



GreenWaste Recovery, Inc.  
1500 Berger Drive  
San Jose, CA 95112  
(650) 947-4994

# **Quarterly Report**

April-June 2020

**Town of Los Altos Hills**  
**Mixed Compostables, Recyclables and Yard Trimmings Contract**



July 14, 2020

Carl Cahill  
26379 Fremont Road  
Los Altos Hills, CA 94022

Dear Mr. Cahill,

Enclosed is the report for April-June 2020, as required by the Collection of Mixed Compostables, Recyclables and Yard Trimmings Agreement between the Town of Los Altos Hills and GreenWaste Recovery, Inc.

The following are highlights of this report:

1. Quarterly Summary
2. Sale of Recyclable Materials
3. Contaminants
4. Problems Encountered
5. Public Education Activities
6. Telephone Log
7. New Service Recipients
8. Missed Pickups
9. Bulky Goods
10. On-Call Clean ups
11. Town-wide Clean ups

It has been a pleasure servicing the Town of Los Altos Hills and its residents. We're pleased with the positive response we have had from the residents and look forward to continuing to service the Town of Los Altos Hills.

Sincerely,

*V. Chavez*  
Valerie Chavez

GreenWaste Recovery, Inc.

## 1. QUARTERLY SUMMARY

### Los Altos Hills Mixed Compostables, Recyclables and Yard Trimmings Collections Summary

Material Description	Tons Collected	Total Trash Tons	Total Recycled Tons
Curbside Recyclables 1	362.92	72.58	290.34
Curbside Recyclables 2	13.61	5.44	8.17
Office Recyclables 1	1.13	0.23	0.90
Office Recyclables 2	9.71	3.88	5.83
Processed Compostables 2	1,109.30	332.79	776.51
Yard waste - In	446.34	4.46	441.88
<b>Total:</b>	<b>1,944.34</b>	<b>419.39</b>	<b>1,523.62</b>

<b>Total Diversion Rate:</b>	<b>78.36%</b>
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GreenWaste collected **1,109.30** tons of mixed compostables, **387.37** tons of recyclables and **446.34** tons of yard trimmings with a diversion rate 78.36%. All materials were transported to the GreenWaste Recovery, Inc. MRF located at 625 Charles St. in San Jose.

GWR performed street sweeping to the Town of Los Altos Hills and the amount of residual collected was **1.74** tons.

## 2. SALE OF RECYCLABLE MATERIALS

GreenWaste is pleased to be able to offer an expanded list of items and material types accepted in the BLUE Recyclable Materials Containers and be able to deliver on our commitment that our diversion rates at our Material Recovery Facility (MRF) continue surpass the industry standard at any given time. GreenWaste's historical successes in achieving high recovery rates, and corresponding low residue rates, is entirely dependent on available markets for the recyclable materials recovered; regardless of how expansive or clean a recyclable material collection program is or the efficiency of effectiveness of a MRF, clean, sorted and baled commodities cannot be recycled if no market exists.

GreenWaste continues to maintain one of the most advanced sorting facilities in the United States; we have invested significant capital and heavily staff the processing lines to maximize our ability recover materials and produce exceptionally clean post-sorted recyclable commodities. This investment has allowed us to secure a competitive edge in selling the recyclable commodities we recover and stay ahead of both regulations and other facilities. Over the past few years, the acceptable levels of contamination in bales of recovered commodities has been steadily

decreasing; however, this had not impacted GreenWaste significantly because we had always produced commodities that were well below the acceptable levels of contamination.

Beginning in January 2018, however, China implemented their “National Sword” policy which made the marketing of materials recovered from the recyclable materials waste stream not only difficult, but in some cases, impracticable and even impossible. China has historically purchased the majority of recovered commodities from countries throughout the world. National Sword established new thresholds for the levels of acceptable “contamination” (i.e. materials that are not the targeted material or material blend) and imposed new restrictions on the allowable moisture content of fiber, which makes up 60-70% of the recyclable materials discarded by residents and businesses. The new threshold for allowable contamination was set at less than 0.5% (half of one percent) and established restrictions on moisture content that entirely disallowed fiber with a moisture content of greater than twelve percent (12%).

Since January 2018, GreenWaste has not sold any materials to China, in part because China is purchasing only limited amounts of post-consumer recyclable materials and also because the risk of loads being rejected was too great. While other countries attempted to fill the demand void, the supply was too great and with the surplus, these other countries began voluntarily adopting China’s tightened thresholds for contamination. While GreenWaste has been able to meet these specifications for the materials recovered from the waste stream, the removal of the last fragment of contamination has impacted overall facility recovery rates and has also required GreenWaste invest significant capital and labor performing quality control in order to meet these standards and maximize diversion.

GreenWaste continues to encounter challenges meeting these new tightened specifications and also continues to meet these challenges. In order to achieve the quality control standards required GreenWaste has slowed down our processing lines and installed new equipment. In Q1 of 2020, GreenWaste made the following infrastructure upgrades at the MRF:

1. Installed a new scale system to ease traffic at the facility
2. Installed two (2) new Max-AI® technology, an Autonomous Quality Control (AQC) system utilizing the latest in artificial intelligence (AI), that include three (3) separate sorting units to identify recyclables and separate them by distinct material types. This second Max-AI® was made possible in part through a partnership we have developed with the Carton Council.
  - i. The first Max-AI® unit includes two (2) sorting units that follows our HDPE optical sorter. The first unit removes non-HDPE contamination that made it by the optical sorter and the second unit then selects HDPE – Natural and allows the HDPE-color to continue into a bunker.
  - ii. The second Max-AI® unit with one (1) sorting unit is positioned on our residue line and targets materials according to our specified hierarchy from the residue stream:
    1. Aseptic containers and cartons, then
    2. Aluminum containers, then
    3. PET plastics, then

#### 4. HDPE

GreenWaste is also pleased to report that during Q1 and continued into Q2, we were able to locate and secure a market for clamshells. We have also been unsuccessful in finding a market for clean film plastics, although we continue to advance our partnership with a local start-up BioCollection that has developing and is in the process of scaling-up its proven chemical recycling processes.

Making up approximately sixty percent (60%) of the inbound waste stream of recyclable materials delivered for processing, fiber is also a very strong indicator of the state of the recyclables commodities market. Below is the average per ton pricing for the two strongest market indicators, mixed paper and old corrugated cardboard (OCC).

<b>Pulp &amp; Paper Week</b>			
<b>Price Watch: Recovered Paper (Per Ton Averages)</b>			
Destination: Asia Port of Origin: SF/Oakland	April 2020 <i>(Published May 5)</i>	May 2020 <i>(Published Jun. 5)</i>	June 2020 <i>(Published Jul. 7)</i>
Mixed Paper (54) & OCC (11)	+/- \$152.00	+/- \$132.00	+/- \$125.00

Because mixed paper and OCC make up such a significant portion of the inbound waste stream of recyclable materials and new moisture limits have been imposed on fiber, when fiber that is placed in the recyclable materials container becomes wet there is no market for that fiber and it ultimately becomes residue. This becomes a significant challenge in wet months in particular.

Finally, at the end of Q2 the impacts of COVID-19 began to significantly impact our operation. The challenges faced by all Material Recovery Facilities today are continued contamination levels given the strict quality specs. In order to meet quality standards, the continual evolution of equipment and programming is a must. GreenWaste has signed a long-term contract with an outside tech support provider for both Material Recovery Facilities. The attempt is to minimize the down time on processing and efficiency of said units. Cardboard volumes significantly increased with the stay at home orders due to online shopping. Fortunately, the market demand for cardboard is stronger than that of mix paper. Chinese authorities confirm recovered paper products will not be accepted in 2021. Current import applications cannot include any recovered “waste” and shall not be considered (statement directly from the ministry of Ecology and Environment). Given the statement above, pricing is presumed to decrease sharply for recovered products, but the demand should hold steady. GreenWaste has secured a long-term supply agreement into a Mill which isn’t affected by MEE, so long as our quality remains of high standard the movement of products should not be affected.

### **3. CONTAMINANTS**

In April-June, GreenWaste collected **387.37** tons of recyclables. Of the recyclables collected, GreenWaste experienced about **5% or less** in contaminants. All contaminants were removed, mixed with our garbage and transported to Newby Island Landfill located at 1601 Dixon Landing Rd, Milpitas, CA 95035.

## 5. PUBLIC EDUCATION ACTIVITIES AND OUTREACH

In April-June 2020, GreenWaste Recovery focused on improved service to the residents of the Town of Los Altos Hills. We will continue to implement innovative programs to keep residents informed of the services offered by GreenWaste Recovery, Inc.

### **GreenWaste Outreach Schedule:**

#### Quarterly Bill Inserts/Direct Mailers

- **5/1/2020** – The Summer2020 GreenScene newsletter was mailed to all residents in the May 1, 2020 invoices. This newsletter highlighted program changes related to the new Agreement.

#### Updates to GreenWaste Website

- **Ongoing** – GreenWaste has been working on a website upgrade which should make for a more user-friendly experience for Los Altos Hills customers. It is anticipated that the new site will launch on September 1, 2020.
- **Various Times** – GreenWaste has made various updates and clarifications to the Los Altos Hills web pages to address questions from the Town and its residents, including detailed information on the status of Clean Up events.

#### Social Media

Content on GreenWaste platforms covered collection vehicles, processing equipment, waste sorting tips, and holiday reminders. GreenWaste posted specific notices regarding Los Altos Hills Clean Up Events. GreenWaste also worked with the Town on targeted social media content to address proper set out and help reduce non-collection.

#### New Collection Program/Transition

The quarterly newsletter advised customers on the current status of program rollout, including waste sorting guidance.

#### Fire Prevention Clean Ups

- 4/18/2020 – Due to COVID-19, the event was canceled.
- 5/16/2020 – collected 4.95 tons with 17 participants (held with social distancing and Purissima Park)
- 6/20/2020 – collected 10.99 tons with 42 participants (held with social distancing and Purissima Park)

#### Town Clean-ups

- There has been ongoing communication with Town to determine how to proceed in light of COVID-19.
- GreenWaste worked with the Town on social distancing protocols and communication mechanisms to inform residents of Clean Up Event status.

Youth Education Programs

- No presentations or school visits were made during the second quarter of 2020.

Special Events

- No events as a result of COVID-19

*All outreach pieces for this quarter are attached to the end of the report.*

**6. TELEPHONE LOG**

In the second quarter of 2020, GreenWaste received **1071** calls from residents and **4** complaints.

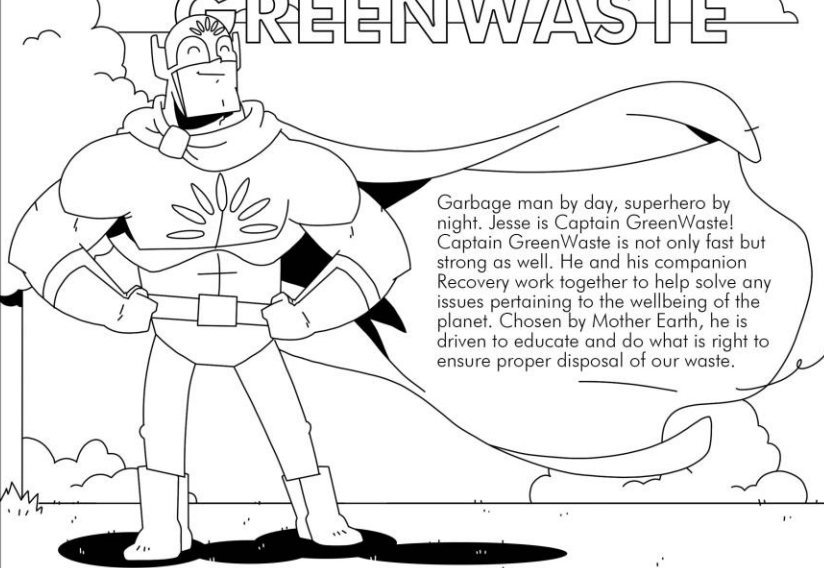
Complaints

<i>CustID</i>	<i>Name</i>	<i>Address</i>	<i>Date</i>	<i>Details on complaint</i>	<i>Resolution on complaint</i>
			4/15/2020	Gemma emailed town about an incorrect charge or charges since Sep 2019. The charges are correct and followed up with customer by email explaining her current charges and past due balance.	Emailed customer about her claim of incorrect charges (all charges were correct) but I waived all charges and starting 4/1/20 will begin charging \$33.51 p/mo. Replied to customer explaining what I did & apologized for any misunderstanding. Will notify Town.
			6/25/2020	Explained to customer styrofoam is not considered recycling. Advised the guide confirms it belongs in the gray cart. Said he would remove from the blue cart and have driver return. Spoke to VC and will check with VT to see if we can go back.	As soon as the call ended, I asked Operations if we could provide a courtesy pickup if I confirm the styrofoam is removed from the recycle cart. Operations agree, I called customer back immediately and asked to remove the material and we'll be by this afternoon or tomorrow.
			5/8/2020	Recycling cart was left behind due to cardboard too large. When the guidelines were explained, customer became upset, used inappropriate language and said it's our job to service everything. He will be sure our contract is revoked, and we are the worse.	Customer emailed the town and GWR was already planning on returning to service and meet with Mr. Zeisler. Victor returned the following day to service the cardboard and reviewed the reasons for the size of the cardboard.
			4/30/2020	Sia emailed Nichol to report no pickup on his recycle and yard trimmings carts. working with VT, EH with the Town on this one. Attached customers email to Town to Tower account.	Spoke to customer and explained the cart location is 10ft from the street but set in a narrow location in which we have to pull out 4 carts to get to the 5th cart located in the back. Confirmed if he wants to continue with this service, we'll need to add the enclosure fee (he did not have it on at the time) or pull all carts out and set out for us. He agreed he'll pull out all carts and GWR provided a courtesy go-back.

## **11. TOWN-WIDE CLEAN UPS**

During the second quarter of 2020, GreenWaste did not perform a town-wide clean up. The postponed town-wide clean-up was scheduled for Saturday, June 27, 2020 but due to no location to hold the large event (Foothill College temporary closed due to pandemic) the event was postponed. There has been ongoing communication with the Town to determine a new location and date.

# CAPTAIN GREENWASTE



Garbage man by day, superhero by night. Jesse is Captain GreenWaste! Captain GreenWaste is not only fast but strong as well. He and his companion Recovery work together to help solve any issues pertaining to the wellbeing of the planet. Chosen by Mother Earth, he is driven to educate and do what is right to ensure proper disposal of our waste.

Kids Corner: Meet the team!

## WAYS TO PAY AND CONTACT US



### PAY ONLINE

To access our new online payment portal you can go to:

[www.greenwaste.com](http://www.greenwaste.com)

or

<https://portal.greenwaste.com>

to enter the site directly.



### MAIL IT

Remit your payment to:

GreenWaste Recovery, Inc.  
P.O. Box 11089  
San Jose, CA 95103-1089

Please include your payment stub and make sure to write your Customer ID on the check.



### CONTACT US

Payments can be made over the phone Monday through Friday from 8am-6pm.

650.947.4994 phone  
800.944.4388 toll-free



### DELIVER IT

Bring your payment to our Berger Drive office. We accept payments Monday through Friday from 8am-5pm.

1500 Berger Drive  
San Jose, CA 95112

# GREENSCENE

**GREENWASTE  
CONTRACT  
UPDATE**

**WASTE  
SORTING  
GUIDELINES**

**+ MORE**

# GREENWASTE CONTRACT UPDATE

It has almost been a year since we rolled out the new service program in Los Altos Hills!

Throughout the past ten months, GreenWaste drivers, Customer Service and outreach staff have been working diligently, aiming to provide the best support possible to all our residents as we've worked through this transition. We sincerely appreciate all the cooperation Los Altos Hills residents have shown us as we've worked through new collection methodologies and waste sorting practices. We know some of you are still getting used to our new voucher program. If you have incidental extras, be sure to use the vouchers that were distributed with the February billing. If you have any questions on how to use these vouchers, don't hesitate to contact Customer Service.

## SB 1383: Short-Lived Climate Pollutants

In September 2016, Governor Brown signed into law SB 1383, establishing methane emissions reduction targets. As it pertains to CalRecycle and the waste industry, SB 1383 establishes targets to achieve a 50 percent reduction in the level of the statewide disposal of organic waste from the 2014 level by 2020 and a 75 percent reduction by 2025. The specific regulations have impacted service in Los Altos Hills in several ways.

GreenWaste had to discontinue co-collection of source-separated materials (GREEN Cart and GRAY Cart) together in one compartment of the collection truck. Therefore, we have a Mixed Compostables stream available to all residents, and a Yard Trimmings stream available in limited locations.

State-mandated color-coding of containers has been implemented. The GreenWaste-issued containers on your property are now consistent with state mandates, putting Los Altos Hills and GreenWaste ahead of the curve in terms of compliance.

## Why do Recyclables need to be Clean and Dry?

Contamination in recyclables is an ongoing issue present in the industry. Certain items when wet are no longer recyclable, like paper for example. Liquid and food residue left in containers can affect the recovery rate of other recyclable materials. Are you checking to see if your recyclable materials are clean and dry before disposing of them? Doing so helps GreenWaste's Material Recovery Facility (MRF) **achieve a diversion rate of up to 85% for our recyclables!** Thank you for keeping your materials clean and dry!

### Recyclables

RECYCLABLES MUST BE CLEAN AND DRY



### Mixed Compostables

If you do not have a GREEN Cart, Yard Trimmings must be placed in your GRAY Cart



### Yard Trimmings

GREEN Carts are collected Curbside only

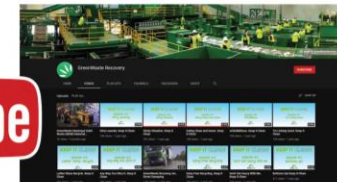


WASTE SORTING guidelines

## Best Practices

GreenWaste launched our Keep it Clean campaign in 2019 to remind our customers that it is important to sort correctly and remove all food and liquid from recyclable materials. Check out our Keep it Clean! video playlist on YouTube for tips on how to keep your recyclables clean and dry.

YouTube



KEEP IT CLEAN!

Episode #10: Sticky Situation



## Annual Clean-Up Events

Residents of Los Altos Hills - We look forward to seeing you at your next scheduled clean up event on June 27, 2020 at Foothill College.

Please regularly check the GreenWaste website and social media platforms for updates.

