



GENERAL QUESTIONS

Why is the City of Pomona changing its waste and recycling services?

Effective July 1, 2023, the City of Pomona will be implementing a source-separated waste and recycling program to comply with Senate Bill (SB) 1383. This new program will ensure all residents and businesses are compliant with state law requiring organics waste to be diverted from landfills.

What is Senate Bill (SB) 1383?

Effective January 1, 2022, SB 1383, California's Short-Lived Climate Pollutant Reduction Strategy, was passed to reduce methane and other greenhouse gas (GHG) emissions statewide. The law establishes targets for the reduction of organics waste sent to landfills and requires the recovery of all edible food currently disposed.

Jurisdictions, including the City of Pomona, are mandated to require all residents and businesses to separate their organics waste by ordinance and through enforcement mechanisms.

SB 1383 is the most significant waste reduction legislation adopted in California in the last 30 years. It builds on the requirements of Assembly Bill (AB) 1826, Mandatory Commercial Organics Recycling, which jurisdictions have been implementing since 2016.

What changes are happening to my waste and recycling services?

The standard service level for single-family residents and multifamily properties with individual carts consists of one (1) 96-gallon recyclables (blue) cart, one (1) 96-gallon organics (green) cart, and one (1) 96-gallon trash (black) cart.



Residents have the option reduce their cart sizes to either a 64-gallon or 32-gallon container or remove additional carts to accommodate their disposal needs. The service rate is based on the selected trash service. Additional carts are subject to charges.

- Recyclable materials include plastics, metals, paper (clean and dry), cardboard, and glass
- Organics waste includes green waste, food scraps, and food-soiled paper (100% fiber-based)

Is my rate changing?

Yes. Effective July 1, all rates will be adjusted to comply with SB 1383 measures. SB 1383 is an unfunded mandate that requires all California residents and businesses to separate their organics waste. Additionally, this new law requires specialized programming, including outreach and education, contamination audits, waste stream analysis, and data management.

Who do I contact if I have questions?

Online self-service options are available 24/7 at AthensPomona.com.

Customers can also speak with a local customer service representative by calling (888) 314-0061. The Athens Customer Care Center is available Monday – Friday, from 8:00 am – 5:00 pm, and on Saturday, from 8:00 am – 12:00 pm.

Athens will have a local customer service center within the City of Pomona starting July 1. A representative will be available to assist with processing bill payments and any other service-related requests. The center will be open Monday – Friday, 8:00 am – 5:00 pm. Additional information about the local office will be provided soon.



BILLING

Who do I pay for my waste collection services?

Residential customers will no longer be billed for trash service on their utility bill from the City of Pomona. Currently, the City of Pomona bills every two (2) months in arrears. As of July 2023, single-family residents will be billed directly by Athens for two (2) months of service in advance.

Single-family residents will receive their first invoice from Athens in July 2023. Within the first two (2) months of the new program, residents will also receive their last bill from the City of Pomona. Residents will be granted a grace period for payment to minimize the impacts of this new billing schedule.

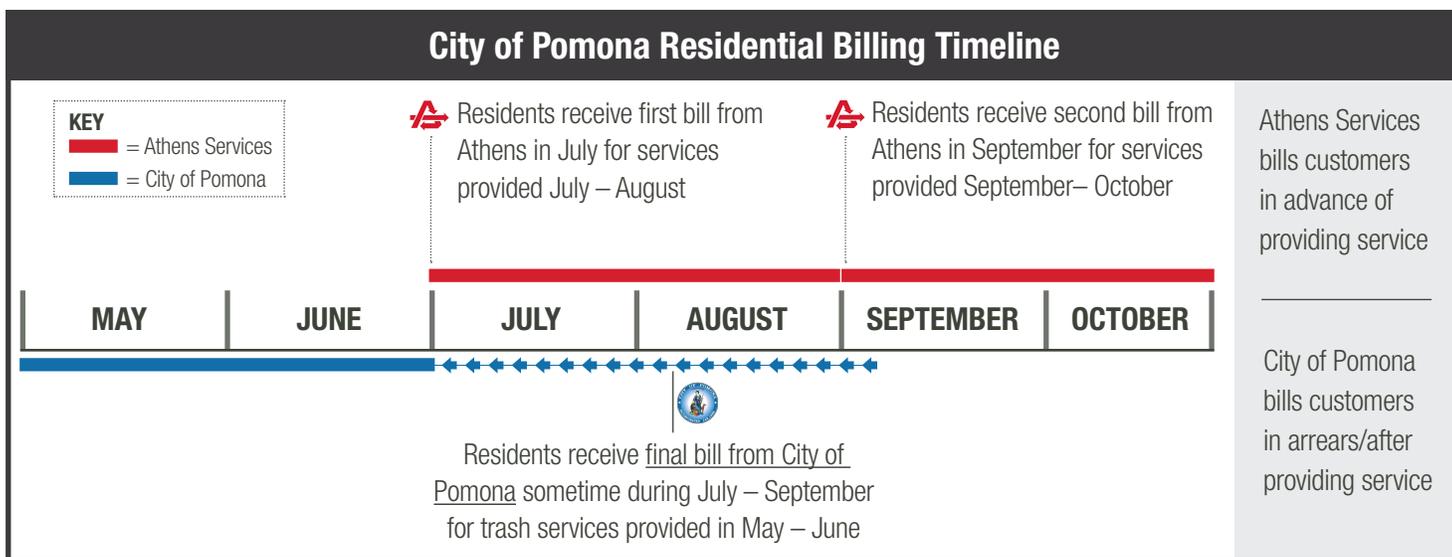
Multifamily properties with individual cart service will be classified as residential customers moving forward.

All payments for waste collection services will be made directly to Athens beginning July 1.

How do I pay my bill?

All customers will have several options to pay their bill, including:

- **Online self-service:** Visit AthensServices.com/Billing
- **By phone:** Call the Athens Customer Care Center at (888) 314-0061
- **In person:** Visit the local customer service center within the City of Pomona (more info to follow)



SERVICES

Will my pick-up day change?

There will be no changes to collection schedules at this time. Any future changes will be communicated thirty (30) days prior to a change.

What is the standard service level for business customers?

Single-family residents and multifamily properties with individual carts will have an option of a 96-gallon, 64-gallon, or 32-gallon trash (black) cart, which includes a recyclables (blue) and organics (green) cart of any size. The service rate is based on the selected trash service.

Multifamily properties with individual carts will be serviced as residential customers and will have the option to transition to shared services upon request and with property owner approval.



Will I get new containers under the Athens program?

Customers serviced by the City of Pomona will keep their existing containers, which Athens will continue to service. Beginning July 1, if you have a broken container, you can request a replacement from Athens.

Residential customers who are part of an HOA or serviced by another company will receive new Athens containers and serviced as residential customers.

What if I need more containers beyond the standard service level?

All customers will have the option to increase container sizes or add additional containers to accommodate their disposal needs. Any increase in size and/or frequency for trash, recycling, or organics service is available for an additional fee. To change your services, please call the Athens Customer Care Center at (888) 314-0061.

What is acceptable in each container?

 For a full breakdown of acceptable materials, check out the Athens interactive recycling guide at CanIRecycleMy.com. The guide features more than 450 items and is the go-to resource for correctly reducing, reusing, recycling, composting, and disposing of unwanted waste material. For recycling signage and additional education materials, visit AthensServices.com/Outreach.

PROGRAM BENEFITS

What are the benefits of the new program?

The new system will maximize the recovery of recyclable materials, and ensure that organics material is diverted from landfills to reduce methane gas emissions into the environment by focusing on recycling, reusing, and composting whenever possible.

What other services and programs will Athens provide for the Pomona community?

Athens will collaborate with the City of Pomona to enhance collection services that will be compliant with state mandates, along with increased bulky item collections and a series of clean-up events focused on community beautification.

These include paper shredding events, Household Hazardous Waste (HHW) drop-off collection, compost and mulch giveaways, and abandoned waste and illegal dumping collection.

Additionally, Athens will provide financial support for housing development projects, sponsorship of the Pomona Public Library, and annual environmental studies grants for undergraduate students.

How do I dispose of bulky items?

Starting on July 1, single-family residents and multifamily properties with individual carts will be provided six (6) free bulky item collections per household per calendar year. Each bulky item collection can include up to three (3) items. Each item must not be larger than what two people can safely handle. Additional collections are subject to charges.

Collections will occur on a customer's scheduled pick-up day and must be reserved at least two (2) business days in advance. To schedule a collection, visit AthensServices.com/Bulky or call the Athens Customer Care Center at (888) 314-0061.

STREET SWEEPING

Will my street sweeping day change?

Effective July 1, Athens will provide bi-weekly street sweeping services in the City of Pomona and new sweeping signage will be installed as needed. Street sweeping may change to maximize efficiency and provide the best service possible. Any changes to services days will be communicated prior to July 1.

CONTACT ATHENS SERVICES

 AthensPomona.com

 (888) 314-0061

 Local Customer Service Office: Coming Soon!