

CHANGES TO WEST HOLLYWOOD SOLID WASTE & RECYCLING SERVICES



FREQUENTLY ASKED QUESTIONS | DECEMBER 2022

What is Senate Bill (SB) 1383?

This law is intended to reduce the emissions of short-lived climate pollutants (SLCP) such as methane gas. SB 1383 sets statewide targets to reduce organic waste sent to landfills and rescue at least 20% of edible food currently thrown away. Jurisdictions, including the City of West Hollywood, are mandated to require all residents and businesses to divert organic waste from landfills by ordinance and enforcement mechanisms. SB 1383 is the most significant waste reduction mandate adopted in California in the last 30 years. It builds upon AB 1826, the Mandatory Commercial Organics Recycling Law, which jurisdictions have been implementing since 2016.

What is organics waste?

Organics waste means food waste, green waste, landscape and pruning waste, and food-soiled paper waste that is mixed in with food waste.

ACCEPTABLE ORGANICS WASTE			DO NOT INCLUDE	
GREEN WASTE	FOOD SCRAPS	FOOD-SOILED PAPER*		
<ul style="list-style-type: none"> Flower & hedge trimmings Grass clippings Leaves & branches Lumber, scrap wood, & plywood (not painted or treated) Weeds 	<ul style="list-style-type: none"> Bread, rice, & pasta Cheese & dairy Coffee grounds & filters Fruits & vegetables Flowers & herbs Meat, bones, & poultry Seafood & soft shells Pet food (non-medicated) 	<ul style="list-style-type: none"> Food-stained paper Paper egg cartons Paper napkins & kitchen towels Pizza boxes Plates To-go boxes (no coating) Wooden & fiber-based utensils 	<ul style="list-style-type: none"> All plastics** Cacti, succulents, & yucca Compostable plastics (bioplastics)** Coffee cups & pods Fats, oils, & grease Food stickers (please remove) Gloves Hard shells (clams, mussels, oysters) Medication Palm fronds Paper napkins & towels with cleaning chemicals Parchment & wax paper Pet waste Rocks & soil Rubber bands & twist ties Tea bags Textiles Tissues & wet wipes 	

*Must be 100% fiber-based. NO materials with petroleum based plastic, wax, or bio-plastic coating, liner, or laminate.
 **Plastic and bioplastic "compostable" bags are accepted in the organics container, but must be CLEAR or translucent-green, and bag contents must be visible. Acceptable organics will be processed, but the bags will not be recycled or composted.

When can I expect these enhancements?

Beginning Winter 2022, Athens will start transitioning West Hollywood to a new waste, recycling, and organics program. Athens Services will be deploying new organics services to commercial customers who are not currently participating in the City's organics waste collection program.

An Athens representative will work with your business or tenants to determine the appropriate number of organics containers (carts or bins), as well as their proper placement to facilitate collection. This same team will also be available to provide organics recycling education and training to your staff and tenants on an ongoing basis. For business who do not generate a large amount of organics waste, or if you are limited in space for the new equipment, an Athens representative will work with you to determine if you can qualify for an exemption.

BILLING INFORMATION



Commercial Customers

Will continue to receive bills from Athens Services on a monthly basis.

Will my trash and recycling rate change?

Because SB 1383 is an unfunded mandate, there will be adjustments to the rates to cover the cost of the new program requirements. The cost of the new programs will be phased in over the course of 5 years and will be reflected in your bill effective December 1, 2022.

There are two options for organics service available to subscribe to, cart or bin service. An Athens representative will work with each business to determine the type of program that works best, based on space available and the amount of waste generated.

To help mitigate the cost of the new programming, commercial customers who subscribe to organics cart service will be offered a discount for the service.

Customers will not be charged for cart service through June 30, 2023. Effective July 1, 2023, customers will begin to pay a portion of their organics service, as Athens will be discounting the rate by 75%. The entire cost of the organics cart service will be phased in over four (4) years for commercial customers.

- Year 1 (December 1, 2022- June 30, 2023): 100% Organics Rate Discount
- Year 2 (July 1, 2023- June 30, 2024): 75% Organics Rate Discount
- Year 3 (July 1, 2024- June 30, 2025): 50% Organics Rate Discount
- Year 4 (July 1, 2025 - June 30, 2026): 25% Organics Rate Discount
- Year 5 (After July 1, 2026): No Discount

How do I pay my Athens bill?

Athens Services has several convenient methods for customers to make a payment. Customers may enroll in our paperless AutoPay system at AthensServices.com/Billing. Other options include payment via mail or over the phone.

How can I report a service concern?

Athens Services has a team dedicated to assisting customers with their service needs and concerns. Please contact the Athens Customer Care team at (888) 336-6100.

MORE INFO

(888) 336-6100



AthensServices.com