

When Pets Go Missing

Pet owners sometimes face the heartbreak of a pet that goes missing from their home or yard. Most pets find their way back home again, but sometimes misfortune happens on the busy streets, and the pet is fatally injured. **Recology American Canyon** drivers are dispatched seven days of the week to remove dead animals, but they take special care when a pet is discovered.

"We are pet owners, too," explains **Recology** Office Manager Susan Slater. "We do everything we can to notify the owner and respectfully handle the pet. We know these pets are part of our customers' families."

Drivers scan the pets for identification chips. If chips are present, Customer Service staff contacts the owners to explain that the pet has been found and identified. Descriptions are logged of pets without chips. Customers can call to check if a pet on the log matches their missing one.

"We let our drivers know when a pet is missing, and they keep a watch out for them," said Susan. "They radio back if they see the pet wandering the streets, and we notify the customer. We all do what we can to help."

To report a missing pet or dead animal, call 552-3110 during work hours or call 552-0221 after hours.



Recology American Canyon helps customers with missing pets. We will watch out for missing pets and we are equipped to identify pets that have implanted identification chips.

Discover Card Now Accepted

Customers can pay their bills online or call us during business hours, and we will process your Discover Card, Visa, MasterCard, debit card, or check. We do not take American Express. There is no extra charge for these services.

Customers may leave messages or service requests by phone after hours at 552-3110. Our voice mail system will record your message, and we will respond the next business day.

Another great contact method is to click the "Contact Us" link on recologyamericancanyon.com. You will find an abundance of information about our services and back issues of the *Canyon Views* newsletter on this website.

Please Return Carts

Help keep American Canyon looking its best by clearing your garbage,

recyclables, and yardwaste carts from the street after collection. It is important to have the carts placed out of public view no later than the end of the day. This keeps streets and sidewalks free from obstructions.



Generous customers donated over 500 coats to help families in need during **Recology American Canyon's** Coats for Kids drive. Employees are seen above sorting the clothing that was distributed to local families in time for the holidays. An overwhelming number of brand-new children's coats was donated this year.

Canyon Views

Recology WRAPs Another One

The State of California has once again awarded **Recology American Canyon/Vallejo** with a prestigious Waste Reduction Award (WRAP). **Recology** not only helps American Canyon customers reduce the amount of waste they produce but they recycle as well. The efforts of **Recology** to reduce and recycle materials continues to be part of their ongoing operation. The State award noted that **Recology** saved thousands of dollars by diverting substantial amounts of material from the landfill.

Bulky Item Collection

Residential customers may schedule one curbside Bulky Item Collection each calendar year. Just call **Recology American Canyon** at 552-3110 at least one day before your regular collection day to schedule your Bulky Item Collection. Up to two cubic yards of material may be set out for collection. Two cubic yards equal about ten 32-gallon bags, or a couch, refrigerator, or other large item. E-waste may be set out for collection. White goods like freezers and refrigerators may be included in the two yards.

Have You Been Missed?

Call us by noon if drivers miss your collection, and we will return the same day. If you call after noon, we will return on the following day. At least three trucks collect yardwaste, recyclables, and trash. These trucks do not all come at the same time, so some carts remain full until all trucks have visited your street.



Recology offers expert recycling and waste reduction advice to customers, but the company also practices what it preaches. The State of California has awarded **Recology** a WRAP award for their recycling success.

Proper Placement Critical

Drivers must be able to safely grab each cart with a large robotic arm that extends from the truck. Help your driver by keeping at least 3 feet between your carts and parked cars or other objects. Keep about 3 feet between carts. Don't block sidewalks. Place carts out in the street with the wheels touching the curb. The handles should be facing the curb with the lids tightly closed and opening out.

Used Oil Recycling

Just call us and we will deliver handy oil recycling jugs. Place used motor oil in the container and then place the jug next to your garbage cart on your collection day. Empty oil jugs will be left for your next oil change.

Recology Saves Christmas



(Above) The Villa children are all smiles as Santa and his helpers bring gifts and a Christmas tree for the family. (Right) Santa and his **Recology** helpers pose with the Villa family after their surprise visit on a Friday afternoon in December.

Santa learned that the Villa family of Vallejo was facing a tough Christmas. Santa called his friends at **Recology** and together they surprised the Villa family with a visit just in time for Christmas. **Recology** employees donated all the gifts and a decorated Christmas tree. Santa and his helpers arrived in style with a fleet of decorated **Recology** trucks.



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