

Dear Thousand Oaks Businesses and Residents,

Athens is proud to be part of the Thousand Oaks community!

In March 2021, the City of Thousand Oaks awarded Athens Services the exclusive contract to provide recycling and waste services for residents and businesses.

Athens Services is a fourth-generation, family-owned company that has served Southern California since 1957. We have established ourselves as an industry leader and technology innovator, but most importantly, we are first and foremost a community partner.

Athens was founded on the simple principle of providing a high-level of service by hiring and developing great people, while fostering a safe, healthy, and sustainable environment. This is the Athens Way!

We are dedicated to a long-term partnership with the beautiful City of Thousand Oaks, a collaboration that will assist the City in achieving its environmental sustainability goals.

Athens is your community partner, committed to providing exceptional service, building strong relationships, and supporting local schools, businesses, and residents.

Athens offers a host of benefits to those who live and work in Thousand Oaks, including:

- Clean-fuel vehicles
- Local Sustainability Center
- Community Program Support
- Compost giveaways (made from city green waste)
- Recycling infrastructure investments and development
- City-wide food scrap collection
- Interactive online recycling guide
- Educational materials and staff training
- At home household hazardous waste pickup
- And much more...

Together, we can establish the best environmental programs today and for future generations. With Athens, the best is yet to come. To learn about Athens Services and the new programs and services available to the Thousand Oaks community, please visit AthensThousandOaks.com or call our local office at (833) 791-2377.

We look forward to meeting you, Thousand Oaks!

Sincerely,

A handwritten signature in black ink, appearing to read "Gary Clifford".

Gary Clifford, Executive Vice President
Athens Services



TABLE OF CONTENTS

(Click on each title to be directed to the corresponding section.)

Welcome Letter.....	01
Table of Contents	02
Athens Services Fact Sheet	03
Outreach Materials and Resources	04
Customer Rights and Services	05
Recycling Cheat Sheet	14
Hazardous Waste & Battery Disposal	15
Light Bulb and Tube Disposal Guide	16
California Recycling Legislation	18
Recycling & Waste Container Vendor Suggestions	20
Guide to Thousand Oaks Polystyrene Ban	21
Product Recommendations for Disposable Food Serving-Ware.....	23
Athens Invoice Guide	26
Athens Autopay Directions	27
Rates and Fees	28



For more than 60 years, Athens Services has proudly served Southern California, from the hills of Ventura County to the South Bay beaches, from Hollywood's bustling heart to the High Desert's vast spaces. Athens invests in the communities we serve to build safe, healthy, and sustainable environments. We are honored to be chosen as Thousand Oak's Zero Waste partner!

In March 2021, the City of Thousand Oaks selected Athens Services to provide recycling, organics, and trash collection to residents, apartment complexes, and businesses. Athens is committed to providing exceptional service and programs, and contributing to the overall success of the community.



ABOUT ATHENS SERVICES

Athens Services is a local, family-owned recycling and waste collection company that has been a fixture in the greater Los Angeles community for the past 60 years. We provide consistent and quality environmental services to over 200,000 customers in 50+ communities. Through reuse, recycling and composting services, Athens diverts valuable resources from landfill.



ATHENS' PROCESSING LOCATIONS

Compost Facility

- American Organics, Victorville, CA

Material Recovery Facilities

- Sun Valley MRF, Los Angeles, CA
- Crown Recycling, Los Angeles, CA
- Industry MRF, City of Industry, CA
- Irwindale, CA (In Development)

WELCOME THOUSAND OAKS TO Athens Services

FACT SHEET



THE ATHENS WAY

Service | People | Environment
We focus on providing excellent service by hiring and developing great people, while fostering a safe, healthy, and sustainable environment.



LOCAL CUSTOMER SERVICE CENTER

Thousand Oaks Sustainability Center
2251 Thousand Oaks Blvd.
Thousand Oaks, CA 91362

Monday – Friday, 8:00 a.m. to 5:00 p.m.



INQUIRIES

Pay Your Bill

To pay your bill or for questions regarding billing, please contact Athens Services at (833) 791-2377 or visit our website site at Billing.AthensServices.com

Service Requests & Questions

For all service requests and inquires, call (833) 791-2377 or visit AthensServices.com

Monday – Friday, 8:00 a.m. to 5:00 p.m.
Saturday 8:00 a.m. to 12:00 p.m.



OUTREACH MATERIALS & RESOURCES

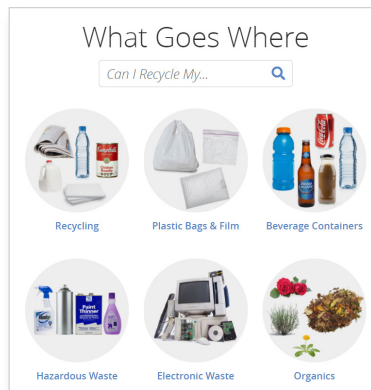


ENCOURAGE PARTICIPATION & INCREASE DIVERSION

SIGNAGE & EDUCATION MATERIALS

Proper signage is essential to encourage participation and increase waste diversion. Our posters are designed to help businesses, customers, and multifamily residents properly sort their recycling, organics, and trash material. Print and place signage on and above all your corresponding waste containers. Additional signage for download includes our recycling cheat sheet, electronic and hazardous waste collection tips, proper cardboard disposal, notification to close container lid, and a reminder to “Bring Down Your Recyclables.”

Signage can be downloaded at AthensServices.com/Outreach-Materials.



WHAT GOES WHERE – ONLINE GUIDE

Athens Services' **What Goes Where** interactive recycling guide features over 350 items and acts as the go-to resource for correctly reducing, reusing, recycling, composting, and disposing of unwanted waste material. Visit CanIRecycleMy.com.

REUSE: REPURPOSE, REPAIR, DONATE

Before you recycle, **first consider reuse!** Many unwanted, still usable items could have a second life if given the chance. Athens has compiled a list of reuse options including DIY activities; donation options; repair shops; thrift stores; and online giveaway, swap, or sell sites. Visit AthensServices.com/MaterialReuse.

DIVERSION TIPS

For The Home

These tips are a great introduction to four R's – Reduce, Reuse, Recycle, and Rot. Encourage your residents to review and implement these practices to help reduce waste at home and encourage proper recycling! Visit AthensServices.com/Home-Tips.

For A Business

Having good systems in place for collecting recycling and organics can help your business lower costs and reduce your environmental footprint. Athens has compiled some tips to help you get started, from forming a Green Team to standardizing waste collection setups throughout a business. Visit: AthensServices.com/Office-Tips.





BUSINESSES, MULTI-FAMILY DWELLINGS (5+ UNITS), & MIXED USE DWELLINGS

The following guidelines apply to City of Thousand Oaks commercial customers, including all businesses, multi-family dwellings (of 5 or more units), and mixed-use dwellings. Contact the Athens Customer Care Center at (833) 791-2377 for any service requests or visit AthensThousandOaks.com for more information.

RECYCLING, ORGANICS, & TRASH COLLECTION SERVICES

As part of a bundled package, all commercial customers will receive separate recycling (blue), organics (green), and trash (black) containers, similar to existing residential services. All commercial customers will be required to source-separate their recycling, organics, and trash materials.



Collection services for commercial customers will take place Monday - Saturday from 7:00 am to 7:00 pm

Scan to see container sizes

CONTAINER OPTIONS

Commercial customers will have the option to select their desired trash container size and service frequency. An equivalent recycling container will be provided, as well as an organics container in which the total volume will be based on a ratio of one 32-gallon cart for every two cubic yards of combined trash and recycling. Customers can request additional recycling and/or organics containers as needed, *subject to additional charges*. Refer to the *Rates & Fees* document for more information.

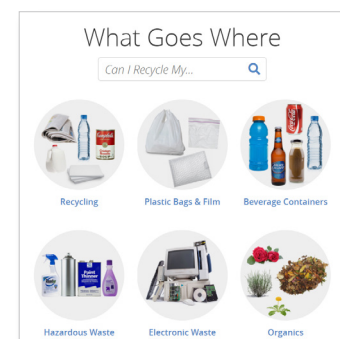


THREE STREAMS

Thousand Oaks customers will separate their waste into three (3) stream types - Recycling, Organics, and Trash. For downloadable signage, Athens' Recycling Cheat Sheet, and additional resources, visit AthensServices.com/Outreach-Materials.

WHAT GOES WHERE - ONLINE GUIDE

Athens' "What Goes Where" interactive recycling guide features over 350 items and acts as the go-to resource for correctly reducing, reusing, recycling, composting, and disposing of unwanted material. Check out the guide by visiting CanIRecycleMy.com.



WASTE ASSESSMENTS & TRAINING

To help Thousand Oaks customers maintain compliance with the latest state and city mandates, a team of Athens' Recycling Coordinators will conduct waste assessments to help optimize each customer's service level and provide recycling and organics training.

Waste assessments will be conducted in-person, with the option to be completed virtually if the customer is unavailable for an on-site consultation. Waste assessments will be completed on an annual basis during the first three years of the program, starting 2022. After the first three years, waste assessments will be conducted every other year or as requested by the customer.

IMPLEMENTING ORGANICS RECYCLING

Athens will be providing all Thousand Oaks customers with a separate organics (green) container for the collection of green waste, food scraps, and food-soiled paper.

In order to meet the goals and requirements of California legislation AB 1826 (Mandatory Organics Recycling) and SB 1383 (Short-Lived Climate Pollutants Reduction Strategy), customers will be required to keep separate all their organics waste from their trash.



Organics Waste Includes



GREEN WASTE

- Grass clippings
- Leaves and branches
- Flower and hedge trimmings
- Weeds
- Lumber, scrap wood, and plywood (not painted or treated)



FOOD SCRAPS

- Fruits and vegetables
- Cheese and dairy
- Meat, bones, poultry, and seafood
- Bread, rice, and pasta
- Cut flowers and herbs
- Coffee grounds and filters



100% FIBER-BASED, FOOD-SOILED PAPER

- Food-stained paper
- Napkins and paper kitchen towels
- Paper egg cartons
- Paper packaging
- Paper plates and cups (no plastic lining)
- Pizza boxes



Did you know: Organics waste contributes to more than 30% of the material in California's landfills, where it decomposes and releases methane (a potent greenhouse gas). Source: 2018 Solid Waste Characterization - CalRecycle

WHAT HAPPENS TO YOUR ORGANICS

Athens' American Organics facility will convert organics waste collected in Thousand Oaks into nutrient-rich soil amendment. The resulting compost is used by commercial farmers small and large, city projects, garden shops, landscape yards, landscapers, and residents.



CONSIDER FOOD DONATION

Feed people, not landfills! In Ventura County, 1 in 6 people are struggling with food insecurity and lack reliable access to a sufficient quantity of affordable, nutritious food. Businesses are encouraged to partner with a food rescue organization for the donation of surplus, edible food.

Food donations are **legally protected in California** and supported by the California Department of Public Health. AB 1219 (California Good Samaritan Food Donation Act) and the federal Bill Emerson Good Samaritan Food Donation Act provide liability protections for entities that make good faith donations of surplus food. For resources, additional information, or potential partners, visit AthensServices.com/FoodDonation.

Senate Bill 1383 requires some businesses to arrange for the recovery of the maximum amount of their edible food that would otherwise go to waste. **Businesses are required to partner with a food rescue organization** and to maintain donation records. For more information on requirements, tiered implementation, and potential partners, please visit AthensServices.com/FoodDonation.

HOLIDAYS OBSERVED

Holidays create a **one-day delay** in collection service. Athens Services observes the following holidays:

New Year's Day (January 1st)	Labor Day (first Monday in September)
Memorial Day (last Monday in May)	Thanksgiving Day (fourth Thursday in November)
Independence Day (July 4th)	Christmas Day (December 25th)

If the holiday falls on Monday through Friday, collection services for the remainder of the week will be delayed one day. If the holiday falls on Saturday, service will be delayed till Monday. If the holiday falls on Sunday, there will be no delay in service.

STREET SWEEPING

Athens provide street sweeping services throughout the City. For commercial streets, street sweeping will be conducted once-per-week and will occur between 7:00 am to 7:00 pm, Monday - Friday.

Residential street sweeping is scheduled once-every-other-week between October through April, and once-a-month between May through September.

If street sweeping falls on one of Athens' observed holidays, street sweeping will be delayed by one day. For a citywide map and street sweeping schedule, visit AthensThousandOaks.com.



CONTAINER ACCESSIBILITY

Recycling, organics, and trash containers need to be easily accessible for Athens' drivers on regularly scheduled collection days. Gates should be open and the path to the containers free from obstructions, including delivery trucks and excessive trash. If gates are kept locked, be sure to inform Athens' Customer Care Center by calling (833) 791-2377 or online at AthensThousandOaks.com. They will update your account with your gate code or instruct you on how to provide a key. *Accessing gates and enclosures may be subject to additional fees.*

Push Service is used for hard-to-service areas where a conventional collection truck has limited access to containers, such as underground garages, narrow alleyways, and small parking lots. In these scenarios, Athens will utilize "push services" to relocate the container where it can be safely collected and then returned. "Push services" are subject to *additional charges*. Refer to the *Rates & Fees* document.

REASONS FOR NON-COLLECTION

OVERFILLS & OVERWEIGHT

Overfilled and overweight containers are *subject to overage fees and run the risk of non-collection*. Refer to the *Rates & Fees* document.

Aside from being unsightly, overfilled containers can pose potential health and safety hazards to Athens drivers and the environment.

A container is considered overfilled when:

- It is filled above the rim
- The container lid does not close
- There is excess material spilling outside of the container

A container may be identified as overweight when:

- It is too heavy for a driver to safely maneuver for service
- Container contents include heavy materials, such as concrete, dirt, rocks, large pieces of tree trunks, or other construction debris



To avoid overfills & overweight:

- Do NOT add heavy materials to waste containers
- Break down cardboard boxes
- Request extra collection service when necessary
- Request a Bulky Item Collection for larger items
- Do NOT tightly pack contents - all materials must freely fall out when emptied
- Rent a temporary bin for short term projects
- Order a roll-off container for construction and demolition projects



CONTAMINATION

Intentionally or unknowingly placing unacceptable items in the recycling, organics, and/or trash containers is considered contamination and is *subject to fees or non-collection of your container*. Contamination poses a safety risk to waste workers and may result in the loss of recyclable or compostable material. To review how best to sort your waste, visit CanIRecycleMy.com.

Contamination is defined as:

- When a recycling container includes 10% or more of trash or organics material
- When an organics container includes 3% or more of trash or recyclable material
- When the recycling, organics, and/or trash container includes any amount of hazardous and/or electronic waste

Within a calendar year, all commercial customers are allowed up to two instances of contamination without penalty. On the third and subsequent instances, contaminated containers will be *subject to contamination fees*. Refer to the *Rates & Fees* document.

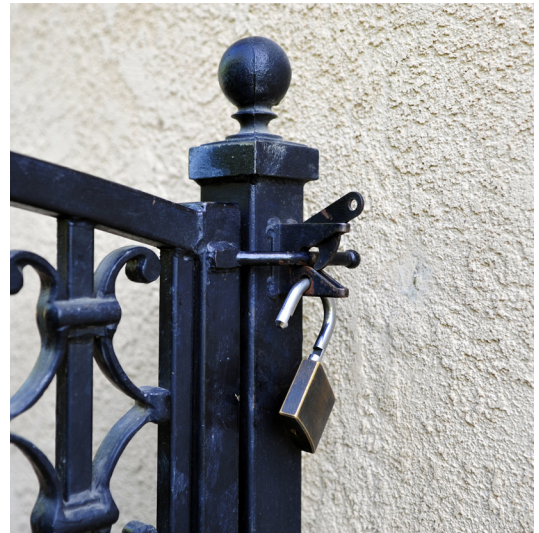
To avoid contamination, request an on-site waste assessment or schedule a training from a Recycling Coordinator. Contact the Athens Customer Care Center at (833) 791-2377 or online at AthensThousandOaks.com.

BLOCKED ACCESS

Containers or enclosures can sometimes be inaccessible or blocked by physical obstructions that prevent the driver from completing the service. Drivers are NOT responsible for removing or re-locating obstructions. Examples of obstructions that can contribute to blocked access include, but are not limited to, bulky items, locked enclosures, road construction, and vehicles.

To avoid blocked access:

- Contact Athens' Customer Care Center to provide key or gate code.
- Ensure gates are left open from 6:00 am to 6:00 pm (if no key has been provided)
- Keep access paths to containers and/or enclosures clear from obstructions
- If delivery trucks are blocking the path, request for the delivery driver to temporarily move their vehicle until service is complete - usually only a few minutes



Options following a missed collection:

If the blocked access results in a missed collection, customers have the option to:

- Wait until your next regular service day
- Request a same day "go back" for the driver to return and complete service (*subject to additional fees*)
- Schedule an extra collection service for another day of the week (*subject to additional fees*)
- Roll-off containers that are blocked and require a "go back" or extra collection service are *subject to additional charges*

ADDITIONAL SERVICES

TEMPORARY BINS

For short-term projects (like office cleaning or move-outs), commercial customers are encouraged to rent a temporary three cubic yard bin to avoid overfilled, overweight, or contaminated containers

ROLL-OFF CONTAINERS

For construction and demolition (C&D) projects, commercial customers are encouraged to rent a roll-off container. Waste material generated during the construction, renovation, or demolition of a location cannot be placed in a regular Athens' cart or dumpster.

Examples of C&D materials include, but are not limited to, aluminum, asphalt, bricks, carpet, concrete, dirt, doors, drywall, earth, glass, lumber (from construction), masonry materials, metals, pallets, pipes, plastics, plumbing fixtures, rocks, salvaged building components, shingles (asphalt), tile, and windows.



To order temporary service, visit the City's website at [TOaks.org/RecycleTO](https://www.thoaks.org/RecycleTO); scroll down and select the link "[Bin and Dumpster Rental](#)."

EXTRA COLLECTION SERVICE

For occasions when waste generation exceeds the normal, weekly service plan, commercial customers are encouraged to schedule an extra collection service. This is recommended to avoid potential service interruptions or fees resulting in overfilled, overweight, or contaminated containers.

CONTAINER CLEANING

Commercial customers can schedule one (1) FREE cart or bin cleaning once per calendar year. Each additional cleaning request within the calendar year is *subject to additional charges*.



BULKY ITEMS (COMMERCIAL BUSINESSES)

Commercial customers are encouraged to contact the Athens' Customer Care Center to request a bulky item pickup, *subject to additional charges for each item*. Acceptable bulky items include, but are not limited to, dryers, furniture, mattresses, refrigerators, rugs, tree trunks, washing machines, and water heaters.

Automobile parts, construction debris, and hazardous waste **are NOT allowed** as part of a bulky item pickup or in any Athens container.

BULKY ITEMS (MULTI-FAMILY RESIDENTS)

For multi-family dwellings with centralized collection service, Athens will provide bulky item pickup once per month on a designated date, at no additional cost.

ILLEGAL DUMPING

It is illegal to abandon or dump bulky items or other waste materials in the public right-of-way; this may result in a citation from the City. Illegal dumping should be reported through the City's online platform, ConnectO at TOaks.org/ConnectO. ConnectO is also available (in the app store) as a mobile app for iOS and Android; search for ConnectO. For emergency requests call (805) 449-2499.



E-WASTE, HAZARDOUS WASTE, & U-WASTE



Electronic waste (e-waste) can include those devices that utilize electrical wiring, plug into an electric outlet, or require a battery or light bulb. Examples include, but are not limited to, computers, circuit boards, extension cords, flash lights, microwaves, phones, stereos, televisions, and more.



Hazardous waste is any product labeled toxic, poisonous, corrosive, flammable, combustible, or an irritant. Examples include, but are not limited to, antifreeze, automotive fluids, cleaning products, compressed gas cylinders (full or empty), fertilizers, herbicides, paint, pesticides, pool chemicals, solvents, and more. It is illegal to dispose of hazardous materials into a waste container, down the drain, or by abandonment.



Universal waste (u-waste) primarily comes from consumer products containing mercury, lead, cadmium, and other substances that are hazardous to human health and the environment. Examples include, but are not limited to, batteries, compact fluorescent light bulbs (CFLs), fluorescent light tubes, thermometers, thermostats, various electronic devices, and more. In Athens' outreach material, u-waste is included in hazardous waste.

DISPOSAL OPTIONS

E-waste, hazardous waste, and u-waste is NOT accepted in any Athens container and must be disposed of through alternative collection methods, as described below.



Commercial Businesses

Small Quantity Drop Off - The Thousand Oaks Household Hazardous Waste Facility accepts, for a fee, small business quantities by appointment only. To schedule an appointment, please visit TOaks.org/HHW.

Request a Collection - Contact the Athens Customer Care Center at (833) 791-2377 or email SpecialWaste@AthensServices.com to schedule a collection of e-waste and/or hazardous waste. *Collection and disposal fees will apply.*



Multi-Family Residents

Home Collection - Athens Services provides free, quarterly Household Hazardous Waste (HHW) collection events for Thousand Oaks residents. For program details and a list of acceptable items, visit AthensThousandOaks.com.

Local Drop Off - The City of Thousand Oaks operates a permanent, Household Hazardous Waste (HHW) Facility, open by appointment for residents of Thousand Oaks & unincorporated Ventura County. Appointments are required for HHW drop-offs and can be scheduled online at TOaks.org/HHW. Hours of operation are Fridays & Saturdays, 9:00 am to 1:00 pm (except most major holiday weekends). The facility is located at 2010 Conejo Center Drive, Newbury Park, CA 91320.

MEDICINE

It is illegal to dispose of expired, unused, or unwanted pharmaceuticals into a waste container or down the drain. Medicine is NOT accepted as part of the Athens' Home Collection program nor at the Thousand Oaks Household Hazardous Waste Facility. Residents can locate drop-off collection sites by visiting TOaks.org/HHW (then scrolling down to the "Unacceptable Items" section and clicking on the [medications link](#)).

SHARPS

It is illegal to dispose of needles, lancets, and/or sharps into any waste container, down the drain, or by abandonment.

FREE HOME-GENERATED SHARPS CONTAINERS

Residents can pick up free collection containers for the safe storage of home generated medical sharps, needles, and lancets from the Thousand Oaks Household Hazardous Waste Facility, the Public Works Department at City Hall, or Los Robles Hospital.



Sharps containers (in the sizes of 1.5 quart and 5 quart) will also be available for pick up at the Athens' Thousand Oaks Sustainability Center, Monday – Friday, 8:00 a.m. to 5:00 p.m. Residents who are home-bound may request a free delivery by calling (833) 791-2377 or visiting AthensThousandOaks.com.

SHARPS DISPOSAL

Home generated medical sharps, needles, and lancets must be disposed of through alternative collection methods, as described below.



Commercial Businesses - Contact the Athens Customer Care Center at (833) 791-2377 or email SpecialWaste@AthensServices.com to schedule a collection of hazardous waste. *Collection and disposal fees will apply.*



Multi-Family Residents - Residents can dispose of their used collection containers at the locations listed below. For additional information and disposal options, visit TOaks.org/HHW or download RecycleTO by searching for RecycleTO in your mobile app store.

Thousand Oaks Household Hazardous Waste Facility - 2010 Conejo Center Drive, Newbury Park, CA 91320
Fridays & Saturdays, 9:00 a.m. to 1:00 p.m. (except most major holiday weekends).

Los Robles Hospital - 215 West Janss Road, Thousand Oaks, CA 91360
Monday – Friday, 7:00 a.m. to 7:00 p.m. and Saturday & Sunday, 8:00 a.m. to 12:00 p.m.

Conejo Valley Medical Group -125 West Thousand Oaks Boulevard, Thousand Oaks, CA 91360
Monday – Friday, 8:00 a.m. to 5:00 p.m. and Saturday, 9:00 a.m. to 5:00 p.m.

FREE OIL CHANGE KIT

If you're a Do-It-Yourselfer and like to change your own oil and filter, pick up a FREE Oil Change Kit from one of the facilities below. This kit contains everything you need to safely change and transport your used oil and filters to a *Certified Used Oil Collection Center*.

Thousand Oaks Household Hazardous Waste Facility - 2010 Conejo Center Drive, Newbury Park, CA 91320
Fridays & Saturdays, 9:00 a.m. to 1:00 p.m. (except most major holiday weekends).

Athens' Thousand Oaks Sustainability Center - A limited supply will be available for residential pickup
2251 Thousand Oaks Blvd., Thousand Oaks, CA 91362 Monday – Friday, 8:00 a.m. to 5:00 p.m.

For more information and disposal options, visit TOaks.org/HHW and scroll down and click on “[motor oil and filter recycling](#).”

HOME COMPOST BINS



For multi-family residents interested in backyard composting, the City offers discounted 82-gallon home compost bins that are made of 100% recycled materials. When using a backyard compost bin, residents have the opportunity to divert more green waste and food scraps from the landfill and will be able to create nutrient-rich soil amendment right at home!

Residents interested in a home compost bin can order one directly from the City by visiting TOaks.org/GoGreen, selecting the Landscaping section, and filling out the [Compost Bin Order Form](#). There is a limit of one (1) bin per household. After the order form and payment have been processed, Athens will deliver the compost bin to the resident's home.

TIRE RECYCLING

Tires require special disposal. It is illegal to dispose of them into any waste container or by abandonment. To find a center that accepts used tires, contact any local tire or auto shop. Safe Disposal Fees may apply, but may be waived by the business with a purchase of new tires.



FREE LANDFILL & RECYCLING DAYS (SINGLE FAMILY & MULTI-FAMILY RESIDENTS)

Throughout the year, Athens will identify Free Landfill and Recycling Days at designated locations for residents of single-family and multi-family dwellings. Residents must provide proof of home address within the City of Thousand Oaks. No commercial vehicles or commercial waste will be accepted, nor will waste or materials from landscaping companies.

Residents are allowed up to two (2) loads per event, using a vehicle no larger than a five (5) passenger automobile or a pickup truck, and will be responsible for unloading their own waste materials. Electronic waste, hazardous waste, liquids, medical/biological waste, and universal waste will NOT be accepted.

RECYCLING CHEAT SHEET



Learn more:

RECYCLABLE

PLASTICS

**Keep caps on plastic beverage containers*

- Highly Recyclable
 - Plastics number 1 as bottle or clamshell
 - Plastics numbers 2 & 5
 - Soda, juice, & water bottles
 - Beverage & detergent jugs
- Acceptable (but may not be recycled)
 - Plastics numbers 4 & 7



METALS

- Aluminum foil & pie tins (clean)
- Scrap metal
- Steel cans, dishware, etc.
- Tin & aluminum cans

PAPER (clean & dry)

- Envelopes
- File folders (paper only)
- Junk mail & magazines
- Newspaper
- Paper (white & mixed color)
- Paper grocery bags
- Telephone books
- Acceptable (but may not be recycled)
 - Cereal boxes (no plastic insert)
 - Egg cartons (paper only & clean)
 - Frozen food boxes
 - Soup, milk, & juice cartons



CARDBOARD (or similar)

- Cardboard & corrugated boxes
- Pizza boxes (clean sections only)

GLASS

**No window glass, porcelain, or non-food related glass. Please remove caps/lids.*

- Amber, green, & mixed-color glass
- Clear food glass jars
- Soda, tea, & liquor bottles

No Liquids or Food In Recyclables

LANDFILL

FOOD WRAPPERS/CONTAINERS

- Candy & protein bar wrappers
- Chip bags
- Disposable coffee cups & lids
- Juice & food pouches
- Bags with a mix of metal & plastic



GLASS/PORCELAIN

- Dishware
- Flower pots
- Incandescent light bulbs
- Porcelain
- Vases & glass figurines
- Window glass



PAPER

- All receipts
- Bathroom, facial tissues, & wipes
- Gift wrap with plastic or metal
- Hardback books
- Laminated or plastic coated paper
- Padded or Tyvek-type envelopes
- Photographs

PLASTICS

- All plastics #3 & #6 (hard & foam)
- All black plastics
- Plastic toys
- Plastic bags, dry cleaning bags, cellophane, & bubble wrap
- Small plastics (utensils, straws, loose caps, & anything less than 4 inches)
- Garden hoses & plastic tarps
- Latex and plastic gloves
- Empty motor oil



MISC

- Disposable diapers
- Empty aerosol cans
- Pet waste
- Produce stickers
- Lint or unusable clothing & fabric
- All tea bags & tea bag wrappers
- Menstrual products
- Hard shells (e.g. clams, mussels, & oysters)

ORGANICS & SOILED PAPER

**Only if there is no green waste/food scrap collection. See list to right.*

- Includes all food scraps, green waste, & food-soiled paper

COMPOSTABLES

GREEN WASTE

- Grass clippings
- Flower & hedge trimmings
- Leaves & branches
- Lumber, scrap wood, & plywood types (not painted or treated)
- Weeds



FOOD SCRAPS

**Check your city page at AthensServices.com to confirm acceptability. Food Scraps includes putrescible matter produced from human or animal food production, preparation, & consumption activities. No produce stickers.*

- Bread, rice, & pasta
- Cheese & dairy
- Coffee filters & grounds
- Flowers & herbs
- Fruits & vegetables
- Meat, bones, poultry, seafood, & soft shells (e.g. lobster, crab, & shrimp)



FOOD-SOILED PAPER

**All items must be 100% plant-fiber based with NO petroleum based plastic, wax, or bio-plastic coating, liner, or laminate. Must be soiled ONLY with food or drink liquids. No bathroom tissue, toilet paper, or menstrual products.*

- 100% fiber based, compostable to-go containers & servingware
- Egg cartons (paper)
- Food-stained paper
- Paper napkins & kitchen towels
- Paper food boats
- Paper packaging
- Paper plates & cups
- Pizza boxes

Updated May 2021. For a complete list, visit Athens' What Goes Where Guide at CanIRecycleMy.com.

HAZARDOUS WASTE DISPOSAL

Hazardous material and electronic waste cannot be disposed of in your recycling, organics and/or trash containers, nor in the environment, down drains, and/or gutters. The following list includes the most common Household Hazardous Waste (HHW) items.

Residents: Athens Services provides free, quarterly HHW collection events for Thousand Oaks residents. Once a calendar year, Athens provides residents with a designated collection container for home generated medical sharps, needles, and lancets. For program details, visit AthensThousandOaks.com. Alternatively, the City of Thousand Oaks operates a permanent, Household Hazardous Waste (HHW) Facility, open by appointment for residents of Thousand Oaks & unincorporated Ventura County. Appointments are required for HHW drop-offs and can be scheduled online at TOaks.org/HHW. Hours of operation are Fridays & Saturdays, 9:00 am to 1:00 pm (except most major holiday weekends). The facility is located at 2010 Conejo Center Drive, Newbury Park, CA 91320.

Businesses: To schedule a hazardous or electronic waste collection, call Athens' Customer Service at (833) 791-2377 or visit AthensServices.com/Customer-Service.

The following items included in the grey boxes are accepted as part of the hazardous waste program.

Automotive Products

- Carburetor & fuel injection cleaners
- Air conditioning refrigerants
- Transmission & brake fluid
- Automotive batteries
- Starter fluids
- Motor oil & filters
- Fuel additives
- Antifreeze



Other Flammable Products

- Propane tanks & other compressed gas cylinders
- Kerosene
- Home heating oil
- Diesel fuel
- Gas/oil mix
- Lighter fluid



Workshop/Painting Supplies

- Adhesives & glues
- Furniture strippers
- Oil or enamel based paint
- Stains & finishes
- Paint thinners & turpentine
- Paint strippers & removers
- Photographic chemicals
- Fixatives & other solvents



Cleaning Products

- Wood and metal cleaners & polishes
- Tub, tile, & shower cleaners
- Drain cleaners
- Oven cleaners
- Toilet cleaners
- Bleach (laundry)
- Pool chemicals



Indoor Pesticides

- Ant sprays & baits
- Cockroach sprays & baits
- Flea repellents & shampoos
- Bug sprays
- Houseplant insecticides
- Moth repellents
- Mouse & rat poisons & baits



Miscellaneous

- Batteries
- Mercury thermostats & thermometers
- Fluorescent light bulbs & tubes
- Driveway sealer
- Sharps, needles, & lancets (if in FDA approved, rigid, puncture-resistant container)



Lawn & Garden Products

- Herbicides
- Insecticides
- Fungicides/wood preservatives



Electronics & Small Appliances

- Cell phone & tablets
- Computer monitors, towers, & laptops
- Desktop, printer, & scanner
- DVD, VCR, & music players
- Keyboard, mouse, & external hard drive
- Microwaves & small appliances
- TVs & gaming consoles
- Related cords



HOW TO HANDLE BATTERIES

It is illegal to place batteries in your waste bins. Batteries should be disposed of as hazardous waste. They can spark fires or create an unsafe environment for waste workers. If properly collected, battery recyclers can repurpose the metal.

Storage tips to avoid short-circuiting and fires:

- Place a piece of non-conductive tape or duct-tape on the ends. **Do not cover the brand name or chemistry of the battery.**
- Store batteries in a container that does not conduct electricity (like plastic, cardboard, or glass).



MEDICATION DISPOSAL

* Medicine is **NOT ACCEPTED** as part of the Athens Home Collection program nor at the Thousand Oaks Household Hazardous Waste Facility.

Medication includes:

- Over-the-counter & prescription medications
- Medicated lotions & ointments
- Pet medications
- Schedule II – V controlled substances

Scan the QR code to learn about medication preparation and find free disposal sites.



LIGHTBULB AND TUBE DISPOSAL IN THOUSAND OAKS



TYPES AND DISPOSAL

LANDFILL: Non-hazardous

Incandescent



Halogen



These types of bulbs are not considered hazardous and can be placed in black trash containers. They are not recyclable because they are made of mixed materials (metal and glass) and have a glass melting point different from regular glass beverage containers.

SPECIAL HANDLING REQUIRED: Hazardous

LED



Compact Fluorescent (CFL)



Fluorescent Tube



LED and fluorescent bulbs **CANNOT** be placed in any recycling, trash, or organics containers.

Be careful to not break these. LED and Fluorescent bulbs and tubes can release heavy metals and mercury upon their breaking. These toxins can be absorbed by human lungs, air, or water. **Residents and businesses are required to dispose of these items appropriately** by utilizing drop-off locations or arranging for special waste collection.

String Lights



Some types of string lights may not be hazardous, but they still **need special disposal**. Please drop off at a Household Hazardous Waste Facility or schedule a home collection with Athens Services.

The following links provide mail-in, recycling programs.
Christmas Light Source bit.ly/ChristmasLightSource
Holiday LEDs bit.ly/HolidayLEDS

➔ DROP-OFF/COLLECTION IN THOUSAND OAKS

Athens Services does not provide hazardous waste drop-off services at any of our locations.



Residential Only

1. **Home Collection** - Athens provides limited, free collection of Household Hazardous Waste. As part of the Home Collection Program, residents can include up to 5 bulbs or tubes per pick up (including a combination of fluorescent tubes, compact fluorescent bulbs, and/or LED bulbs). For safety, arrange items to ensure that they do not break prior to collection. For program details visit AthensThousandOaks.com.
2. **Local Drop Off** - The City of Thousand Oaks operates a permanent Household Hazardous Waste (HHW) Facility, open by appointment *for residents of Thousand Oaks & unincorporated Ventura County*. Appointments are required for HHW drop-offs and can be scheduled online at TOaks.org/HHW. Hours of operation are Fridays & Saturdays, 9:00 am to 1:00 pm (except most major holiday weekends). The facility is located at 2010 Conejo Center Drive, Newbury Park, CA 91320.



Business Only

1. **Small Quantity Drop Off** - The Thousand Oaks Household Hazardous Waste Facility accepts, for a fee, small business quantities by appointment only. To schedule an appointment please call (805) 987-0717.
2. **Request a Collection** - Contact Athens Customer Care Center at (833) 791-2377 or email SpecialWaste@AthensServices.com to schedule a collection of hazardous waste. Collection and disposal fees will apply.
3. **Onsite Collection** - To encourage proper disposal of hazardous waste, consider providing onsite collection options for employees or apartment tenants, and/or host a collection day event.

➔ DROP-OFF AT RETAIL STORES

Some retailers offer households the option to drop off small quantities of Compact Fluorescents (CFL), LED Bulbs, small electronics, and/or batteries. Please call ahead to confirm if a store near you is participating or charges a fee.

[Batteries Plus Bulbs \(fees apply\)](#)

[Home Depot](#)

[Best Buy](#)

[Ace Hardware](#)

[Lowe's](#)

MANDATORY COMMERCIAL RECYCLING AND ORGANICS MANDATES

MANDATORY COMMERCIAL RECYCLING - AB 341

In October 2011, California passed Assembly Bill 341, setting a 75% recycling goal for California by the year 2020. This landmark piece of legislation mandates that all commercial or public entities that generate four (4) or more cubic yards of solid waste per week, and all multi-family residential dwellings of five (5) or more units must arrange for recycling services.

MANDATORY COMMERCIAL ORGANICS RECYCLING - AB 1826

In October 2014, California passed Assembly Bill 1826 requiring all businesses and multi-family residential dwellings (of five (5) or more units), to arrange for recycling services for their organics waste. The goal of the bill is to reduce statewide disposal of organics waste to landfill by 50% of the level of disposal during 2014.



Businesses and Multi-family Residential Dwellings MUST HAVE an organics recycling program in place by:

April 1, 2016	January 1, 2017	January 1, 2019	December 31, 2020
Generators of 8 or more cubic yards of organics waste per week	Generators of 4 or more cubic yards of organics waste per week	Generators of 4 or more cubic yards of solid waste per week, including trash, recycling, and organics	Generators of 2 or more cubic yards of solid waste per week, including trash, recycling, and organics

Organics Waste Examples:

Green Waste: grass clippings; leaves and branches; flower and hedge trimmings; weeds; and non-painted or non-treated lumber, scrap wood, and chipped wood

Food Scraps: fruits and vegetables; cheese and dairy; meat, bones, poultry and seafood; bread, rice and pasta; cut flowers and herbs; coffee filters; and any putrescible matter produced from human or animal food production, preparation, and consumption activities

Food-Soiled Paper*: food-stained paper; food-soiled napkins and paper kitchen towels; paper egg cartons; paper food boats (no plastic coating); paper plates and cups (no plastic or bio-plastic coating); pizza boxes; and 100% fiber-based compostable serving-ware and to-go containers

**Note: Food-soiled paper must be soiled with food and/or drink liquids ONLY. It must be 100% plant-fiber based with no plastic, wax, or bio-plastic coating, liner, or laminate. Bio-plastics (compostable plant based plastics) are not accepted in Athens Services' organics containers.*

SHORT LIVED CLIMATE POLLUTANT REDUCTION – SB 1383

Signed into law in September 2016, Senate Bill 1383 establishes targets to achieve a 75% reduction in the level of the statewide disposal of organics waste from the 2014 level by 2025. This bill establishes an additional target that no less than 20% of currently disposed edible food is recovered for human consumption by 2025. **Businesses and multi-family complexes must subscribe to and participate in their jurisdiction’s organics collection service for ALL of their green waste, food scraps, and food-soiled paper (100% fiber based).** In addition, starting January 1, 2022, Edible Food Generators (that are considered Tier 1 and Tier 2) must:

- **Recover the maximum amount of edible food** that would otherwise be disposed of,
- **Arrange for food donation and collection through contracts or written agreements** with food recovery organizations or services, and
- **Maintain food donation records.**

Tier 1 Businesses must comply by January 1, 2022 and include food distributors, food service providers, grocery stores and supermarkets (≥ 10,000 sq. ft.), and wholesale food vendors. **Tier 2 Businesses** must comply by January 1, 2024 and include health facilities (with onsite food facility & 100+ beds), hotels (with onsite food facility & 200+ rooms), large venues and events, and restaurant facilities (≥ 5,000 sq. ft. or 250+ seats). Shopping centers and malls are considered a large venue; all Edible Food Generators on the grounds of said venue must participate in food rescue as described above.

For more information on Athens’ food recovery program and potential partners, please visit AthensServices.com/FoodDonation

COMMERCIAL AND ORGANICS WASTE: RECYCLING BINS – AB 827

Signed into law in 2019, Assembly Bill 827 requires that **businesses subject to AB 341 and AB 1826 must provide customers (on or before July 1, 2020) front-of-house access to collection bins for recycling and organics (including food scraps) alongside trash.** All three bins must be grouped together, easily accessible and visible, clearly marked with signage on what “can or cannot be placed into each bin,” and properly serviced for recycling and composting. **All commercial food service establishments that provide food for purchase and immediate consumption on site must comply with AB 827.**

“Full-service restaurants” are exempt as long as they provide organics and recycling bins in the back of house for their employees. Full-service restaurants are defined as those where all the following are true:

- Customers are escorted or assigned to an assigned eating area.
- Customers’ food and beverage orders are taken after being seated
- The food and beverage orders as well as any other requested items are delivered directly to the customers.
- The check is delivered directly to the customer at the assigned eating area.

BRING-YOUR-OWN REUSABLE FOOD AND BEVERAGE CONTAINERS – AB 619

California Assembly Bill 619 was passed in July 2019 and clarifies the existing California Retail Food Code, ensuring that the public can bring reusable containers to restaurants for take-out. The law explicitly allows reusable food containers to be refilled by either the owner/operator of a food facility or the consumer. Consumers may supply their own reusable containers. Facilities may accept returned containers from consumers for reuse. The bill also allows Temporary Food Facilities to use multiuse utensils when approved by the local enforcement agency. This law allows consumers to bring reusable containers to a food facility to be filled by an employee or the customer, provided certain conditions are met [pursuant to the law](#).

**Note: AB 619 does not enforce the use of reusables.*

For more information on these and other recycling legislation, please visit CalRecycle.CA.gov/Recycle.



RECYCLING & WASTE CONTAINERS

Vendor Suggestion List

Athens has identified the following companies that sell indoor and outdoor containers for the separation of recycling, organics, and trash to support compliance with Assembly Bill 827.

AB 827 Commercial and Organics Waste: Recycling Bins

Businesses subject to AB 341 and AB 1826 must provide customers front-of-house access to collection bins for recycling and organics (including food scraps) alongside trash. On or before July 1, 2020, all three bins must be grouped together, easily accessible and visible, clearly marked with signage on what “can or cannot be placed into each bin,” and properly serviced for recycling and composting. “Full-service restaurants” are exempt as long as they provide organics and recycling bins in the back-of-house for their employees.

Athens does not endorse or recommend any particular product or company. The information provided is not comprehensive and for suggestion purposes only. Athens recommends that customers research multiple options, check pricing, and select a vendor that best suits their needs.

Custodial Supply Companies

- Check first with your own supply company for options
- Waxie Sanitary Supply - Info.Waxie.com

Brick and Mortar

- Home Depot - HomeDepot.com (search “Trash and Recycling”)
- The Container Store - ContainerStore.com/s/Trash-Recycling/1

Container Companies

- Busch - BuschSystems.com
- EcoSafe Zero Waste - EcoSafeZeroWaste.com (eco-stations and caddies only)
- Global Industrial - GlobalIndustrial.com
- Max-R Customization Made Easy - Max-R.com/Collections
- Recycle Away - RecycleAway.com
- Rehrig - RehrigPacific.com/Recycling-Waste/Products (reusable delivery trays/pallets, carts, and caddies)
- Rubbermaid - Rubbermaid.com/Indoor-Waste-Recycling
- Otto - Otto-USA.com (limited options)
- Toter - Toter.com (limited options and may require bulk purchase)

Government Vendor Lists

- CalRecycle - CalRecycle.ca.gov/Recycle/Tools/Containers

CITY OF THOUSAND OAKS POLYSTYRENE BAN



ATTENTION RETAIL, SHIPPING, AND FOOD/DRINK-DISPENSING (CAFETERIAS, COFFEE SHOPS, TAKE-OUT FOOD) BUSINESSES!

Effective January 1, 2022, sales and distribution of polystyrene are prohibited in the City of Thousand Oaks. Visit toaks.org/biz for more information.

WHAT IS PROHIBITED?

- Sales and distribution of single-use rigid and expanded polystyrene products (retail sales)
- Providing or using single-use rigid or expanded polystyrene for on-premises or take-out food and beverages (food providers)
- Automatic distribution of plastic beverage straws and cutlery inside food establishments (food providers)

WHY IS THERE A BAN?

Plastic straws and polystyrene are non-recyclable petroleum products that do not biodegrade. Expanded polystyrene (commonly called Styrofoam™) easily breaks apart and is an environmental contaminant that litters streets, beaches and the ocean, causing harm to wildlife when ingested.



WHAT IS POLYSTYRENE?

Polystyrene includes rigid polystyrene used to make disposable cutlery and clamshell containers and Expanded Polystyrene (EPS) used for foam cups, plates, clamshell food containers, and recreational items like bodyboards and ice chests. Polystyrene items are usually labeled with a recycling code PS or #6.



EXAMPLES OF BANNED ITEMS

- Expanded polystyrene – cups, bowls, plates, takeout containers, trays, packaging peanuts, ice chests, beach and pool toys (unless they are fully encased within a more durable material)
- Rigid polystyrene – cutlery, cups, bowls, plates, takeout containers, and trays

COMPLIANCE

Please use this opportunity to deplete any existing stocks of these materials and prepare for 2022. Written warnings and citations may be issued for noncompliance beginning January 1, 2022.

For more information about the ordinance or to apply for a waiver, please visit www.toaks.org/biz, email us at GoGreen@toaks.org, or call 805-449-7283

GUIDE TO CITY OF THOUSAND OAKS POLYSTYRENE BAN



FOOD AND BEVERAGE VENDORS

(includes restaurants, cafeterias, food trucks, grocery store food counters, etc.)

PROHIBITIONS:

- All polystyrene products (#6 plastic or PS)
- Distribution of plastic straws and utensils except by request or as set out at customer self-serve locations, or with take-out food.

EXEMPTIONS:

- Foods packaged outside the City
- Raw meat and fish trays

WHAT CAN I USE?

Contact your supplier. There are many alternatives including aluminum; paper and 100% fiber-based products; and plastics (clear or white) #1, #2, and #5.

For alternative products ideas, refer to Athens Services' handout "Product Recommendations For Disposable Food Serving-Ware."

For disposal and recycling instructions, visit CanIRecycleMy.com.



RETAIL SALES & SHIPPING/PACKAGING OUTLETS

PROHIBITIONS:

- Expanded polystyrene packing peanuts
- Single-use rigid or expanded foodware, including foam cups, plates, clamshells and/or utensils

EXEMPTIONS:

- Reuse of shipping materials
- Expanded polystyrene fully encased in a durable material (e.g. hard plastic shell)

ATHENS' PRODUCT RECOMMENDATIONS FOR DISPOSABLE FOOD SERVING-WARE



Athens Services provides the following recommendations regarding **disposable food serving-ware** as a means to enhance our ability to recycle or compost discarded items, thus diverting material from landfills and reducing greenhouse gas emissions. (These recommendations are based on overall recycling and compost markets and technology capabilities as of 4/12/2021).

PLEASE READ THE FOLLOWING PRIOR TO MAKING ANY PURCHASES

BEWARE OF GREENWASHING. The Federal Trade Commission has Green Guidelines to ensure environmental claims are not misleading, including standardizing the marketing use of “compostable,” “biodegradable,” and “recyclable.” Please visit [FTC Green Guidelines](#) for more information and resources.

CONSIDER REUSABLES FIRST. Athens encourages the use of reusable food serving-ware wherever possible, especially for hard to recycle, single-use disposable products. The nonprofit Clean Water Fund operates a program called ReThink Disposables. They help businesses convert to reusable serving-ware, which has proven to save businesses thousands of dollars every year. ReThink Disposable experts help create implementation plans that fit the unique needs of each business, they research optimal materials, and assist with customer engagement. Prebates for reusable food serving-ware are available on a first come, first served basis. For more information, please visit [ReThinkDisposable.org](#).



WHEN PURCHASING PLASTIC-WARE. Athens encourages purchasing recyclable plastic products made with pre-consumer and post-consumer recycled plastic content. Before purchasing plastic products, confirm the plastic resin type (the plastic number in the chasing arrows). Not all plastic numbers have resale value and a product's color or transparency does not denote plastic resin type. To ensure recyclability, Athens recommends the following:

- **Choose plastic items made from #5 (PP) Polypropylene, #1 (PET or PETE) Polyethylene Terephthalate, or #1 rPET** (recycled polyethylene terephthalate, such as Bottle Box). Food serving-ware made from other plastic resins have little-if-any recycling value.
- **Choose plastic items that are white or clear and avoid black plastic.** The darker the color, the harder to recycle. Dark colored plastics are not detectable by Athens' optical sorters and have lower recycling rates (regardless of resin type).
- Effective January 1, 2022, sales and distribution of polystyrene (#6 plastic both hard and foam) are prohibited in the City of Thousand Oaks.

WHEN PURCHASING COMPOSTABLE-WARE

1. Choose 100% Plant-Fiber Based. When choosing to purchase compostable-ware products, Athens recommends these items be unbleached and 100% plant-fiber based with NO coating, liner, or laminate made from bio-plastic, petroleum plastic, or wax. Athens does not accept any level of bio-plastic, including PLA and PHA. These 100% plant-fiber based products should be disposed of in an organics container that accepts food scraps and NEVER placed in a recycling container.

Non-Acceptable Plant-Fiber:

- Do not place rags, clothing, or other cloth/textiles in the organics container for composting. “Plant-fiber” means paper, not textiles.
- Athens does NOT accept bio-solids or bathroom waste for composting, including tissues or bathroom paper towels.

2. Bio-Plastics Are Not Accepted for Composting. Bio-plastics refer to products or containers with coatings, liners, or laminates that look like plastic, but are solely made from plants. **Bio-plastics should be disposed of in an Athens trash container.** When choosing to purchase bio-plastic products, Athens recommends those that have been BPI certified. California state law prohibits the marketing of any plastic or bio-plastic like material as “biodegradable, oxo-degradable, or photo-degradable;” avoid products marketed as such. Athens is unable to offer compostability testing for products.

3. Check with Your Suppliers First. In order to save money and time, prior to purchasing single-use disposables, Athens encourages businesses to first check with their suppliers to confirm 100% fiber-based standards.

SINGLE-USE DISPOSABLE PRODUCT RECOMMENDATIONS

Cold Cups – Made of CLEAR plastic resin #5 (PP) polypropylene or #1 (PET, PETE, rPET) Polyethylene Terephthalate.

Cold Lids – Made of CLEAR plastic resin #5 (PP) polypropylene or #1 (PET, PETE, rPET) Polyethylene Terephthalate.

Hot Cups

1. Encourage customers to bring their reusable mugs and offer a cup incentive.
2. Fiber based cups with a bio-plastic coating/liner. (Dispose in trash.)
3. Currently, there is no product option available that is acceptable in the Athens recycling or organics container. Although hot cups with a bioplastic coating/liner should be placed in the trash, certified compostable items may be more environmentally friendly.

Hot Lids

1. Made with 100% plant-fiber based material.
2. Made of CLEAR or WHITE plastic resin #5 (PP) polypropylene or #1 (PET, PETE, rPET) Polyethylene Terephthalate.

Cold Plates and Hot Plates – 100% plant-fiber with no plastic or bio-plastic coating.

Cold To-Go Clamshells (aka takeout containers)

1. Unbleached 100% plant-fiber.
2. Made of CLEAR or WHITE plastic resin #5 (PP) polypropylene or #1 (PET, PETE, rPET) Polyethylene Terephthalate.

Hot To-Go Clamshells (aka takeout containers)

1. Unbleached 100% plant-fiber.
2. If plastic version is preferred, utilize CLEAR or WHITE plastic resin #5 (PP) polypropylene or #1 (PET, PETE, rPET) Polyethylene Terephthalate.

Soup Bowl Container

1. Unbleached 100% plant-fiber.
2. Fiber based bowls with BPI certified bio-plastic coating/liner. (Dispose in trash.)
3. Although hot bowls with a bioplastic coating/liner should be placed in the trash, certified compostable items may be more environmentally friendly.

Small Serving Cups with Lids (also called ramekins)

1. Unbleached 100% plant-fiber.
2. Made of CLEAR plastic resin #5 (PP) polypropylene. (This item is too small to be sorted for recycling.)

SINGLE-USE DISPOSABLE PRODUCT RECOMMENDATIONS

Cutlery

1. Non-coated bamboo, wood, and other 100% plant-fiber based cutlery.
2. Note on plastic: Sorting utensils for recycling is very difficult and rarely happens. Athens recommends implementing reusable option and/or limiting free utensils (not combining utensils with take-out orders). Athens also does not recommend utensils that are bio-plastic or polystyrene/plastic #6. If you chose to purchase plastic utensils, choose CLEAR or WHITE polypropylene/plastic #5 utensils with 100% recycled content.

Stir Sticks – Wood-based stir sticks or edible options like pasta can be composted. We do not recommend plastic, as they are too small to be sorted for recycling.

Straws – Athens recommends implementing a “straws upon request” policy and offering reusable straws, where possible. If disposable straws are necessary, Athens recommends 100% paper or other plant-fiber based options, which are not individually wrapped in plastic. Athens does not accept in their recycling or organics containers plastic and bioplastic (plant-based plastic) straws, including paper or plant fiber based options that use a bioplastic coating to prevent degradation.

Condiment and Sugar Packets – Athens suggests that condiments be dispensed in bulk where possible. Condiment packets (even if paper) are not recyclable. Paper packets are too small and may contain glues not suitable for composting.

Food-Soiled Paper Products – Examples include 100% plant-fiber based napkins, paper towels, and pizza boxes. Athens recommends paper products that are unbleached and made from 100% recycled paper content.


Food-soiled paper may be placed in an Athens organics container, if the following applies:

- Must be 100% plant-fiber based with NO coating, liner, or laminate made from bio-plastic, petroleum plastic, or wax.
- Must be food-soiled ONLY with food and/or drink liquids.

Do NOT place these paper items in an Athens recycling or organics container

- Paper soiled with cleaning chemicals, hazardous waste, bio-solids, animal waste, and/or any non-food related liquids.
- Bathroom waste, including tissues, bathroom paper towels, and personal hygiene products.
- Paper products (like coffee cups) with “compostable” liners, coatings, or laminates.
- Unused or unsoiled paper products. Businesses cannot dispose of unused napkins, paper towels, plates, cups, or other fiber food serving-ware in the organics container as a means of disposal. If a business intends to dispose of these materials instead of using them first (NOT recommended), the items must be placed in the landfill container. These paper items are not recyclable due to content type.

SIMPLE GUIDE TO YOUR INVOICE



Athens Services
Waste Collection, Recycling & Disposal Services

Go Paperless!
It's fast, easy and convenient.

Simplify Your Life with AutoPay!
Enroll and never miss a payment!

Enroll Now! www.AthensServices.com
or call (833) 791-2377

1 ACCOUNT NUMBER: 00000000 **7** ACCESS CODE: 00000000

2 ACCOUNT SUMMARY

Invoice Number:	0000000
Invoice Date:	MM/DD/YYYY
Due Date:	MM/DD/YYYY
PQ#:	0000
Billing Period:	MONTH #
Current Charges:	\$000.00
Service Name:	NAME
Service Address:	CUSTOMER ADDRESS, CITY, STATE, ZIP CODE


4 TOTAL AMOUNT DUE: **\$000.00**

Date	Description	Quantity	Amount
MM/DD/YYYY	Service Level	1.00	\$000.00

6 Check here for important information. Check here for important information.

0 - 30 Days	31 - 60 Days	61 - 90 Days	90+ Days	TOTAL AMOUNT DUE
\$000.00				\$000.00

PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT



Athens Services
PO Box 60009
City of Industry, CA 91716-0009

3 Customer Name
Customer Address
City, State, Zip Code

ACCOUNT NUMBER: 00000000

Invoice Number: 0000000

Invoice Date: MM/DD/YYYY


Due Date for Current Services: MM/DD/YYYY

TOTAL AMOUNT DUE: \$000.00

Athens Services
PO Box 54957
Los Angeles CA 90054-0957

- 1** **Account Number:** Please refer to it when you call us, so that we may better serve you.
- 2** **Important Dates:** Displayed in this box is your invoice date and the date your payment is due.
- 3** **Service Address:** Located here is the address for which this invoice pertains.
- 4** **Total Amount Due:** This is a summary of your monthly activities.

- 5** **Itemized Charges:** This section details the various charges for the month.
- 6** **Important Information:** Check this area every month for messages and other important information.
- 7** **Access Code:** This is the number required to complete your online bill pay transaction.



Athens Services

AthensThousandOaks.com

City of Thousand Oaks

26



Get an Advantage with many ways to pay!

ATHENS AUTOPLAY SERVICE

Take advantage of Athens AutoPay Service!

✓ Control
Take control and conveniently manage your bill almost anywhere, anytime. Choose your way.

✓ Security
More identity theft is linked to sending checks in the mail than paying your bills online.

✓ Peace of Mind
Stay organized, eliminate errors, and avoid late fees or service interruptions. Make a one-time payment or set up autopay.

IT'S AS EASY AS.....

1. Go to <https://Billing.AthensServices.com> and click on Register Now.

2. Enter the required information.

3. Once you receive the verification email, click on the link to activate your account and sign in with your credentials.

○ ARE YOU A NEW USER?
Click on the button below to register now!

Please have your customer number and access code ready.

REGISTER NOW

Online Bill Pay Registration

Please enter the customer number and access code found on your statement or invoice.

Customer Number: - -

Customer Number Entry Instructions

If your account number appears on your bill like: 01-125

01 - 125

If your account number appears on your bill like: 01-125-4 or 01-125 4

01 - 125 - 4

Access Code:

E-Mail Address:

Confirm E-Mail Address:

Password:

Confirm Password:

Athens Services
Waste Collection, Recycling & Disposal Services

ACCOUNT NUMBER: 00000000 ACCESS CODE: 00000000

ACCOUNT SUMMARY

Invoice Number:	000000
Invoice Date:	MM/DD/YYYY
Due Date:	MM/DD/YYYY
Rate:	MM/DD/YYYY
Billing Period:	MM/DD/YYYY
Current Charges:	0000.00
Service Name:	NAME
Service Address:	CUSTOMER ADDRESS, CITY, STATE, ZIP CODE
TOTAL AMOUNT DUE:	\$000.00

Date	Description	Quantity	Amount
MM/DD/YYYY	Service Level	1.00	\$000.00

0 - 30 Days: \$000.00 31 - 60 Days: 61 - 90 Days: 91+ Days: **TOTAL AMOUNT DUE: \$000.00**

PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT

Athens Services
PO Box 00009
City of Industry, CA 91718-0009

ACCOUNT NUMBER: 00000000
Invoice Number: 00000000
Invoice Date: MM/DD/YYYY
Due Date for Current Services: MM/DD/YYYY
TOTAL AMOUNT DUE: \$000.00

Customer Name: Athens Services
Customer Address: PO Box 04857
City, State, Zip Code: Los Angeles CA 90054-0957
00004543400000010000023100010200254000

**JOIN THE MOVEMENT.
GO PAPERLESS!**

Your **access code** is located in the description portion of your bill.

For **BILLING INQUIRIES** call Athens Services at (833) 791-2377.

RATES & SERVICE FEES



For the 2022 Thousand Oaks' Residential and Commercial Trash Rates, please visit TOaks.org/RecycleTO.

For customers needing to update their current services, please call the Athens Customer Care Center at (888) 336-6100 or visit AthensThousandOaks.com.