

# West Valley Recycles!



## Free and Easy E-Waste Drop-off Events (3 Dates)

9:00am–2:00pm (Rain or Shine)

### Campbell

Saturday, October 11, 2014  
Orchard Community Church  
157 E. Rincon Ave.  
Campbell, CA 95008

### Saratoga

Saturday, October 18, 2014  
Saratoga Prospect Center  
19848 Prospect Rd.  
Saratoga, CA 95070

### Los Gatos

Saturday, October 25, 2014  
Calvary Church of Los Gatos  
16330 Los Gatos Blvd.  
Los Gatos, CA 95032

**Accepted Items:** TVs, monitors, computers, laptops, DVD and CD players, printers, scanners, vacuum cleaners, electronic toys and games, cameras, stereos, and speakers. (No appliances and hazardous waste such as batteries or fluorescent lights)



For more information, call WVC&R Customer Service at **(408) 283-9250**

## Christmas Tree Collection

Beginning December 26, 2014 and continuing through January 23, 2015, WVC&R will collect Holiday trees on your regular collection day under the following guidelines:

- Undecorated natural or flocked trees are acceptable.
- Please remove stands, tinsel, and decorations.
- All trees must be cut into 5-foot or preferably shorter lengths.
- Place the tree at least one foot away from WVC&R carts.



### HOLIDAY SCHEDULE:

Thanksgiving is not a “collection holiday” – it is a regular service day! For the weeks of Christmas and New Years Day (December 25th and January 1st), if your regular collection day is on Thursday or Friday, your collection day will occur one day later during these weeks.

## WVC&R School Outreach Recycling Program

As another new school year gets underway, WVC&R encourages the community to share the importance of recycling with children. WVC&R offers classroom presentations to educate on the benefits of recycling, reducing, and reusing materials. WVC&R presentations will provide information on how to

properly participate in the recycling program, how the materials we collect are processed and recycled and why it is important for the community to participate in the recycling program.

WVC&R feels that educating our children today on environmental issues and concerns in a creative and interactive setting will

create a group of inspired, environmentally aware adults for the future.



For more information on our school outreach program, please contact Outreach Coordinator Kristine Dungo at **(408) 283-9250** or at **KristineD@wcnx.org**.

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## Thank You for Calling WVC&R, How May We Assist You?



**Monique Figueroa, Customer Service Representative** for WVC&R since 2008, opens every call with a vibrant attitude and an eagerness to assist the customer. By intently listening to her customers and asking the appropriate questions, she is able to determine how to provide the customer with the best service. Every week, the customer service department receives a secret shopper call to rate the quality of their customer service skills. Within the 6 years she

has worked for the company, Monique has received 2 awards for ranking in the Top 10 among approximately 600 customer service professionals within the Waste Connections Corporation, and is currently ranked in the Top 5 for this year. 'Being a resident of Campbell my entire life, I have a strong connection with the community. I strive to provide my customers the same kindness and support my family, friends, and community have given me.'

## Stay Green for the Upcoming Holidays:

- Enjoy the gifts Mother Nature has provided and decorate your house and dinner table with natural items such as acorns, colorful leaves, vibrant vegetables, and pine cones.
- Skip the disposable plates and cups. Help reduce waste by using washable, reusable dishware, containers, utensils and cups.
- When heading to the store, don't forget to bring your reusable bags!
- Clearly label household garbage and recycling receptacles. Make it easier for family and guests to recycle during the holiday season.
- Leaves on the driveway, sidewalk, or door steps? Avoid hosing them down and sweep them into piles instead.

You save about 6 gallons of water per minute.



## Important to Note

**Roll-Off and Debris Box** WVC&R is the exclusive roll-off and debris box provider in Campbell, Los Gatos, Monte Sereno and Saratoga. To schedule a delivery, please contact Customer Service at **(408) 283-9250** or by email at **customerservice@westvalleyrecycles.com**.

**Household Hazardous Waste:** Call the Santa Clara County Household Hazardous Waste Program at **(408) 299-7300**. For more about WVC&R's e-waste and universal waste residential drop off program call **(408) 283-9250**.

**Reduce Litter:** Remember to place all loose light items such as frozen food bags, plastic grocery bags, plastic liners, plastic wrap, shredded paper, Styro-foam packing peanuts, and any other items in a tied plastic bag before placing into cart.

To order a free How-to guide, free oil jug and filter bag, please call **(408)283-9250**.

**Contact Us:**  
**(408) 283-9250**  
**www.westvalleyrecycles.com**  
customerservice@westvalleyrecycles.com

Choose the method that works best for you.

**Pay/View Bill Online:** Visit our new online payment system at **www.wcicustomer.com**.

If you already have an existing profile, please log in using your User Name and password. To enroll as a new user, please set up a new profile. You will need your account number and an invoice number, which can be found on your recent bill.

*\*We accept Visa, MasterCard, American Express and checking accounts for online payments.*

**Pay over the Phone with a Credit Card:** Call our automated phone system at **(855) 569-2719**. You will need to enter your account number and the amount you owe to make a payment.

**Pay by Mail:** Mail in a check payable to West Valley Collection & Recycling. Use the pre-addressed envelope included with your bill. Please include the payment stub to expedite the payment process.

**Pay at our Office:**  
1333 Oakland Road  
San Jose, CA 95112

Our office hours are:  
Monday – Friday  
8 AM to 4:30 PM  
**(408) 283-9250**



Bill Pay the Easy Way