



# Customer Service Talking Points

## Sandy City 2020 Transition to Every-Other-Week Recycling

Beginning August 1, 2020, Sandy City residential recycling will be collected every other week (EOW), instead of weekly. Please reference this guide to help answer customer questions.

Start Date	Service schedule will change starting August 1, 2020
<b>Why is recycling changing to EOW collection?</b>	<p>The City and WM see this change as the best way to meet the community's needs of service affordability, reliability, and excellence.</p> <p>In 2019, WM conducted a study to see how widely the recycling program in Sandy City was being utilized. While participation is strong in the city (90% participation), the study concluded that weekly recycling is unnecessary to support the current efforts.</p> <p>The study found that approximately half of households set out recycling carts every-other-week or less frequently. Half of containers are less than 50% full when they are set out for service. Around 40% of containers that are full have cardboard boxes that are not broken down, taking up lots of empty space.</p>
<b>Will my bill change?</b>	<b>The price of service recycling will <u>not</u> be changing.</b> With a change in frequency of recycling services, we can offset increased costs to recycle and maintain the current rate.
<b>New collection day</b>	<b>WEBSITE GOES HERE</b>
<b>Who is affected?</b>	This change applies to Sandy City residents with Waste Management services only.
<b>Does this affect trash too?</b>	No, your trash collection schedule will not change. Trash pickup will remain weekly.
<b>I need more room for my recyclables</b>	<p>WM has some tips to help you make more room in your recycling bin.</p> <ul style="list-style-type: none"> <li>• Recycle the basics. Aluminum cans; plastic bottles, tubs &amp; jugs (the shape is the most important), paper, and cardboard.</li> <li>• Breakdown all boxes to make more space in your bin</li> <li>• No food, liquids, or plastic bags.</li> <li>• Do not bag your recyclables. Recyclables in bags will most likely go to the landfill, thwarting your hard work.</li> <li>• Wood and other plant-based materials from the garden should not go in the recycling bin.</li> </ul>



**That’s not enough. I need more room for recycling**

*For very frustrated customers, insisting that every other week service in a 64-gallon container is not enough, you may offer them a swap to a 96-gallon cart at no cost to the resident. Please use discretion in making this offer. We want to be careful not to overwhelm operations with cart swap requests.*

We understand that some households produce more recyclables than others. If you (resident) have found that you need more space for your recyclables, we can swap your cart for a larger one at no cost to you. Our largest cart size is 96-gallons.

*NOTE: WM has limited delivery capacity. Please check delivery schedule for next available delivery date. We will try to accommodate this resident’s need as quickly as possible.*

**Will this set Sandy City back sustainably?**

Studies by SERA Inc. and The Recycling Partnership found a small decrease in diversion (materials kept out of the landfill) of 3-5% when comparing weekly to every other week recycling pickup. While WM cannot guarantee similar results in Sandy City, WM has found similar results in other communities that have made this service change. We do hope that this decrease in service will not significantly impact recycling rates.

**For the sustainability minded**

Because recycling trucks will be on the road 50% less, there will be 50% less green house gas emissions produced. There will also be less wear and tear on Sandy City roads.

**Is this the first step in eliminating our recycling program?**

**No**, Sandy City and Waste Management are firmly committed to recycling. This change allows us to keep the program sustainable at the current rate. Waste Management recently invested \$17 million to build a new Material Recovery Facility in Salt Lake City to process recyclable materials from our fast-growing region. The company is invested in recycling for the long-term.

**Why would rates change to recycle?**

The global economy has become more connected and recycling is no exception.

**Why is Sandy City affected by global recycling markets?**

Recycling markets have changed dramatically since 2018. These changes have caused increased processing costs and decreased commodity values. Because of this, the cost to recycle has increased around the world.

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Recycling tips:

- Ensure all recyclables fit in your recycling cart. Break down boxes to maximize space.
- Place recycling and trash carts at the curb by 6:00 a.m. on collection day.
- Recycling service is EOW, on your regular trash service day. Find your pickup schedule online at [WEBSITE HERE](#)



- Keep your recycling clean, dry and loose. Only recycle your bottles, cans, paper, and cardboard. When in doubt, throw it out.