

GreenWays

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COMMUNITY RESOURCE

Our Outreach Team is available to help your business reduce its waste! In-person tablings, trainings, truck showings, presentations, and other outreach have resumed. Call or email us to schedule your GreenWaste of Palo Alto outreach event: 650-493-4894 or pacustomerservice@greenwaste.com

SB 1383: WHAT YOUR BUSINESS NEEDS TO KNOW

California Senate Bill 1383 aims to reduce greenhouse gas emissions from a variety of sources, including methane from organic waste being disposed in landfills. When organic materials such as food, yard trimmings, and paper products break down in a landfill, they release methane: a powerful greenhouse gas. SB 1383 sets several statewide goals, including:

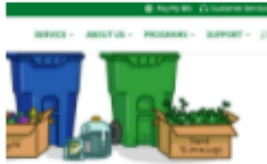
- Reduce statewide disposal of organic waste by 50% by January 1, 2020, and 75% by 2025.
- Recover at least 20% of the currently disposed edible food for human consumption by 2025.

SB 1383 requires that businesses and residents sort their organic waste into the compost, so it does not go into landfills. In Palo Alto that means everyone must subscribe to compost service and sort their waste properly. Additionally, businesses or events within Palo Alto that generate or manage large amounts of edible food must meet the new edible food recovery regulations:

- Recover the maximum amount of edible food that would otherwise be disposed (e.g., compost or landfill)
- Have an agreement or contract with a food recovery service or organization that picks up or receives edible food from your business.
- Maintain records of type, frequency, and pounds of food recovered each month.

SB 1383 has specific definitions to determine which edible food-generating businesses are subject to the requirements. They include supermarkets, grocery stores, food service providers, food distributors, wholesale food vendors, restaurants, hotels, and health centers with an on-site food facility, large venues and events, state agencies with cafeterias, and local education agencies with an on-site food facility.

To learn more about SB 1383's requirements for food generating businesses, visit www.SCCFoodRecovery.org



NEW GWPA WEBSITE

GreenWaste of Palo Alto is proud to announce the launch of our newly redesigned website! The new site features a streamlined design, improved functionality, accessibility, and user experience. It also boasts an improved mobile experience and a comprehensive support page.

New or improved features include:

- Dedicated Clean Up Day webpage
- Customer support quick links
- Debris box order form
- Outreach request form
- Service request form
- Service information and rates

Website visitors can also view information on waste reduction programs and the electrification of our fleet of trucks! Explore our new website [here!](#)



TOOTSIE'S REUSE PILOT

Last spring, Tootsie's at the Stanford Barn was the first restaurant to participate in the Serve It Safe reusable food container pilot, in collaboration with Upstream and Dishcraft Robotics.

The program offered diners reusable take-out foodware in lieu of single-use disposables. Serve it safe is simple; there is no membership & no need to install an app or scan any codes. Diners simply receive their meal in a reusable container. When finished, they drop off their empty, unwashed container in one of the nearby collection bins. The containers are picked up daily for cleaning, sanitizing, and delivery back to the restaurant.

During the one-month pilot, the program eliminated 1,600 single-use disposable containers (about 170 pounds of waste) and received an overwhelmingly positive response from diners. The majority of surveyed patrons agreed that they would like Tootsie's to continue the program, which they have done. It is projected that this program will eliminate 2,362 pounds of waste and 9.9 metric tons of carbon dioxide emissions per year. Do your part by supporting businesses that have switched to reusables and by switching to reusable items at your businesses.



CUSTOMER SERVICE FAQs

1) **Where does this waste item go?** Our Customer Service team is happy to answer specific what-goes-where questions, particularly for out-of-the-ordinary items. Sorting guidelines and a Detailed Material Guide are available [on our website](#) anytime! You can also use the [RE:Source](#) search tool to find out where to reuse, recycle, and properly dispose of just about everything.

2) **How do I change service?** Reach out to your GreenWaste of Palo Alto Outreach Coordinator to change your container size or service frequency. Unsure who your Outreach Coordinator is? Call our Customer Service team who will happily redirect your request!

3) **How do I schedule a bulky item collection?** Commercial accounts receive 1 and multi-family dwellings receive 2 free annual Clean Up Days for bulky item disposal. Contact your Outreach Coordinator or our Customer Service team to schedule this. At least 1-week advance notice is required. Additional bulky items can be serviced through a special pickup, scheduled through your Outreach Coordinator.