

West Valley Recycles!



Look Out for Our New Fleet of Trucks!

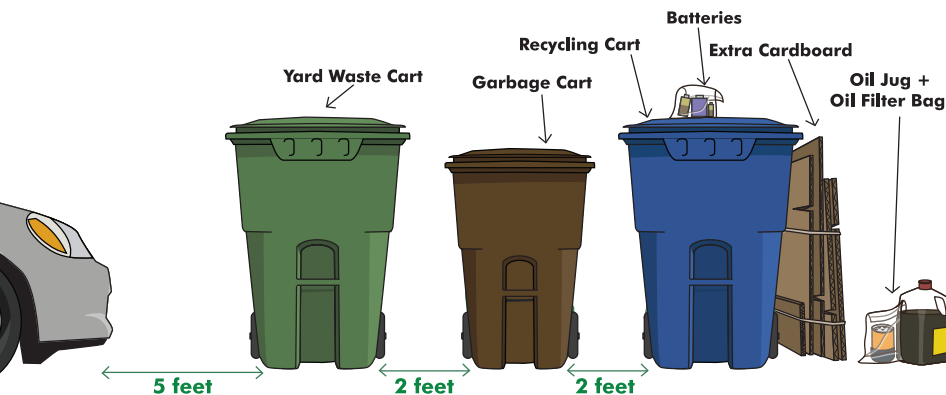
Beginning July 2014, WVC&R will be servicing the Cities of Campbell, Monte Sereno, Saratoga and the Town of Los Gatos with new **Compressed Natural Gas (CNG)** trucks. These trucks are powered by a cleaner burning alternative fuel made entirely in the U.S., providing our community



with cleaner air. The trucks also have a larger collection capacity to reduce the amount of trips to the landfill and recycling center. Both mileage and emissions will be reduced in comparison to the old fleet of trucks.

Watch for your Annual Clean-Up Flyer in the Mail

WVC&R will collect items curbside annually. A notification of your scheduled clean-up date and acceptable items will be mailed out one month prior to your clean-up date. If you miss your scheduled date, you can schedule a bulky item collection for \$20 by calling Customer Service at (408) 283-9250.



Reminder:
Solid waste collection rate change effective July 1, 2014.



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How Does Customer Service Do it? A Great Team Begins with a Great Leader.



Denay Dominguez, Customer Service Supervisor for West Valley Collection & Recycling ensures her department is assisting all customers in the queue promptly, providing resolutions for any service issues and closing every call with a positive attitude. On average, customer service receives 250 to 300 calls everyday. "Our goal is to ensure our customer is more than satisfied

with our services at the end of each call," says Denay. After 13 years with the company, 10 years as a customer service representative and 3 years as the department's supervisor, Denay's extensive experience and knowledge have helped the department excel as a tight knit unit. She trains her representatives with webinars and weekly secret shopper calls as guidance and practice to engage all calls with professionalism and efficiency. When call volumes rise or a complex issue arises, she is on the phone to assure the day runs smoothly for her department and the customers on the other line. "Everyday I come to work with a smile because I love working with these people. Time flies when you work with a great group and company."

Looks Like It's Going to be a Hot One This Year!

Here are some ways you, your family and friends can stay safe and green for this summer season:

Reduce your travel waste! Use reusable dishware, cups, and cloth napkins for picnics, hikes, beach and camping trips

Remember your sun protection! Don't forget your sunglasses and to apply sun block before stepping outside.

Skip the A/C! Using a fan to cool the room and circulate the air uses less energy than air conditioners.

Stay HYDRATED! Eating foods with high water content such as fruits and

vegetables can keep you hydrated and energized during the sizzling season.

Skip the Charcoal! Grilling your food with a propane tank is cleaner for your backyard and the environment than using charcoal. Also, grilling outside will save you some \$\$\$ on your electricity bill.

Conserve Water: Sweep sidewalks, steps and driveways rather than hosing them down. About 6 gallons of water per minute can be wasted if the hose is left running.

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 **1 (866) 740-2455**. 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

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 our Sales Representative at **(408) 642-8867** or by email at StephanieS@wcnx.org.

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