



# CITY OF OCEANSIDE FOOD SCRAPS RECYCLING PROGRAM

Updated July 2020 with adjusted timeframe and information due to COVID-19.

## Frequently Asked Question and Answers

Waste Management and the City of Oceanside have partnered together to launch the Food Scraps Recycling Program for all businesses in the City of Oceanside. Not only does this program ensure less materials are sent to our landfill, but it also allows businesses the opportunity to right-size or down-size their current services to mitigate cost impact, if not provide overall cost savings. In Oceanside, recycling and food scraps services are more affordable than landfill services, thus creating savings when you minimize your landfill services and strive for zero waste.

Due to COVID-19, the rollout of the Food Scraps Recycling Program was delayed to ensure the health and safety of businesses and outreach staff. The City of Oceanside has been working hand-in-hand with Waste Management to provide businesses resources that reflect the post-COVID environment through the creation of virtual trainings and workshops, as well as digital based technical assistance to ensure the success of the Food Scraps Recycling Program as bins are delivered starting mid-August.

Subsequently, our outreach team has begun to connect with each business via phone, letter, and email to confirm service levels, discuss opportunities for cost savings through right-sizing and down-sizing, and provide your delivery date of your new food scraps container that reflects the current state of your business.

WM and the City will be hosting a virtual workshop for all businesses interested in learning more about how food scraps recycling will benefit their bottom line on August 31<sup>st</sup>. Details are forthcoming, please email [oceansidefoodscraps@wm.com](mailto:oceansidefoodscraps@wm.com) to pre-register, receive updates, and further event details regarding this workshop. Should your business need any further assistance or possible delay, please contact the Zero Waste Assistance Team at [oceansidefoodscraps@wm.com](mailto:oceansidefoodscraps@wm.com).

To understand more about this program, please review the following frequently asked questions and answers.

### **WHY WAS THE NEW FOOD SCRAPS PROGRAM DELAYED?**

In light of recent events with COVID-19 and State, local and CDC guidelines for social distancing, the City of Oceanside and Waste Management **delayed the delivery of the food scraps containers and the start of these new services until mid-August 2020**. The safety of our community is the highest priority for Waste Management and the City of Oceanside.

### **IF MY BUSINESS ALREADY APPROVED THE NEW FOOD SCRAPS CONTAINERS AND EXPECTED DELIVERY, WHAT WILL HAPPEN NOW?**

Businesses who already confirmed their new food scraps services and received a delivery date



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were contacted throughout March 2020 to inform them of the delay. We will begin the new program, with outreach staff re-contacting businesses to confirm services levels, to assist with further right-sizing and down-sizing of services, and to confirm bin delivery dates. This contact will occur starting in July 2020, with bins set to be delivered starting in mid-August 2020.

**WHAT IF MY BUSINESS CANCELLED OR DOWN-SIZED SERVICE LEVELS DUE TO COVID-19?** As businesses reopen, we are here to help you determine your appropriate service levels for your business. Our outreach staff will be contacting all businesses prior to food scraps container delivery to confirm which service levels best meet your needs, and to find additional cost savings from right-sizing and down-sizing service. Should you need to change your service levels further, you can do so at any time by contacting the Zero Waste Assistance Team at [oceansidefoodscraps@wm.com](mailto:oceansidefoodscraps@wm.com).

**WHAT IF I PREVIOUSLY APPROVED THE NEW FOOD SCRAPS CONTAINERS BUT DUE TO COVID-19 HAVE CHANGED MY SERVICE LEVELS?**

We're here to help you receive service levels appropriate for your business and its needs. Our outreach team will contact you to walk you through your previous services, determine what your new services levels should be with food scraps service added, find potential opportunities for cost savings, and confirm the date of your container delivery.

**WHAT IF I MODIFY MY TRASH AND RECYCLING SERVICES WHEN ADDING FOOD SCRAPS COLLECTION, AND I DECIDE TO ADJUST THE SERVICE?**

We understand that your business operations will change during this time of uncertainty. Our outreach team will help establish the service levels that will best suit your needs, while keeping cost savings in mind. If you find that your landfill, recycling or food scraps services needs to be adjusted, you can change your service levels at any time. Email WM at [oceansidefoodscraps@wm.com](mailto:oceansidefoodscraps@wm.com) to adjust your services to reflect your current needs.

**IF MY BUSINESS IS PARTIALLY CLOSED, DO I STILL NEED A FOOD SCRAPS CONTAINER?**

Yes, we encourage you to add food scraps recycling to your program. Both recycling and food scraps are less expensive than landfill service, and by right-sizing your services to lower landfill and add food scraps, you may find cost savings. Our outreach staff will work with you to determine what your current service levels needs are and how best to adjust to find cost savings.

**MY BUSINESS OPERATIONS HAVE CHANGED DUE TO COVID-19. IS THERE ANY OPPORTUNITY TO DELAY THE DELIVERY OF MY BIN?**

We understand that COVID-19 has caused many changes and uncertainty to businesses and we are here to help. To accommodate social distancing standards, outreach staff will be contacting businesses through email or phone calls, and provide all resources digitally to avoid unnecessary in person contact. If you need any flexibility or delay with the delivery of your container, please email [oceansidefoodscraps@wm.com](mailto:oceansidefoodscraps@wm.com).



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### **WHAT IF MY DELIVERY DATE WAS SCHEDULED FOR MARCH OR APRIL, WILL I STILL BE CHARGED FOR THE FOOD SCRAPS CONTAINER?**

No, you will not be charged until the containers are delivered.

### **WHAT IF I NOTICE A CHANGE IN CHARGES TO MY MONTHLY BILL?**

Waste Management will keep your landfill and recycling services the same until you have confirmed service level changes and received your food scraps container. If there are any problems with collection, please contact Waste Management customer service at (760) 439-2824. Additionally, your utility invoice is billed in advance and you may see a change in charges for the food scraps service. Please know that Waste Management and the City will reconcile any charges that may appear incorrectly on your bill.

### **WHAT IS THE NEW COMMERCIAL FOOD SCRAPS RECYCLING PROGRAM?**

The City of Oceanside (City) and Waste Management (WM) amended their agreement to comply with State law and to provide organics programming to Oceanside customers. The amendment and rates will become effective January 1, 2020. This means businesses must recycle food waste, referred to as organics, into bins separate from waste and landscape cuttings. Organics are food scraps and some food-soiled paper waste. A new brown bin will be provided to all businesses specifically for this organic waste.

As part of this program commercial customers will receive technical assistance and training, food rescue and food recovery resources, and food scrap/food soiled paper recycling services. Residential customers will receive enhanced food waste reduction programming, backyard composting opportunities, and other zero waste community-based programming. Even though this program does not provide curbside residential food scrap recycling services, it does provide for initial planning and infrastructure development for future residential organics management.

### **WHY IS THE CITY STARTING A FOOD SCRAP RECYCLING PROGRAM?**

Californians throw away nearly 6 million tons of food scraps or food waste each year. This represents about 18 percent of all the material that goes to landfill. There are new state regulations that requires each City and its businesses to divert food scraps and other organic material. The goal of this program is to reduce the amount of organics materials sent to our landfill to minimize greenhouse gas emissions. Landfills are the second largest source of methane generation in California. Specifically, food scraps produce methane gas as they decompose in landfills. This new regulation requires municipalities to implement programs to reduce the amount of organics disposed of in landfills 50% by 2020 and 75% by 2025. This program supports the City of Oceanside's Climate Action Plan and Zero Waste Strategic Management Plan goals of reaching 75-90% diversion by 2020. The food scrap recycling program is anticipated to increase the City's diversion rate from 67% to over 80% within one year of implementation. Additionally, these efforts will further the support sustainability efforts related to the Green Oceanside campaign.



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## **WHAT IS ORGANIC MATERIAL?**

Organics material includes food scraps, compostable paper and greenwaste. Commercial food scrap recycling will keep food scraps/food soiled paper out of the landfill and processed as reusable material or renewable energy.

## **WHAT TYPE OF ORGANICS IS ACCEPTED IN THE COMMERCIAL FOOD SCRAP RECYCLING PROGRAM?**

Oceanside's commercial food scrap recycling program accepts all food scraps (including meat, bones, dairy, bread, fruits, vegetables, peels, pits, cobs, coffee grounds) and food soiled paper (food-soiled paper, paper towels, napkins, paper cups, paper egg cartons and pizzeria boxes). WM will continue to collect and recycle commercial greenwaste and commingled recyclables (rigid plastics, bottles, glass, office paper, and cardboard) separately.

## **IS IT OKAY TO PLACE FOG (FATS, OILS AND GREASE) INTO MY FOOD SCRAP CONTAINER?**

No, if you have fats, oils and grease, you are still required to collect and dispose of separately through your third-party haulers.

## **WHEN WILL COMMERCIAL CUSTOMERS RECEIVE SERVICE?**

The City began reaching out to all commercial customers in winter of 2019. January through mid-March 2020 most commercial customers received technical assistance, education, service evaluations to help with right-sizing, and the determination of the appropriate food scraps recycling services. Bins delivery will begin in mid-August 2020 for commercial customers. You will be contacted by the technical assistance team before your brown container is delivered.

## **DO ALL COMMERCIAL CUSTOMERS NEED TO PARTICIPATE?**

Yes. State and local laws require the diversion of food scrap/food soiled paper from the landfill. All commercial customers are required to establish minimum service levels for landfill, recycling and food scraps. Additionally, we are offering delayed bin delivery to those customers who have requested delay of container delivery.

## **IS THIS PROGRAM COSTING OR SAVING THE CITY MONEY?**

The collection, processing, recycling and disposal of all material (landfill, recycling, and food scraps) has a cost. By implementing programs for recyclables and food scraps, the City is helping to stabilize rates by mitigating landfill transportation and disposal costs.

Customers will see a rate increase effective **January 1, 2020**. Organics services will cost approximately 75% of the trash rates. Organics costs 75% of the landfill rates, and recycling rates cost 50% further incentivizing participation in the program

## **HOW CAN WE SAVE MONEY?**

The City and Waste Management are dedicated to zero waste and providing exceptional recycling and food scrap recycling services, and programs that incentivize waste reduction, reuse and recycling first, before landfilling. In Oceanside, recycling and food scrap services are



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more affordable than landfill services, thus creating added savings when you minimize your landfill services. By taking measures to reduce the amount of waste your business generates you can keep your solid waste costs down. We will assist businesses with right-sizing or down-sizing to find opportunities for cost savings.

### **HOW OFTEN IS MY COMMERCIAL FOOD SCRAP CONTAINER GOING TO BE PICKED UP?**

The amount of food scraps generated at commercial businesses varies, and is dependent on operation, type of business, food donation, and source reduction efforts. Technical assistance will be provided to all commercial customers to help determine the appropriate level of service for your business. Zero Waste Technical Assistance staff will discuss opportunities for food waste reduction and food scrap recycling service levels when your containers are delivered through digital resources. Please note City Code Chapter 13 establishes minimum service levels for commercial customers.

### **WILL MY FOOD SCRAP RECYCLING CONTAINER SMELL?**

Remember that with food scrap recycling, you are simply moving the food scraps/food soiled paper from your landfill bin into your food scraps (brown) bin. Food scrap recycling will not smell any differently than your current landfill and recycling services.

### **SHOULD I USE A BAG FOR MY FOOD SCRAPS?**

You are not required to bag your organics, but if you choose to you are required to use clear plastic bags prior to placing food scraps into the container. To keep your bin/cart clean, be sure to tie-off bags before placing them in the food scraps container. The plastic will be screened out during the pre-processing of the food scraps.

### **WHAT WILL BE THE SIZE OF MY ORGANICS CART?**

Commercial customers will receive 64-gallon carts or 2 cubic yard containers. Due to the weight of the organics, these will be the only sizes available. The size and frequency of collection will depend upon how much food scraps materials your business is generating. The Zero Waste Technical Assistance team will work closely with you on an ongoing basis to help you determine the appropriate size containers and service levels to meet your needs.

### **WHAT HAPPENS TO THE FOOD SCRAP/FOOD SOILED PAPER MATERIALS ONCE IT HAS BEEN COLLECTED?**

Waste Management is committed to finding innovative solutions for food scrap recycling. Waste Management utilizes its CORE technology that will use the food waste and food soiled paper collected in Oceanside to create an EBS organic slurry that will be used to generate renewable, green energy through co-digestion at municipal wastewater treatment plants.

### **I DON'T GENERATE MUCH FOOD SCRAPS; WHY DO I NEED TO PARTICIPATE?**



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State and local laws require the diversion of food scrap/food soiled paper from the landfill. All commercial customers are required to establish minimum service levels for landfill, recycling and food scraps. In Oceanside food scraps/food soiled paper represent roughly 30% of the waste going to landfills, and services are 75% of the cost of landfilling for commercial customers. Participation by all generators of all sizes allow the City to ensure compliance as well as meet our zero waste goals.

### **CAN COMMERCIAL CUSTOMERS GET TECHNICAL ASSISTANCE AND TRAINING FOR THIS PROGRAM?**

Yes. To ensure a successful food scrap recycling program the City and Waste Management have partnered together to guarantee all commercial customers have an opportunity for technical assistance and training. This includes service evaluations to help with right-sizing, down-sizing and staff training and on-going as needed support. This assistance is free to all commercial customers. Virtual trainings and digital resources are available for easier and safe access to our Technical Assistance Team.

### **WILL FOOD SCRAPS SERVICES BE AVAILABLE TO RESIDENTS?**

Not at this time. Residential customers will receive enhanced food waste reduction programming, backyard composting opportunities, and other zero waste community-based programming. Even though this program does not provide curbside residential food scrap recycling services, it does provide for initial planning and infrastructure development for future residential organics management.

### **WHY CAN'T I PUT FOOD SCRAPS IN MY YARD TRIMMINGS CONTAINER?**

Waste Management collects commercial greenwaste service separately from food scraps/food soiled paper due to the processing needs for both material streams.

Oceanside's residential greenwaste program also recycles yard trimmings into high quality compost and mulch at the El Corazon Compost Facility operated by Agri Service Inc. Even though this program does not provide curbside residential food scrap recycling services, the City is currently in initial planning and infrastructure development for future residential organics management.

### **CAN RESIDENTS RECYCLE FOOD SCRAPS ON THEIR OWN?**

Absolutely. The City and its partners offer multiple opportunities and resources to support home composting, sustainability and zero waste. These resources include but are not limited to zero waste cooking classes, sustainability workshops, compost bin programs and more. For more information regarding these programs and resources, please visit the Green Oceanside website at [www.GreenOceanside.org](http://www.GreenOceanside.org) or call (760) 435-4500.

### **WHERE CAN I GET MORE INFORMATION ON OCEANSIDE'S ORGANICS PROGRAM?**

Questions regarding the Food Scraps Recycling Program should be directed by email to



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[oceansidefoodscraps@wm.com](mailto:oceansidefoodscraps@wm.com) or by calling (760) 435-5457.

For additional information or questions regarding solid waste and recycling services, please visit [business.wm.com/oceanside](http://business.wm.com/oceanside), [www.greenoceanside.org](http://www.greenoceanside.org) or contact the City of Oceanside Zero Waste team by calling (760) 435-4500.