

Astoria 2023

# Customer Service and Recycling Guide

## Prevent Truck Fires!

Keep these items out  
of your cart:

- 1. Hot Ashes and Fireworks**  
Douse in water and let sit overnight
- 2. Pool and Shop Chemicals**  
Deliver to Household Hazardous Waste event
- 3. Lithium Batteries**  
Deliver to Household Hazardous Waste event





# Customer Service and Recycling Guide

Astoria 2023



## Contact Us!

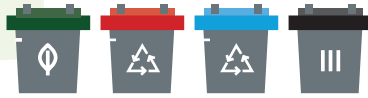
**Recology Western Oregon**  
2320 SE 12th Place, Warrenton, OR 97146

**Customer Service** 503.861.0578  
Monday to Friday, 8 AM – 5 PM  
**Pay by Phone** 971.312.0178  
**Toll Free** 866.908.1183

 @RecologyWesternOregon

RWOinfo@Recology.com  
Recology.com/WesternOregon

# Collection Services



Recology provides a wide variety of cart and container sizes and service frequency options. Some services are not available in select areas, and some cities have restrictions on container sizes. Call or email our Customer Service team for details on special services or rules that apply in your area.

## Collection Set Out Time

For curbside service, set your cart out by **6 AM on your collection day** (or the night before). Your actual service time may vary from week to week. Many cities require that carts are brought back in within 24 hours after collection to ensure the public right-of-way. This includes sidewalks, driveways, and roadside locations.

## Weight Limits

32-gallon cart	75 lbs
90-gallon cart	150 lbs

## Curbside Placement

Please place your carts within 4ft of the curb or road's edge and 4ft from other carts and obstacles, such as cars, trees, basketball hoops, and mailboxes.

## Missed Collection

If your cart service did not happen as scheduled, email or call our Customer Service team to discuss options. Fees may apply.

## Extra Garbage

Place loose items in bags or boxes. There is an additional fee for extra garbage if the cart is overflowing AND/OR the lid does not close. Driver will service up to one additional cart of extra garbage. Extra garbage over that amount will require preauthorization, please email or call Customer Service. Fees apply for all extra garbage.

## What's My Recycling Collection Schedule?

Your recycling service calendar can be found in this guide. If you have less-than-weekly garbage service, you can find your service calendar on our website or contact our office to have one sent to you.

## Vacation Stop

Planning a trip? Email or call us to discuss options.

## Holiday Service

On most holidays, Recology operates as usual. Recology does not collect on Thanksgiving and Christmas day. During those times, service is delayed by one day for the remainder of the week.

For example, during Thanksgiving week, Thursday customers will be collected on Friday, and Friday customers will be collected on Saturday. In 2022, Christmas falls on Sunday, so no residential customers are affected. In 2023, Christmas falls on Monday, so service will be delayed by one day for all residential customers for the rest of the week (Monday customers on Tuesday, Tuesday customers on Wednesday, etc.).

# Preparing for a Storm



## Be Prepared for All Types of Weather

1. Bag all garbage and tie bags closed before placing in your garbage container. Recyclables should be placed loose in your cart, but can be secured inside larger boxes or paper bags.
2. Don't overload your cart. If the lid is partially open, it will blow open in strong winds.
3. Do not put your cart out overnight if the forecast calls for windy and/or stormy weather. However, carts DO need to be out by 6 AM on collection day.

## Secure Your Lid

Place a rock or another large object on top of the cart.

**Please no bungee cords—serious injuries can occur!**

## Wind Latch

We offer a variety of solutions designed to help stop the wind from blowing open the lids of our carts.

Please call for options and pricing.

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## Temporary Boxes

We offer 3, 10, 20, and 30 cubic yard boxes. If your home was built before 2004, you may need an asbestos survey before we can deliver a box to you. Call for more information and proper disposal options.

## Bulky Item Pick Ups

Recology collects mattresses, computers, TVs, appliances, and more! Give us a call to schedule a curbside collection. Service charges and disposal fees apply for most items.



## Business Services

Recology offers waste audits and other services at no charge to commercial customers, including help with enclosure design, container size, collection frequency, and finding the recycling services that work best for you.

## Setting Up an Online Account

1. Visit [Recology.com](http://Recology.com)
2. Click on "My Recology"
3. Enter your zip code in the pop-up window and click "submit"
4. Click on "Pay My Bill"
5. Click on "Enroll" to set up a new online account  
*Note: Click on "One Time Payment" to pay online without creating an account*
6. Fill out the online form with your information. The password must be:
  - a. At least 3 letters with at least 1 upper and 1 lower case letter
  - b. At least 1 number
  - c. At least 1 special character (@#%^\_+ only)
  - d. Between 8 and 30 characters long

### PLEASE NOTE

In the House Number field, enter only the house number of the service address, not the street name or apartment number.

Once submitted, an online account will be created for your Recology Western Oregon bill. All future statements will be emailed as long as your online account is active.

### PAY BY PHONE

To pay your Recology statement by phone, please call 971.312.0178 and have your account number ready.



# Reduce, Reuse and Recycle Right!

## Why Recycle?

1. Saves water, energy, and other natural resources like trees, minerals, natural gas, and oil.
2. Reduces the amount of waste sent to landfills.
3. Prevents pollution by reducing the need to collect new raw materials.
4. Helps create jobs in recycling and manufacturing.
5. May help lower your garbage bill by allowing you to switch to a smaller container or less frequent service.

## Waste Reduction and Reuse are even better than Recycling!

When you choose to reduce and reuse, less material, energy, and natural resources are used in the product's lifecycle. You also avoid the emissions from the extraction, processing and transport of new goods. With the power of Reuse, Reduce, and Repair, the impacts for our environment are out of this world!



### OUR TOP 10 REDUCTION TIPS

1. Carry a reusable water bottle and refill it often!
2. Take your own mug to the coffee shop.
3. Carry canvas bags when grocery shopping.
4. Buy loose fruits and vegetables.
5. Choose reusable containers to store food and for packing lunches.
6. Refuse single-use plastics when possible.
7. Buy in bulk to eliminate packaging.
8. Shop at stores that re-sell clothing, furniture, appliances, and tools.
9. Use cloth napkins instead of paper ones.
10. Try to repair broken items before replacing them.

## Home Composting

Composting your yard trimmings and kitchen scraps is a great way to help your plants and reduce the amount of waste you generate.



### START A HOME COMPOSTING SYSTEM!

1. Build or buy a compost bin, or just make a pile.
2. Mix two parts greens (grass, leaves, and flowers) to one part browns (dry leaves, sticks, and twigs)
3. Some kitchen scraps are acceptable (vegetable and fruit peels, eggshells, coffee grounds). No meat or dairy products—these can attract rodents and flies and cause bad odors.
4. Turn and water regularly; keep your pile moist (like a damp sponge), and move the material around using a pitchfork or shovel.

### WHY USE COMPOST?

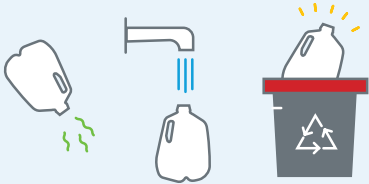
Compost increases water retention, decreases the need for chemical fertilizers and pesticides, and helps keep a useful resource from going to waste!

## Yard Debris Recycling

Curbside Yard Debris collection is available for all customers living within the city limits of Astoria. These folks can also bring their clean yard trimmings to the Astoria Transfer Station at no charge. Customers pay for this program as part of their collection service. All others are charged by the cubic yard to drop off material.

# RECYCLE

## FOLLOW 3 SIMPLE RULES:



**EMPTY,  
CLEAN,  
AND DRY!**

- Empty any residual food or liquid.
- Clean the product by quickly rinsing or scraping off debris.
- Shake the container to remove moisture before tossing in your recycling cart.
- Do not use plastic bags; paper bags or boxes are OK.
- No items smaller than a tennis ball.
- Remove all lids.



Place mixed recycling loose in the **red-lid recycling cart.**

## PAPER AND CARDBOARD



## PLASTIC



## METAL



Glass is collected separately from the rest of recycling in **the blue-lid recycling cart.**

## GLASS BOTTLES AND JARS ONLY



**⊘ No dishes, wine glasses, Pyrex, or window glass**

# GARBAGE



*Remember to place your disposable coffee pods in the garbage*



## YARD DEBRIS

Place yard debris in the **green-lid cart.**



**⊘ No dirt, sod, stumps, or animal waste**

## TOP CONTAMINANTS

- Glass bottles and jars are collected separately curbside or at one of our local depots.
- Electronics can be dropped off at the Astoria Transfer Station.
- Plastic bags can be taken to some local grocery stores.
- Plastic clamshells, takeout containers, coffee pods, and diapers go in the garbage.

# 2023 Recycling Collection Calendar

## JANUARY

S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

## FEBRUARY

S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

## MARCH

S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

## APRIL

S	M	T	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

## MAY

S	M	T	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

## JUNE

S	M	T	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

## JULY

S	M	T	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

## AUGUST

S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

## SEPTEMBER

S	M	T	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

## OCTOBER

S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

## NOVEMBER

S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	<del>23</del>	<del>24</del>	<del>25</del>
26	27	28	29	30		

## DECEMBER

S	M	T	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	<del>25</del>	<del>26</del>	<del>27</del>	<del>28</del>	<del>29</del>	<del>30</del>
31						



**Commingled Recycling and Glass**  
(In separate carts)



**Yard Debris Collecton**

### Holiday Collection

Recology does not collect on Thanksgiving or Christmas Day. Collection will occur one day late after the missed holiday.

## Household Hazardous Waste

Cleaning products, paints, and other chemicals can be dangerous if not properly disposed.

### CLATSOP COUNTY'S HHW FACILITY

1780 Williamsport Road, Astoria, OR  
Next to the Astoria Transfer Station



Contact Clatsop County to learn more. Call 503.325.9302, visit their website at [co.Clatsop.or.us/PublicHealth](http://co.Clatsop.or.us/PublicHealth), or email [Health@co.clatsop.or.us](mailto:Health@co.clatsop.or.us).

## E-Waste

Oregon E-Cycles is a free recycling program for computers, TVs, and monitors. The program is funded by manufacturers, with oversight from Oregon DEQ. Drop off items at the Astoria Transfer Station.



*For large quantities, call ahead to make an appointment. TVs, computers, monitors, and laptops are prohibited from*

## Medical Waste

Medical waste and sharps (e.g., needles, syringes) cannot be thrown out with the regular garbage. We offer safe, efficient disposal using approved containers—contact us for more information and pricing.

## Paint Recycling

All paint sold in Oregon includes a surcharge to fund a collection and recycling program. Visit [PaintCare.org](http://PaintCare.org) for details. You can drop off latex and oil-based paints at one of these locations:

### CITY LUMBER CO.

2142 Commercial St.  
Astoria, OR 97103  
503.325.4511

### SHERWIN-WILLIAMS

3527 Highway 101 N  
Gearhart, OR 97138  
503.738.6751



## Recycling Depots

### ASTORIA TRANSFER STATION

1790 Williamsport Road, Astoria

- ✓ **Accepted at the Scalehouse:** Garbage, yard debris, wood, tires, appliances, electronics, and car batteries. *Fees apply for most items.*
- ✓ **Accepted at the Self-Service Recycling Depot:** Glass bottles and jars, cardboard, paper, tin and aluminum cans, motor oil, and rigid plastic bottles and tubs. *No fees apply.*

### SVENSEN DEPOT

92435 Svensen Market Road  
Next to the Clatsop County Sheriff's Office

Available every weekend  
Friday afternoon–Monday morning

**Never leave garbage. Never leave recycling when containers are not present.**

- ✓ **Accepted:** Mixed recycling and glass only

### WESTPORT DEPOT

1177 Westport Ferry Road  
Behind the Westport/Wauna Fire Department

Available every other weekend  
Friday afternoon–Monday morning

- ✓ **Accepted:** Mixed recycling and glass only

