

ST. HELENA:

1. We are pleased with our collection!
2. I can barely afford your current charges.
3. UVDS is the best waste disposal service we have ever had. Thanks for their excellent work.
4. We haven't used the UpValley HHW collection because we haven't been available on those days. We'd love to have one- Is St. Helena a possibility?
5. I fill Brown Container once a week - maybe!! Blue and Green container once every month. Your cost for so little amount seems high.
6. This citizen of St. Helena wishes we could have a town clean up day too!!!
7. In other cities, e.g. SF, the disposal Co. does curbside pick up once a year for larger items at no extra charge.
8. I take HHW to Napa. I would rather drive to Napa than store the waste at my house waiting for a one time collection up valley.
I would like Clover Flat to be able to take more HHW. Your rule on the limit of paints cans per trip is stupid.
9. The odds of being able to take advantage of the HHW collection on only one day our of 365 are not good.
10. I would pay \$\$ if I needed to use it, but not an annual fee since I may not need it. Basically a day per-use-fee.
11. Thank you for great service.
12. I only put out my garbage can about 1-2 times a month, so already think I'm paying too much. Don't know if I would use it.
13. New to the area, so some questions did not apply. Also new to garbage collection living outside city limits in addition to re-entering California as a part-time resident.
14. Thanks for your super services!
15. If collection event is scheduled it should be paid for by fees from those who use it, not a surcharge on everyone.
16. Waste management is already too expensive.
17. I moved here 10 years ago from MA. In the northeast when we paid a can or bottle deposit, there were many convenient places to return. CA is shocking in its response. I pay for the refund but don't get it back. Feels like robbery. Actually it is robbery.
18. Up Valley pick up could be more careful w/ throwing the cans about.
19. Please give details about what is considered HHW.
20. Would this include Electronic waste pick-up? (That would be helpful)
21. A lot of us who work, work weekends so a Saturday or Sunday event is undoable.
22. You do a good job! Thanks
23. You folks do a great job!
24. How about 2 HHW evetns upvalley each year?
25. If you start charging for HHW collection you risk people throwing it away in regular weekly trash which is wrong but I believe it will deter people from proper disposal.
26. One day a year is too difficult for many busy people to get to. Working, ourt of town, ill - Too many variables for one one day!
27. I do not utilize waste pick up service on a weekly basis. I put my cans out every other week. I feel my paying for weekly service should cover HHW.

28. Great Stamp.

29. I would like to see more sites for disposing of computers, electric cords, old phones, etc, and once a year is not enough, and napa is too far to drive.

30. We have more 'recycling' than one can hold. We can't believe we would have to pay more money for an extra can's pickup. You make \$ on our recycling, so this is absurd (and not a good environmental act.)

31. We bring our batteries and light bulbs to Steve's hardware . Can we bring paint there too?

32. Depends on the surcharge.

33. Do you replace bins that are damaged?

34. We're retired & this cost matters.

35. As a single person I only put my barrels out once a month but 2 pay the same weekly arnt per month as others.

36. This service should be without charge!

37. I am appreciative of the good work you do. Thank you.

38. Would appreciate updated information on recyleing available ie - sorting of plastics - what is & isn't recyclable.

39. If we had a local, St. Helena hhw once a year it would be very helpful. Held somewhere in town; not up at the dump place.

Type of waste I have; left over house paint & glue from doing my dripping. Pipes- all from do it - yourself project.

40. You could save \$ by not incl return envelope w/bill for people who have bill auto-chg to credit card.

41. Since you put in collection at Clover Flat for things like paint & electronics of do not need a yearly event.

42. Should have HHW at least 2 times a year.

43. Thank you for trying to control St. Helena ground water use. Keep up the good work! We need to protect it.

44. Love the upper valley HHW collection- Please bring it back!

45. One per year is more than enough. 2003 yrs between May be better?

46. UVA should absorb the cost of this or charge persons who would use the service or dispose HHW products.

47. If grbage trucks are not over filled they won't allow fitter & garbage to fly out & land on streets & roadsides.

48. How about a once or twice a year pick up of anything like Yountville or other cities do?

49. I think it is extremely important to offer this service. Free is still better as it ensures the proper disposal of the waste.

50. Good service to my home.

51. Would it be possible to have a bulky item pick up once a year as we ll as a HHW day.

52. When I lived in Marin there was an annual curbside free pickup of large things e.g. furniture, mattresses, appliances.

53. hard to find.

54. Thank You.

55. Other countries recycle yogurt containers and such plastics. You should accept these too.

56. HHW Collection is not something everyone needs.

CALISTOGA:

1. Another topic: Could you provide an easier low cost access to the compost generated from the yard waste of your clients?
2. Would paint be considered household hazardous waste?
3. The UVA should pay for the HHW collection from their profits as a community service. Good PR and tax write off.
4. With so many fluorescent bulbs in use, need easy curbside disposal.
5. I would prefer a bill due date rather than a "upon receipt." Most bills I have to pay give me at least 2 weeks between receipt of bill and due date.
6. I would like to thank you guys, you do a good job. I never have any complaints -Thank you!
7. No surcharges please.
8. More than once a year.
9. I like what you are doing and planning to do.
10. How about a \$1 charge (for the HHW event). You have a huge customer base.
11. How about bi-weekly pick up for some people?
12. Our garbage charges are high now. It seems to me it can be afforded to offer already.
13. I would rather it be every other year.
14. Yes! Yes! Please provide this service. The south Napa facility is way too far for us!
15. We already pay too much for our existing services. I consider a free HHW collection event to be the least sign of good will from your agency.
16. Great job!
17. Just moved here. I would probably just drive to the HHW facility. Too many bills already!
18. The chances of going to a drop off is slim and cost gas for a separate trip. The chance of throwing into garbage high rather pay however annoying.
19. I wish garbage pick-up trucks would not leave garbage in the street.
20. If it includes paint, we have accumulated a lot of old paint over the years and it is a pain to only be able to discard 5 gals at landfill area at a time.
21. It would be preferable for me, any day but Saturday. (HHW Event)
22. Thank you so much for this. Like many seniors I do not drive and was very grateful for the opportunity to walk to the fairgrounds. Please contact Mobile Park residents who do not get billed by you. Thank you, Harini Oken
23. The HHW collection is important to upvalley users. It's difficult to get to Napa. If its here one a year, great. Pay if you need to us it. Why pay fee if I don't use service all the time. I will pay small fee at collection.
24. Collection of compostable products.
25. Please do this event. It is a much less expensive option than cleaning up after improper disposal.
26. I don't have know what the billing is currently 4 is yes Hazardous waste is a good thing.
27. We pay enough. You make enough \$ on our recycle use that \$ for HHW
28. It is a great service Thank you.

29. It's a great service Thank you.
30. I would rather pay for disposal of items on that day, rather than pay a surcharge for a service I may or may not use.
31. Our NV disposal charge is now more than is affordable.
32. The success all hinges on how much the surcharge is and how many are willing to pay.
33. If you charge more than a dollar people will continue to toss their HHW in trash. Lots of people are low income (even free!) Upper Valley owner can spare the cost I'm sure!
34. We tried to drop off chemical solvents recently at clover flat and were denied.
35. We feel your current fees we already pay should include a once per year local HHW collection!
36. Appoint a contact person-name & # provide list of what is Hazardous waste.
37. You are doing a great job!
38. I would't mind 2 pick-ups a year.
39. I would only be willing to pay if the HHW event was in Calistoga.
40. Good idea!
41. Personally, to pay more than \$3.00 per year but I checked \$3.00 because I think right now people don't have the money & work agree at all if it costs too much.
42. I'm only a part-time resident live full time in Bay Area. Always seem to me is the HHW collection event.
43. We like Sunday dates in addition to weekdays We're currently looking for anything with an election event up valley, just not on a Saturday.
44. Not enough info/cost what is not accepted.
45. Two trips from Calistoga to Am. Canyon both times closed. We already pay in every item we buy to recycle.
46. your truck drivers are rude!
47. A once a year allowable call for large item pick-up would be helpful.
48. I think you should put ads in the local paper about your services besides trash pickup so we know what we can do to be more green.
49. The cost of pickup is very high.

COUNTY:

1. We have not lived here long enough to accumulate much to bring to your collection events.
2. I used it every time when you had it.
3. Very good service - Tom May
4. When are you going to start recycling styrofoam? I constantly have the dilemma of how to dispose of packing material too bulky to fit in my trash can.
5. We should have a choice - Charge a small fee at the event.
6. Upper Valley's rates are so high. They don't need a surcharge. (*Note, this citizen checked that they would not be willing to pay a once per year surcharge to fund a HHW event, but also checked that they would pay \$10 annual surcharge to fund HHW event)

7. We already pay too much for trash & Recycling services.
8. #4 use funds we are already paying you. #2b too far away.
9. At 85 years of age, living alone, the amount of waste is negligible. There should some lower rate for seniors. I don't have garbage to put out every week, but I pay a high price for a once a month collection.
10. Pleased with service, thank you!
11. We love the idea of confidential record shredding.
12. User fees are fair. HHW pickups encourages residences to clean up hazardous waste. Two events per year would be ideal: spring & fall.
13. I am interested in the HHW events only if it's not during June, July or August, as we are gone those months.
14. I spend most of my time in Santa Rosa, but I appreciate the service you provide.
15. Having to pay for the recycling that only needs to be emptied 6 times a year is an expense that I can't really afford.
16. I am not in Napa, except on weekends when all facilities and collections operate during the week.
17. What is considered household hazardous waste? A list would be great. Then we could answer the remaining questions.
18. Napa County may have the largest percentage of Seventh-day Sabbath keepers in any county in California. No faithful observer of the only weekly holy day in the bible is going to benefit from a Saturday e-waste day. (Most Sunday keepers would probably come on a Sunday afternoon, however since they have no bible command to forbid their participation. Don't charge for a service I cannot use. 9 out of 10 composting workshops are on Saturday. Sabbath keepers need not apply.
19. I have comparable service in Clear Lake for \$43.56/3 months. I do not feel additional charges are justified.
20. Waste of time easier to go to Napa.
21. HHW collections should be rotated through the various cities, not just in Napa. Alternatively collect at Clover Flats year round.
22. Would appreciate your HHW & other event not being on Saturdays.
23. It should be free service to encourage people to properly dispose of hazardous material.
24. There should be No "Annual surcharge" since we are already paying an outlandish amount for "regular" service.
25. I am Not interested in any HHW collection events that take place on Saturdays.
26. I would be willing to pay this surcharge if the collection day were scheduled at least 2 months in advance. I am not always here.
27. Are plastic wrappers exchange paper towel packing salvageable.
28. Waste is valuable event. Should remain free to avoid improper disposal.
29. Willing to pay for HHW if collection available upper valley once a week.
30. No surcharges.
31. All ready pay enough cut back on your goodies.
32. Store already charge a fee when you buy an electronic device that means I would pay twice for disposal. Who gets the \$ the store collects? Like tires, we pay for disposal and an additional fee. We are being charged like 3 or 4 times. We usually just go to landfill to recycle as much as we can. Been to Vallejo once. Calistoga is 10 miles for us.
33. Publish time and place well in advance and list acceptable items please.

34. Heck your guys leave half the trash in the container, with the container left on its side down the embankment at least once/ month. How would they handle HHW?

35. You are very consistant and do a great job. Thanks for taking out the trash!

YOUNTVILLE:

1. For Senior on a fixed income, the fee on garbage disposal is already too high. - Not willing to pay for Annual Town Clean up day.

2. Appreciate clean-ip day in the past, but because not everyone uses this service would opt to discontinue it.

3. Selection of services would be appreciated either by monthly or smaller containers.

4. Service is great, times are lean.

5. Free access to HHW collection sights on a monthly weekend (i.e. First weekend each month) would get people "in the habit" of disposing their waste.

6. Opt In Clean-up day \$10 - Otherwise we don't use and would not want to pay for above \$2.

7. I would be willing to pay. However, I really do feel that the Town could pay for clean up days, So little is done for locals and so much done for Tourists.

8. \$12 is a bargain!!

9. A one-time annual charge \$10... We need to keep this annual event. It's the only way to get people to clean up their S..t!

10. This is such a valuable service that UVD offers- and much appreciated. If it continues it would be a good thing. Thanks!

11. As a part time resident, I have no need for this service. I think you are great. (This person filled out HHW portion and NOT the Town Clean-up portion)

12. At this point, I do not want to pay for a town clean up if it is every year. I think every 2-3 or more years is fine. 1/2 the town doesn't live here full time. What could they possibly accumulate?

13. The town clean-up day is a great idea. I've participated once and should do it again. Additional Electronic waste pick-up would be good.

14. On Pickup days.. Your trucks are here sometimes at 6am. They are noisy. Tim should be later. 7am at the earliest!

15. I think the town has the money for an annual town clean up day.

16. I usually don't participate (in the Yountville town clean-up) because I don't have anything to throw away.

17. Residents should recycle their own at the cloest waste management.

18. We don't use it (Yountville Town clean-up)

19. I think yountville has enough \$ to pay for pick-up.

20. I feel \$3.00 would be sufficient since we pay enough every single month. Thank you.

21. Recycle should by only every other week. Does anyone fill their can every week. I can't think so.

22. It would be nice to have the clean-up day the way they used to have it. Where we bring items to a central location and throw them in a dumpster.

23. With many senior citizens in Yountville, this is really appreciated.

24. Yountville should hold a "stop & swap" free exchange like calistoga's planned event, I believe in reuse/ recycle and not throwing everything away.
25. Town of yountville can pay the annual charge for the clean up day.
26. Solvents, sprays, batteries, electronics, large items- these should be free and easy to dispose of correctly.
27. Your service for my business is exorbitant due to ZERO competition. -Panchas of Yountville Owner, Robert Solis Jr.
28. I question why we even need a clea-up day since we already have so many options; Recycle, yard waste, regular trash - Whats left?
29. I've used this day only once after 2 moved here otherwise I just don't have stuff to put out.
30. I see my neighbors not putting garbage toles out. Mam you considered marketing collection to help off set rates?
31. Price for additional yard waste barrel too high.
32. We are used to having 2 clean-up days spring & fall If 2 willing \$10 on bill
33. Best of all - As often we do not fill blue, green & tan can each week but pay the same none the less.
34. We need to have as many collection days as possible so people will save their hhw and dispose of it properly close by & frequently
35. I would not support surcharge for Yountville. Clean up day is not needed. Jeff Durham.
36. Hopefully T&hs would be a one time charge.
37. I'm a mile south of Yountville on Hoffman Lane
38. Thank you for all that you do! More in town (Yountville) disposal opportunities would be nice (batteries, CFL bulbs, etc.)
39. I am very happy with the services provided by upper valley disposal.
40. We already pay enough!
41. Great idea. The American Canyon site is upvalley closed when one needs it and it is so distant.
42. I never use the clean up day.
43. You're kidding that the town of Yountville can't pay for the town clean up day? Come on-this town has plenty of funds. They should pay not us.
44. Napa city has lower rates \$20.00 also free haz.
45. This is a wonderfull service thank you.
46. I would prefer to come drop offs year know for HHW electronics etc.
47. Surcharge needs to be mandatory for all property owners regardless of whether or not they have garbage.
48. I would love to have the town clean up twice a year or earlier in the year, like Feb/March
49. By responding to question 6, are you interpreting that an an implicit acceptance of a surcharge or are you some how accounting for the fact that some people will respond with only the allowed choices available, not one they truly desire but unavailable, i.e. \$0
50. Sorry we are on social security, hard to pay more than what we pay now.
51. Why should we pay for the few. They can pay to do it themselves.

Undeclared:

1. I pay \$23.80 for one little tiney bag of garbige each month. MTR CHG \$7.28 admin fee 83 cents to much for a senior citizen on a

fixed incom.

2. There is not enough info to answer - What are the costs? - There should be a year-round HHW collection facility at Clover flat!
3. There should be a senior rate. Your rates are too high.
4. Only if held on any day but Saturday.
5. Slow down when picking up trash so you don't spill it every where.
6. No Saturday collections or event .
7. It would be helpful to have a year-round drop off facility for hazardous waste & e-waste in city limits in St. Helena. A location like Central Valley.
8. When we lived in Kessington the fire department sponsored an annual clean up day when you could put at the curb anything inside or out, negotiation or for a free pickup. I was not aware of any surcharge on anyone. You might check with the Kensington ca fire dept. to see how they financed it.
9. \$O Have residents take care of their own junk.
10. My sister & I live in Idaho and are at present renting our dad's house. Pa O'ned.
11. We usually dispose of our own materials so that's way the -0-
12. Why is garbage bin higher in Upper Valley than Napa Valley disposal about 300.00 dollar difference.

Mobile Home Park:

1. Trucky-Tahoe has secure strong bear-proof garbage bins. Could ONE secure bin be placed at dumps entrance gate on the trail for small items such as batteries.
2. We have had missed pickup on our street several times last year.
3. I pay 269.76 per year for carting away garbage provided by 1 person, recycables and green stuff from my grand yard, with ten potted plants. Surely you can find sufficient funds to pay for an upvalley event without asking your customers for more money.
4. Driving to South Napa to HW site is the pits. It's too expensive and time consuming.
5. This should be included in the amount paid to collect. It is their job. All ready paid for.
6. No, since I go to the dumps frequently since I'm in construction.
7. Gentlemen- Our community consists of retired folks fifty-five or older. It would be rather considerate if you took this information into your staff and made the printing of all documents larger so it could be read. Be thoughtful when working with seniors.
Thank you, Judith Freidman.
8. Question: What does hazardous wate include? How about VCR's, radios, computers, cell phones, household appliances?
9. Give us plenty of notice.
10. 2 events would be best. I am often out of town.
11. Hopefully it will accept small batteries, hearing aids, flashlights, etc.
12. Best service ever. Always willing to work with the customers, etc.
13. Do not need at this time.

14. Already received this notice