



Northern Recycling & Waste Services RECYCLING NEWS



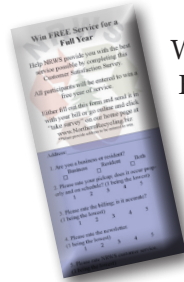
530-876-3340 * 920 American Way, Paradise * Office open Mon - Fri 8 a.m. to 5 p.m.

APRIL - JUNE 2012



Customer Satisfaction Survey Results

Thanks to everyone who took the time to fill out our Customer Satisfaction Survey. We appreciate all your feedback. We had 2,300 customers complete the survey with an overall approval rate of 99%! The survey asked for our customers to rate our service on a scale of 1-5 with one being the lowest (96% responded in all categories with a 4 or 5, and 3% with 3's).



We received many good suggestions and questions. Below you will find answers to those questions that were the most popular. Please remember that the whole NRWS team is here to help you; give us a call and we will be happy to help answer any questions.

Popular Questions and Answers

Q: Yard waste: why can't we have pick ups each week like other communities? Can we have additional yard waste carts part of the year?

A: Communities that have yard waste pick up once a week only provide their customers with one yard waste cart. NRWS provides two yard waste carts and picks them up every other week. Thus you have the same amount of service as other communities but with less wear and tear on the roads, less emissions being produced, and less labor associated with pickups that protect our environment and keep costs down. If the Town wished to change to a weekly yard waste pickup NRWS would have to establish more routes, buy more trucks for collection, and thus increase costs to all customers. The same thing is true if NRWS was to drop off extra yard waste carts during the fall and spring and then pick them back up; there would be a large labor cost associated with providing the entire community with extra carts. The Town of Paradise and NRWS's goal is to support the future of our community through innovative collection approaches that increase sustainability and keep costs down. These approaches have made Paradise a leader of sustainability in Butte County.

Q: I don't fill up my trash can weekly, can I have every other week pickup?

A: No. It is State law for garbage to be picked up every seven days and is enforced by local ordinance that all residents within the Town of Paradise have weekly trash service.

Q: When will I be able to recycle Styrofoam?

A: NRWS used to take Bulk Styrofoam at our Recycling Center, unfortunately, the company Timbron that was taking our material has gone out of business. There are no local manufacturers that will take Styrofoam for recycling at this time. When markets open to accept Styrofoam and we are assured that it is being recycled in an environmentally responsible manner, we will start collecting it. You can call our local packaging stores (UPS, PostNet ect.), to see if they will take your bulk Styrofoam and peanuts for reuse. The best option is to reduce your Styrofoam waste by avoiding purchasing it when you can.

Q: Is there a way to get my neighbors to bring their cans in after service?

A: Yes, you can call Code Enforcement and report the problem and they will address it. It is required that you bring your cans off the street at least 24 hours after service.

Congratulations to Paul Holman our winner of a FREE Year of Service.



RECYCLING & YARDWASTE ALTERNATING SCHEDULE

Recycling = **Blue week**

Yardwaste = **Brown week**

HHW = Household Hazardous Waste Facility Open 9 a.m. to 1 p.m.

April 2012

S	M	T	W	Th	F	S	
1	2	3	4	5	6	HHW	
8	R	E	10	C	12	13	14
15	16	17	18	19	20	HHW	
22	R	E	24	C	26	27	28
29	30						

June 2012

S	M	T	W	Th	F	S	
					1	HHW	
3	R	E	5	C	7	8	9
10	11	12	13	14	15	HHW	
17	R	E	19	C	21	22	23
24	25	26	27	28	29	HHW	

May 2012

S	M	T	W	Th	F	S	
		1	2	3	4	HHW	
6	R	E	8	C	10	11	12
13	14	15	16	17	18	HHW	
20	R	E	22	C	24	25	26
27	28	29	30	31			

July 2012

S	M	T	W	Th	F	S	
1	R	E	3	C	5	6	7
8	9	10	11	12	13	HHW	
15	R	E	17	C	19	20	21
22	23	24	25	26	27	HHW	
29	R	E	31	C			

Spring Clean Up Event

May 12, 2012, 9 a.m. to 1 p.m.

Free drop off for appliances, & E-waste
NRWS Recycling Center &
POA in Magalia

Free Vegetative Waste Drop

May 11th -12th, 9 a.m. to 4 p.m.

925 American Way



Relay for Life

June 2-3rd,

PHS 10 a.m. to 10 a.m.

Want to Help? Contact NRWS today to sign up to walk, donate to cancer research, volunteer, or stop by the NRWS booth during the relay to show your support.

OK for the RECYCLE CART

- Cardboard, box board, newspaper, magazines, catalogs & glossy paper, paper bags, paper packaging, egg cartons, milk and juice cartons, junk mail, phone books & soft cover books, envelopes, office paper, shredded paper (in clear bags).
- Bottles & jars, all colors, lids OK, rinsed and emptied.
- Aluminum cans, tin & steel cans, clean aluminum pans & foil, empty aerosol cans, small scrap metal (36" or less), pots, pans & utensils, loose lids from jars.
- All CRV containers accepted, bottles, jugs, all colors / caps kept on, all rigid non-bottle plastic, such as: tubs and containers, toys, clamshell trays & deli containers, plant pots and laundry baskets.



OK for the YARD WASTE CART

- Grass
- Leaves
- Tree limbs (max 3' & 3" diameter)
- Weeds
- Clean wood
- Wood chips
- Green plants
- Garden trimmings
- Clean pallets (broken down to 3' pieces)
- Pine needles
- All items must fit in the cart with the lid closed.

No Dirt, Rocks, Cement, Bags, Artificial Plants or Painted/Treated Wood.



OK for the TRASH CART

- Ceramic dish ware
- Diapers
- Glass mirrors and windows
- Light bulbs (not CFLs) *
- All Styrofoam products
- Cat litter & animal waste
- Rubber
- Food waste
- Paper tissue & towels
- Paper with plastic coatings (photos, label paper)
- Food soiled paper
- Plastic bags (can go to super market).
- Painted or treated wood

* All CFLs (compact fluorescent lights) and tubes, paint and pesticides must go to the Household Hazardous Waste Facility.

