.
- Flocked trees accepted, but will not be composted. Artificial trees not accepted.



*Everyone at ACI of San Ramon wishes you the happiest of holidays and a successful 2020.*

## Holiday Service Schedule

**THANKSGIVING WEEK:** If your regular collection day is Thursday or Friday, your containers will be serviced one day later.

**CHRISTMAS WEEK:** If your regular collection day is Wednesday, Thursday or Friday, your carts will be serviced one day later.

**NEW YEAR'S DAY WEEK:** If your regular collection day is Wednesday, Thursday or Friday, your containers will be serviced one day later.

### NOVEMBER 25 -30, 2019

If your collection day is:	Mon. 25	Tue. 26	Wed. 27	Thu. 28	Fri. 29
Your holiday collection day will be:	Mon. 25	Tue. 26	Wed. 27	Fri. 29	Sat. 30

### DECEMBER 23-28, 2019

If your collection day is:	Mon. 23	Tue. 24	Wed. 25	Thu. 26	Fri. 27
Your holiday collection day will be:	Mon. 23	Tue. 24	Thu. 26	Fri. 27	Sat. 28

### DEC. 30, 2019 - JAN. 4, 2020

If your collection day is:	Mon. 30	Tue. 31	Wed. 1	Thu. 2	Fri. 3
Your holiday collection day will be:	Mon. 30	Tue. 31	Thu. 2	Fri. 3	Sat. 4

**SHARE THIS INFORMATION WITH YOUR TENANTS!** This newsletter can be downloaded and printed from our website: [www.sanramonrecycles.com/multi-family/resources/](http://www.sanramonrecycles.com/multi-family/resources/).



Proud to be your service provider for the collection of **Recyclables, Organics & Garbage.**

### Contact us:

925-380-9480  
[info@alamedacountyindustries.com](mailto:info@alamedacountyindustries.com)  
[www.SanRamonRecycles.com](http://www.SanRamonRecycles.com)

### Office:

Monday-Friday: 9am - 7pm  
 610 Aladdin Avenue  
 San Leandro, CA 94577



Printed on recycled paper. Please recycle again!



**Remember: Reduce, Reuse, Recycle, Rot & Donate!**

For a comprehensive list of what belongs in your collection containers, visit our website or scan the QR code at right.

