

Upper Valley Waste Management Agency

Q3 Report July 1-September 30, 2021



UPPER VALLEY
DISPOSAL • RECYCLING • COMPOST

Q3 2021

Submitted November 1, 2021

Table of Contents

CUSTOMER REPORT	2
NUMBER OF CUSTOMERS BY TYPE	2
SERVICES BY CUSTOMER TYPE AND PROGRAM	2
RESIDENTIAL CART COUNTS AND WEEKLY SERVICE LEVELS	2
COMMERCIAL CONTAINER COUNTS, COLLECTION FREQUENCY, WEEKLY SERVICE LEVELS	3
CUSTOMER SERVICE REPORT	7
CUSTOMER CALL DATA	8
RESIDENTIAL AND COMMERCIAL SERVICE REQUESTS	9
SUMMARY OF COMPLAINTS AND MISSES	9
CUSTOMER PAYMENT DATA	10
NEW & EXISTING PROGRAMS REPORT	11
PARTICIPATION BY SERVICE PROGRAM & CUSTOMER TYPE	12
TONNAGE REPORT:	14
SUMMARY TONNAGE REPORT - UVWMA FRANCHISED MATERIALS	14
TONS MARKETED - UVWMA FRANCHISED MATERIALS	14
MEMBER REPORT	15
MEMBER FACILITY SERVICES	15
MEMBER COMPOST DONATIONS	17
OUTREACH & EDUCATION REPORT	17
STATE RECYCLING LAWS	21
COMMERCIAL OUTREACH & EDUCATION	22
FINANCIAL INFORMATION	23
REVENUE REPORT	23
AUDITED FINANCIAL STATEMENTS	23
ACTUAL OPERATING RATIO AND OPERATING RATIO	23

Upper Valley Waste Management Agency

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Customer Report

Number of Customers by Type

Upper Valley Disposal & Recycling, (the “Company”) uses Soft-Pak, industry software, for the management of customer account information, routing and billing. This past year, the Company worked to improve and refine documentation and coding of services in order to streamline reporting for internal process improvement and external reporting. Customers are presently coded as single family residential (1-4 units), commercial or temporary (short term subscriptions for clean-up helpers and debris boxes).

The goals for Q4 are to separate out the multifamily residential customers (5+ units) from the commercial business customers and to continue auditing commercial and residential accounts for service verification and documentation accuracy. Table 1 below shows the average number of customers by type. Mobile home customers who have individual service but who do not have accounts, or pay their own bills do not show up in this count. In Q4 the Company is preparing to include these customers into the system in order to help UVWMA meet the requirements for monitoring, outreach, education and contamination at the generator level for SB 1383.

TABLE 1: Q3 MONTHLY AVERAGE CUSTOMER COUNTS

Customer Type	Calistoga	St. Helena	Yountville	County	Total
Residential	1,156	1,770	688	2,329	5,944
Commercial	175	288	64	464	816
Temporary	11	20	1	79	111
Total	1,167	2,078	753	2,872	6,870

Services by Customer Type and Program

Residential Cart Counts and Weekly Service Levels

All residential customers are offered three cart services as part of a “bundled rate”. Included is a gray garbage (landfill) cart, a blue single stream recycling cart and a green organics (compost) cart. The monthly fee is based on the size of the garbage cart. Garbage cart sizes offered are 32, 64, and 96 gallons. Recycling and organics are only offered in the 96 gallon size. Customers may choose to pay additional monthly fees for extra recycling and organics carts. Table 2 below details the cart count in each service area by cart size. Total gallons for each service type is also detailed. Because Residential customers include 1-4 units, the cart counts will not match the customer counts.

TABLE 2: RESIDENTIAL SERVICE LEVELS

Residential Weekly Garbage Service										
Q3 2021	Calistoga		St. Helena		Yountville		County		Total All Areas	
CART size	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons
32 gallon	1,410	45,120	1,620	51,840	769	24,608	1,832	58,624	5,631	180,192
64 gallon	110	7,040	262	16,768	68	4,352	439	28,096	879	56,256
96 gallon	57	5,472	94	9,024	20	1,920	231	22,176	402	38,592
Totals	1,577	57,632	1,976	77,632	857	30,880	2,502	108,896	6,912	275,040
Residential Weekly Recycling Service										
Q3 2021	Calistoga		St. Helena		Yountville		County		Total All Areas	
CART size	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons
96 gallon	1,542	148,032	1,951	187,296	818	78,528	2,445	234,720	6,756	648,576
Residential Weekly Organics Service										
Q3 2021	Calistoga		St. Helena		Yountville		County		All Areas	
CART size	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons
96 gallon	1,476	141,696	1,691	162,336	762	73,152	2,285	21,360	6,214	398,544

Commercial Container Counts, Collection Frequency, Weekly Service Levels

Commercial businesses, including multifamily dwellings, are offered a variety of container types, sizes and collection frequency. Collection frequency is the number of days per week the customer has service. Customers who subscribe to cart service for garbage (gray cart) are provided one single stream recycling (blue) cart and one organics (green) cart at no additional charge. Commercial customers who subscribe to bin service for garbage service are provided three single stream recycling (blue) carts and one organics (green) cart at no additional charge. Customers may choose to pay additional monthly fees for extra recycling and organics carts. Food scrap carts are offered at no additional charge for those customers with commercial kitchens or large volumes of food waste. Tables 3-5 reflect cart or bin size by individual service area. Table 3 details cart service. Table 4 details bin service. Table 5 details roll-offs and compactors by size, number of empties and total average weekly volume.

TABLE 3: COMMERCIAL CART SERVICE LEVELS

Calistoga						
Container Type & Size	Cart Count	Frequency			Weekly Service Levels	
GARBAGE CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
32 gallon	577	577	0	0	18,464	91
64 gallon	19	19	0	0	1,216	6
96 gallon	159	153	6	0	15,840	78
RECYCLING CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
64 gallon	5	5	0	0	320	2
96 gallon	668	668	0	0	64,128	317
ORGANICS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
96 gallon	301	301	0	0	28,896	143
FOOD SCRAPS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
64 gallon	156	8	22	126	27,520	136

St. Helena						
Q3 2021	Cart Count	Frequency			Weekly Service Levels	
GARBAGE CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
32 gallon	290	290	0	0	9,280	46
64 gallon	32	30	2	0	2,176	11
96 gallon	170	163	4	3	17,280	86
RECYCLING CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
35 gallon	4	4	0	0	140	1
96 gallon	751	751	0	0	72,096	357
ORGANICS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
96 gallon	144	144	0	0	13,824	68
FOOD SCRAPS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
64 gallon	243	10	26	207	43,712	216

Yountville						
Q3 2021	Cart Count	Frequency			Weekly Service Levels	
GARBAGE CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
32 gallon	239	239	0	0	7,648	38
64 gallon	3	3	0	0	192	1
96 gallon	57	57	0	0	5,472	27
RECYCLING CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
96 gallon	372	366	6	0	36,288	180
ORGANICS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
96 gallon	78	78	0	0	7,488	37
FOOD SCRAPS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
64 gallon	92	2	0	90	26,048	129

Napa County						
Q3 2021	Cart Count	Frequency			Weekly Service Levels	
GARBAGE CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
32 gallon	249	249	0	0	7,968	39
64 gallon	52	52	0	0	3,328	16
96 gallon	147	139	8	0	14,880	74
RECYCLING CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
35 gallon	5	5	0	0	175	1
96 gallon	761	749	12	0	74,208	367
ORGANICS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
96 gallon	262	262	0	0	25,152	125
FOOD SCRAPS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
64 gallon	205	35	86	84	37,440	185

TABLE 4: COMMERCIAL BIN SERVICE LEVELS INCLUDING FRONT LOAD COMPACTORS

Calistoga							
Q3 2021		Frequency					
Commercial Garbage Service	Total Bin Count	1	2	3	4	5	Total Weekly Yards
2 Yard Front Load Bin Trash	46	21	14	11	0	0	164
2 Yard Front Load Compactor Trash*	4	0	0	4	0	0	48
4 Yard Front Load Bin Trash	33	17	10	6	0	0	220
6 Yard Front Load Bin Trash	8	6	2	0	0	0	60
<i>*compactor compaction rate is 2:1</i>	91						492
Commercial Recycling Services	Total Bin Count	1	2	3	4	5	Total Weekly Yards
2 Yard Front Load Bin	2	0	2	0	0	0	8
4 Yard Front Load Bin	36	11	22	3	0	0	256
6 Yard Front Load	15	3	12	0	0	0	162
	53						426
Commercial Organics Service	Total Bin Count	1	2	3	4	5	Total Weekly Yards
No Organics Bin Service	0						0

St. Helena							
Q3 2021		Frequency					
Commercial Garbage Service	Total Bin Count	1	2	3	4	5	Total Weekly Yards
2 Yard Front Load Bin Trash	56	0	7	0	0	0	28
2 Yard Front Load Compactor Trash*	1	0	1	0	0	0	8
4 Yard Front Load Bin Trash	70	28	16	12	4	10	648
6 Yard Front Load Bin Trash	23	11	4	3	0	5	318
<i>*compactor compaction rate is 2:1</i>	150						1,002
Commercial Recycling Services	Total Bin Count	1	2	3	4	5	Total Weekly Yards
4 Yard Front Load Bin	70	25	22	15	8	0	584
6 Yard Front Load	34	21	2	3	8	0	396
	104						980
Commercial Organics Service	Total Bin Count	1	2	3	4	5	Total Weekly Yards
4 Yard Front Load Bin	5	5	0	0	0	0	20
6 Yard Front Load	1	1	0	0	0	0	6
	6						26

Yountville							
Q3 2021		Frequency					
Commercial Garbage Service	Total Bin Count	1	2	3	4	5	Total Weekly Yards
2 Yard Front Load Bin Trash	7	4	3	0	0	0	14
2 Yard Front Load Compactor Trash*	1	0	1	0	0	0	8
4 Yard Front Load Bin Trash	52	8	15	24	5	0	520
4 Yard Front Load Compactor Trash*	1	0	1	0	0	0	16
<i>*compactor compaction rate is 2:1</i>	61						558
Commercial Recycling Services	Total Bin Count	1	2	3	4	5	Total Weekly Yards
4 Yard Front Load Bin	43	8	18	9	8		412
6 Yard Front Load	3	0	0	3	0		54
	46						466
Commercial Organics Service	Total Bin Count	1	2	3	4	5	Total Weekly Yards
No Organics Bin Service	0						0

County							
Q3 2021		Frequency					
Commercial Garbage Service	Total Bin Count	1	2	3	4	5	Total Weekly Yards
2 Yard Front Load Bin Trash	78	72	6	0	0	0	168
3.5 Yard Fork Truck Bin Trash	10	10	0	0	0	0	35
4 Yard Front Load Bin Trash	115	73	36	6	0	0	652
6 Yard Front Load Bin Trash	56	34	10	12	0	0	540
<i>*compactor compaction rate is 2:1</i>	259						1,395
Commercial Recycling Services	Total Bin Count	1	2	3	4	5	Total Weekly Yards
2 Yard Front Load Bin	6	4	2	0	0	0	16
3.5 YD Fork Truck Bin	7	7	0	0	0	0	24.5
4 Yard Front Load Bin	168	100	34	30	4	0	1096
6 Yard Front Load	67	29	20	18	0	0	738
	248						1,875
Commercial Organics Service	Total Bin Count	1	2	3	4	5	Total Weekly Yards
2 Yard Front Load Bin	1	1	0	0	0	0	2
4 Yard Front Load Bin	11	11	0	0	0	0	44
6 Yard Front Load	4	4	0	0	0	0	24
	16						70

TABLE 5: ROLL-OFF AND COMPACTOR SERVICE LEVELS

Average weekly pulls assumes 4.33 weeks per month.

Calistoga					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Garbage	20	2	17	3.93	26
Roll-off Organics	20	3	5	1.15	8
Compactor Garbage	12	1	2	0.46	6
Compactor Recycling	15	1	8	1.85	28

*Compaction Ratio 3:1

St. Helena					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Garbage	20	1	25	5.77	38
Roll-off Garbage	30	1	2	0.46	5
Roll-off Garbage	40	1	29	6.70	89
Roll-off Recycling	20	2	13	3.00	20
Roll-off Recycling	30	2	10	2.31	23
Roll-off Recycling	40	1	2	0.46	6
Roll-off Organics	30	4	15	3.46	35
Compactor Garbage	15	1	1	0.23	3
Compactor Garbage	16	1	2	0.46	7
Compactor Garbage	20	1	4	0.92	18
Compactor Recycling	10	1	17	3.93	39

*Compaction Ratio 3:1

Yountville					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Garbage	20	1	1	0.23	2
Roll-off Organics	20	1	1	0.23	2
Roll-off Organics	30	1	1	0.23	2
Roll-off Organics	40	0	0	0.00	0
Compactor Garbage	20	1	15	3.46	69

*Compaction Ratio 3:1

Napa County					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Garbage	20	4	35	8.08	54
Roll-off Garbage	30	1	18	4.16	42
Roll-off Garbage	40	1	21	4.85	65
Roll-off Recycling	20	2	3	0.69	5
Roll-off Recycling	30	8	42	9.70	97
Roll-off Recycling	40	2	12	2.77	37
Roll-off Organics	20	3	19	4.39	29
Roll-off Organics	30	3	14	3.23	32
Roll-off Organics	40	4	16	3.70	49
Compactor Garbage	18	1	37	8.55	154
Compactor Garbage	20	1	1	0.23	5
Compactor Garbage	25	1	3	0.69	17

*Compaction Ratio 3:1

Customer Service Report

Policies and procedures for customer service were revised and implemented in early 2021 for customer service representatives (CSR). Policies and procedures for drivers and other operations staff are currently under revision. All customer service representatives, dispatchers, and drivers were trained on proper documentation in customer accounts. Drivers use on-board computers (tablets) to document services completed or skipped using reason codes. They can also enter service notes for CSRs to use for customer education or informational purposes.

Customer Call Data

There were 1,420 calls logged in Q3 for residential customers (Table 6) and 297 calls for commercial customers (Table 7).

TABLE 6: RESIDENTIAL CUSTOMER CALL DATA

	Calistoga			St. Helena			Yountville		
Call Data	July	August	Sept.	July	August	Sept.	July	August	Sept.
Billing	20	60	49	38	71	45	13	28	25
Service	36	40	22	60	60	55	30	24	22
General Inquiry	34	2	1	46	2	0	18	1	1
Complaints	1	0	0	1	0	0	0	0	0
Compliments	1	1	1	1	2	0	1	1	0
Total Calls	92	103	73	146	135	100	62	54	48
	County			Q3 Totals All Areas					
Call Data	July	August	Sept.		651				
Billing	50	131	121		582				
Service	83	62	88		168				
General Inquiry	57	5	1		5				
Complaints	0	1	2		14				
Compliments	0	1	4		1,420				
Total Calls	190	200	216						

TABLE 7: COMMERCIAL CUSTOMER CALL DATA

	Calistoga			St. Helena			Yountville		
Call Data	July	August	Sept.	July	August	Sept.	July	August	Sept.
Billing	4	3	5	9	7	8	1	3	2
Service	7	11	13	14	18	14	5	3	5
General Inquiry	2	3	1	12	1	3	1	1	1
Complaints	0	0	1	0	0	0	0	0	0
Compliments	1	0	0	0	0	0	0	0	0
	County			Q3 Totals All Areas					
Call Data	July	August	Sept.		112				
Billing	24	24	22		139				
Service	8	14	27		41				
General Inquiry	12	1	3		2				
Complaints	0	0	1		3				
Compliments	1	0	1		297				
Total Calls	45	39	54						

Residential and Commercial Service Requests

New customers are coded as New Service Starts. Customer accounts are closed due to service cancelation by the customer, or by the Company due to non-payment (SSNP). Customers who cancel service and restart their accounts at the same service address with the same service name are tracked. Service requests are shown in Table 8 (Residential Service Requests) and Table 9 (Commercial Service Requests).

TABLE 8: RESIDENTIAL SERVICE REQUESTS

Residential Service Requests	Calistoga	St. Helena	Yountville	County
New Service Starts	57	76	30	87
Cancel Service	28	71	32	55
Service Restarted	2	0	0	2
Stop Service for Non-payment (SSNP)	16	24	9	39
Resume Service from SSNP	14	22	8	28
Service Change	15	21	6	35
Repair/Replace Cart at Customer's Request	0	5	3	11
Repair/Replace Cart at Driver's Request	22	26	16	45
	154	245	104	302

TABLE 9: COMMERCIAL SERVICE REQUESTS

Commercial Service Requests	Calistoga	St. Helena	Yountville	County
New Service Starts	6	15	3	27
Cancel Service	8	11	4	10
Service Restarted	2	0	0	0
Stop Service for Non-payment (SSNP)	2	10	1	20
Resume Service from SSNP	2	10	1	20
Service Change	11	6	4	21
Repair/Replace Container at Customer's Request	2	1	1	1
Repair/Replace Cart at Driver's Request	10	19	16	23
	43	72	30	122

Summary of Complaints and Misses

The Company tracks complaints and complaint resolutions in Soft-Pak using note codes. Issues that cannot be resolved with the customer on the phone are sent to the appropriate manager for resolution within 24 hours. Property damage and complaints about service are always reviewed by a manager. All codes are date and time stamped (Table 10). The Company receives very few calls for complaints (Table 11). All were immediately resolved.

TABLE 10: COMPLAINT CODES

COMP	Complaint: Multiple Misses	Reported misses > 1 per month.
COMP	Complaint: Excessive Noise	Start times outside permitted/contracted hours
COMPS	Complaint: Service	This may include discourteous behavior as well as any service related complaint other than noise, property damage or multiple misses.
PROPD	Complaint: Property Damage	Damage to personal property during service.
COMPR	Compliant resolution	How the problem was resolved.

TABLE 11: COMPLAINT DATA BY AREA

Complaint Type	Calistoga	St. Helena	Yountville	County	Total Q3
Complaint: Multiple Misses	1	1	0	1	3
Complaint: Excessive Noise	0	0	0	1	1
Complaint: Service	1	0	0	2	3
Complaint: Property Damage	0	0	0	0	0

All customer calls for misses are documented then reviewed in the on-board-computer (OBC) records to see if the driver has recorded a reason for the miss. Of the 144 calls for misses, only 9 were actual misses (Table 12). All containers were emptied the next day.

TABLE 12: MISSES COMPLAINT REVIEW

Notepad Code	Complaint Reviews
COMP: Complaint: Multiple Misses	<u>3</u>
Customer set out carts on wrong day	1
OBC shows emptied.	1
OBC shows not out.	1
MISG: Miss Garbage	<u>58</u>
MISS	3
OBC shows emptied.	30
OBC shows no space to lift.	1
OBC shows not out.	24
MISSO: Miss Organics	<u>38</u>
MISS	1
OBC shows emptied.	23
OBC shows not out.	14
MISSR: Miss Recycling	<u>45</u>
MISS	5
OBC shows blocked.	2
OBC shows emptied.	22
OBC shows no space to lift.	1
OBC shows not out.	15

Customer Payment Data

Customers have the ability to receive paper statements only, electronic statements only or both, monthly for commercial and quarterly for residential customers. They also have the ability to pay by credit card by phone or by adding a credit card number to the bill remittance form or online through a bill-pay portal on the website, by check or by bill pay through their bank. Some customers opt to have the bills paid automatically through our autopay program. The Company will work to increase the number of paperless statements and autopay subscriptions for the next year. Table 13 show the details for Residential payments and Table 14 shows the details for Commercial payments.

TABLE 13: RESIDENTIAL PAYMENT DATA

Customer Data Q3 2021	Calistoga	St. Helena	Yountville	Napa County	Q3 Total	%
Total # Customers	1,194	1,866	732	2,455	6,247	100%
# Customers who receive only paper statements	913	1,374	534	1,821	4,642	74%
# Customers who receive only electronic Statements	208	373	158	465	1,204	19%
#Customers who receive both paper and e-statements	73	119	40	169	401	6%
Payment Data Q3 2021	Calistoga	St. Helena	Yountville	Napa County	Q3 Total	%
#Credit Card payment by phone or USPS	107	110	38	159	414	7%
#Credit Card by autopay	363	697	287	829	2,176	35%
#Credit Card by online bill pay	168	222	88	307	785	13%
#Check payment	380	549	187	795	1,911	31%
#Bill-pay from customer's bank account	167	309	143	400	1,019	16%

TABLE 14: COMMERCIAL PAYMENT DATA

Customer Data Q3 2021	Calistoga	St. Helena	Yountville	Napa County	Q3 Total	%
Total # Customers	547	913	192	1491	3,143	100%
# Customers who receive only paper statements	425	701	156	971	2,253	72%
# Customers who receive only electronic statements	63	128	15	347	553	18%
#Customers who receive both paper and e-statements	59	84	21	173	337	11%
Payment Data Q3 2021	Calistoga	St. Helena	Yountville	Napa County	Q3 Total	%
#Credit Card payment by phone or USPS	21	18	10	48	97	3%
#Credit Card by autopay	128	220	33	264	645	21%
#Credit Card by online bill pay	16	51	11	51	129	4%
#Check payment	307	485	123	795	1,710	54%
#EFT/ACH from customer's bank account	7	33	3	194	237	8%
#Bill-pay from customer's bank account	46	56	6	43	151	5%

New & Existing Programs Report

In July 2021, two new programs were offered to customers.

1. All customers may now add food scraps and non-coated food soiled papers like napkins, paper towels and pizza boxes to their green waste in the green carts and bins. Kitchen pails were distributed to all single family and multifamily residents in July, August and September to aid in the collection of food scraps. Customers were also provided with educational materials. Since the program began, the compost staff reports that they are observing more food waste in the

green waste in each successive month. At this point, it is estimated that the food waste makes up ~1-2% of the overall organics stream.

2. Curbside Bulky Item/Reusable Materials collection was added for single family and multifamily customers. Customers with individual service may call twice a year for the curbside collection of up to 2 cubic yards (or 2 large bulky items), 5 e-waste items, and 2 appliances without Freon (or 1 appliance with Freon). Customers must call and request this service. Multifamily customers with shared service that is paid for by the property manager/owner may have the property manager/owner call for a collective pick-up of the above amount of material twice per year. For now, collection is offered on the customer’s service day. As this program grows and more data is gathered, the program will be reevaluated for improvement opportunities.

In addition to the curbside collection of garbage, mixed recycling, and organics, single family residential customers are allowed to place out used motor oil and filters on their service day. In order to participate, customers must call and request a Used Oil Recovery Kit. Once they have the kit, they can call to request collection on their service day.

Commercial customers are allowed to participate in several drop-off programs such as film wrap, drip hose, and household hazardous waste at no additional cost. Collection of bulky items is available for a fee. On Friday, November 5, commercial customers there are two events scheduled: one for HHW and one for drip hose. The first collection event for residential customers is scheduled for November 6, 2021 and includes document shredding, household hazardous waste, and e-waste/u-waste.

Participation by Service Program & Customer Type

Overall participation in the traditional weekly curbside collection program for garbage, single stream recycling, and organics is 86.5% for single family residential customers (garbage/recycling/organics) and 35.74% for commercial customers (Table 15). Participation in the Bulky Item Program (Table 16) and the Used Motor Oil/Filter Program (Table 17) is relatively low, ~2% for bulky items and < 1% for used motor oil/filters. There were several clean-up events in the first half of the year which may be a reason for the low participation rate in this program. Participation is expected to increase. Because of service area demographics, oil and filter curbside recycling has been historically low and is utilized by a small but reoccurring number of customers.

TABLE 15: COMMERCIAL & RESIDENTIAL PROGRAM PARTICIPATION

Residential Collection Program Participation	
Garbage Only	1.30%
Garbage + Recycling	11.30%
Garbage + Organics	0.90%
Garbage + Organics + Recycling	86.50%
	100%

Commercial Collection Program Participation	
Garbage Only	7.34%
Garbage + Recycling	43.33%
Garbage + Organics	0.61%
Garbage + Food Scraps	0.24%
Garbage + Organics + Recycling	35.74%
Garbage + Food Scraps + Recycling	7.22%
Garbage + Organics + Recycling + Food Scraps	4.28%
Recycling Only	0.49%
Organics Only	0.24%
Recycling + Organics Only	0.12%
Recycling + Food Scraps Only	0.37%
	100%

TABLE 16: BULKY ITEM/REUSABLE MATERIAL COLLECTION PROGRAM

Bulky/Reusable Item Collection Program								
Household Items			E-Waste Items			Appliances		
Month	# of Items	# Participants	Month	# of Items	# Participants	Month	# of Items	# Participants
July	45	20	July	8	5	July	10	9
August	55	29	August	21	9	August	14	10
September	38	23	September	24	10	September	14	11
Totals	138	72	Totals	53	24	Totals	38	30

Tonnage Report:

Summary Tonnage Report - UVWMA Franchised Materials

Facility	Material	July	August	September	Q3 - 2021
Clover Flat Landfill	Solid Waste	1,816	2,126	2,094	6,036
	Recyclable Materials	21	15	49	85
	Organic Materials	496	285	295	1,076
	Construction & Demolition Debris	222	270	602	1,094
	Tons Accepted/Collected	2,555	2,696	3,040	8,291
	Tons Disposed	1,816	2,126	2,094	6,036
UVDS MRF	Recyclable Materials	674	678	635	1,987
	Tons Accepted/Collected	674	678	635	1,987
	Tons Disposed	107	114	98	319
UVR Compost	Organic Materials	408	487	412	1,307
	Tons Accepted/Collected	408	487	412	1,307
	Tons Disposed	-	-	-	-
Total	Recyclable Materials	695	693	684	2,072
	Organic Materials	904	772	707	2,383
	Construction & Demolition Debris	222	270	602	1,094
	Tons Accepted/Collected	3,637	3,861	4,087	11,585
	Tons Disposed	1,923	2,240	2,192	6,355

Residual Percentages	July	August	September	Q3 - 2021
Clover Flat Landfill	71.1%	78.9%	68.9%	72.8%
UVDS - MRF	15.9%	16.8%	15.4%	16.1%
UVR - Compost	0.0%	0.0%	0.0%	0.0%

Tons Marketed - UVWMA Franchised Materials

Commodity	July 2021		August 2021		September 2021	
	Tons	Avg. \$/Ton	Tons	Avg. \$/Ton	Tons	Avg. \$/Ton
Newspaper	73	\$ 57	33	\$ 71	62	\$ 80
Cardboard	260	\$ 97	198	\$ 113	394	\$ 103
Paper - High Grade	31	\$ 203	-	-	-	-
Aluminum	-	-	11	\$ 4,608	-	-
Tin Cans	-	-	11	\$ 150	10	\$ 140
Glass	231	\$ 55	361	\$ 113	234	\$ 107
HDPE - Clear	9	\$ 885	10	\$ 885	8	\$ 885
HDPE - Colored	-	-	10	\$ 56	10	\$ 56
Plastic - PET	-	-	21	\$ 2,045	11	\$ 2,039
Plastic - Mixed	10	\$ 85	10	\$ 80	-	\$ 85
Total Tons	614		665		729	

Member Report

Member Facility Services

Member agencies are offered a variety of container types, sizes and collection frequency at the contracted facilities. Figures 1-4 show each member facility, the services subscribed to, the containers sizes/frequency of collection and weekly yardage by service area. Diversion (Recycling) rates for each facility are weekly percentages based on all services.

FIGURE 1: CALISTOGA MEMBER SERVICES

Facility Name	Acct.#	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Calistoga Corp Yard	01-10729	414 Washington Street	Commercial Garbage Service	10 Yard Roll-off Garbage	1	Emptied 16 times during Q3	12.31
			Commercial Garbage Service	20 Yard Roll-off Garbage	1	Emptied 12 times during Q3	18.46
			Commercial Recycling Services	4 Yard Front Load Bin	1	Emptied once per week	4.00
			Commercial Organics Service	No Service	0		
						Recycling (Diversion) Rate	13%
Calistoga Waste Water Treatment Plant	01-10433	1110 Dunaweal Lane	Commercial Garbage Service	2 Yard Front Load Bin Trash	1	Emptied once per week	2.00
			Commercial Recycling Services	No Service	0		0.00
			Commercial Organics Service	No Service	0		0.00
Calistoga Public Pool	01-12520	1745 Washington Street	Commercial Garbage Service	96 Gallon	2	Emptied once per week	0.95
			Commercial Recycling Services	96 Gallon	2	Emptied once per week	0.95
			Commercial Organics Service	No Service			0.00
Calistoga Police Department	01-19778	1232 Washington Street	Commercial Garbage Service	96 Gallon	1	Emptied once per week	0.48
			Commercial Recycling Services	96 Gallon	1	Emptied once per week	0.48
			Commercial Organics Service	96 Gallon	1	Emptied once per week	0.48
Calistoga City Hall	01-28302	1232 Washington Street	Commercial Garbage Service	64 Gallon	1	Emptied once per week	0.32
			Commercial Recycling Services	96 Gallon	1	Emptied once per week	0.48
			Commercial Organics Service	No Service	0		
Calistoga City Cans	15200	Various Locations on Washington & Lincoln	Commercial Garbage Service	32 Gallon	27	Emptied 4 times per week	17.11
			Commercial Recycling Services	96 Gallon	7	Emptied once per week	3.33
			Commercial Organics Service	No Service	0		0.00

FIGURE 2: ST. HELENA MEMBER SERVICES

Facility Name	Acct.#	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
St. Helena City Hall/Public Works	01-28795	1572 Railroad Avenue	Commercial Garbage Service	4 Yard Front Load Bin Trash	1	Emptied once per week	4.00
			Commercial Recycling Services	96 Gallon	3	Emptied once per week	1.43
			Commercial Organics Service	No Service	0		
						Recycling (Diversion) Rate	36%
St. Helena Police/Fire Depart.	01-10304	1480 Main Street	Commercial Garbage Service	4 Yard Front Load Bin Trash	1	Emptied 2 times per week	8.00
			Commercial Recycling Services	96 Gallon	8	Emptied once per week	3.80
			Commercial Organics Service	96 Gallon	1	Emptied once per week	0.48
			Commercial Food Scraps Service	64 Gallon	8	Emptied once per week	0.32
						Recycling (Diversion) Rate	36%
St. Helena Recreation Dept.	01-25219	1574 Railroad Avenue	Commercial Garbage Service	96 Gallon	1	Emptied once per week	0.48
			Commercial Recycling Services	96 Gallon	1	Emptied once per week	0.48
			Commercial Organics Service	96 Gallon	1	Emptied once per week	0.48
						Recycling (Diversion) Rate	67%
St. Helena Library	01-10324	1492 Library Lane	Commercial Garbage Service	2 Yard Front Load Bin Trash	1	Emptied once per week	2.00
			Commercial Recycling Services	96 Gallon	3	Emptied once per week	1.43
			Commercial Organics Service	No Service	0		
						Recycling (Diversion) Rate	71%
St. Helena Corp Yard	01-9860	1405 CHARTER OAK	Commercial Garbage Service	20 Yard Roll-off Garbage	1	Emptied once in Q3	1.54
			Commercial Garbage Service	2 Yard Front Load Bin Trash	1	Emptied 2 times per week	4.00
	01-10303	1405 CHARTER OAK	Commercial Recycling Services	96 Gallon	3	Emptied once per week	1.43
			Commercial Organics Service	No Service	0		
						Recycling (Diversion) Rate	26%
Crane Park	01-22041	360 Crane Avenue	Commercial Garbage Service	4 Yard Front Load Bin Trash	1	Emptied 2 times per week	8.00
			Commercial Recycling Services	4 Yard Front Load Bin	1	Emptied once per week	4.00
			Commercial Organics Service	No Service	0		
						Recycling (Diversion) Rate	50%
Waste Water Treatment Plant	01-10054	1 Chaix Lane	Commercial Garbage Service	20 Yard Roll-off Garbage	1	Emptied 2 times in Q3	3.08
			Commercial Garbage Service	96 Gallon	1	Emptied once per week	0.48
	01-30920	410 Cyrstal Springs Road	Commercial Garbage Service	20 Yard Roll-off Garbage	1	No empties in Q3	0
			Commercial Garbage Service	4 Yard Front Load Bin Trash	1	Emptied once per week	4.00
	01-10579	254 S. St Helena Hwy	Commercial Recycling Services	96 Gallon	2	Emptied once per week	0.95
	01-10054	1 Chaix Lane	Commercial Recycling Services	20 Yard Roll-off Recycling	1	Emptied 2 times in Q3	3.08
						Recycling (Diversion) Rate	35%

FIGURE 3: YOUNTVILLE MEMBER SERVICES

Facility Name	Acct.#	Service Address	Service	Container Size	Container Count	Collection Details	Total Weekly Yards
Yountville Community	01-10427	6516 Washington Street	Commercial Garbage Service	4 Yard Front Load Bin Trash	1	Emptied once per week	4.00
			Commercial Recycling Services	96 gallon	3	Emptied once per week	#DIV/0!
			Commercial Organics Service	No Service	0		
						Recycling (Diversion) Rate	#DIV/0!
Waste Water Treatment	01-11531	7501 Solano Avenue	Commercial Garbage Service	2 Yard Front Load Bin Trash	1	Emptied once per week	2.00
			Commercial Garbage Service	20 Yard Roll-off Garbage	1	4 empties during Q3	6.15
	01-11531	7501 Solano Avenue	Commercial Recycling Services	6 Yard Front Load Bin	1	Emptied once per week	6.00
	01-16945	7501 Solano Avenue	Commercial Organics Service	20 Yard Roll-off Organics	1	0	0.00
	01-16945	7501 Solano Avenue	Commercial Organics Service	30 Yard Roll-off Organics	1	3 empties during Q3	6.92
						Recycling (Diversion) Rate	61%
Yountville Town Hall	01-31447	6550 Yount Street	Commercial Garbage Service	96 gallon	4	1	#DIV/0!
			Commercial Recycling Services	4 Yard Front Load Bin	1	1	4.00
			Commercial Organics Service	No Service	0		
						Recycling (Diversion) Rate	#DIV/0!

FIGURE 4: COUNTY MEMBER SERVICES

Facility Name	Acct.#	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Napa County Fairground	01-9375	1435 North Oak Street	Commercial Garbage Service	No Service			
			Commercial Recycling Services	6 Yard Mixed Recycling	2	Emptied once per week	12.00
			Commercial Organics Service	No Service			
						Recycling (Diversion) Rate	100%
Facility Name	Acct.#	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Napa County Roads Dep	01-21615	7292 S Silverado Trail	Commercial Garbage Service	20 Yard Roll-off Garbage	1	Emptied 3 times in Q3	4.62
			Commercial Garbage Service	40 Yard Roll-off Garbage	1	Emptied once in Q3	3.08
	01-30750	7294 S Silverado Trail	Commercial Recycling Services	96 gallon	3	Emptied once per week	1.43
			Commercial Organics Service	96 gallon	1	Emptied once per week	0.48
						Recycling (Diversion) Rate	20%
Facility Name	Acct.#	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Napa County Public Wo	01-24997	2446 Stagecoach Canyon	Commercial Garbage Service	32 Gallon	1	Emptied once per week	0.16
			Commercial Recycling Services	96 gallon	1	Emptied once per week	0.48
			Commercial Organics Service	No Service			
						Recycling (Diversion) Rate	75%
Facility Name	Acct.#	Service Address	Service	Container Size	Container Count	Details	Total Weekly Yards
Napa County Open Spa	01-31309	Dry Creek Road	Commercial Garbage Service	40 Yard Roll-off Garbage	1	Emptied once in Q3	3.08
			Commercial Garbage Service	30 Yard Roll-off Garbage	1	Emptied once in Q3	2.31
			Commercial Organics Service	30 Yard Roll-off Organics	0	Emptied once in Q3	2.31
						Recycling (Diversion) Rate	30%

Member Compost donations

Compost was donated to the following jurisdictions:

- City of St. Helena Parks Department received 60 tons of compost
- Yountville Public Works Department received 60 tons of compost
- Calistoga Unified School District received 40 tons of compost.

A compost giveaway for residential customers is being planned for November 20, 2021.

Outreach & Education Report

In collaboration with UVWMA, UVDS provides education, outreach and community involvement that will help reach mutual diversion goals on the path to zero waste. The Company is committed to engage and educate the communities they serve in how they too can be part of the solution. Outreach is the most important aspect in reaching these goals. The operations team, customer service representatives, and Community Outreach Coordinator all work together to help all customers have the “right size” service that fits their needs and results in keeping resources out of the landfill and into the right containers. UVDS offers a diverse communications strategy to engage customers to embrace a culture of resource conservation. Table 18 highlights the various types of outreach provided to the community. To reach the majority of customers, the Company uses a combination of communication strategies including social media (Figure 5), website (Figure 6) newspaper ads (Figure 7), and direct mailers through bill inserts (Figure 8) to customers regularly. Customer questions and driver feedback help guide the messaging content.

TABLE 17: PUBLIC OUTREACH & EDUCATION

	Facebook Posts	80
	Newspaper Ads	10
	Billing Inserts	2
	Community Events	12
	Presentations	6
	Newsletters	2
	Facility Tours	3
	Educational	169
	Phone Calls & Emails	

FIGURE 5: SOCIAL MEDIA CAMPAIGNS

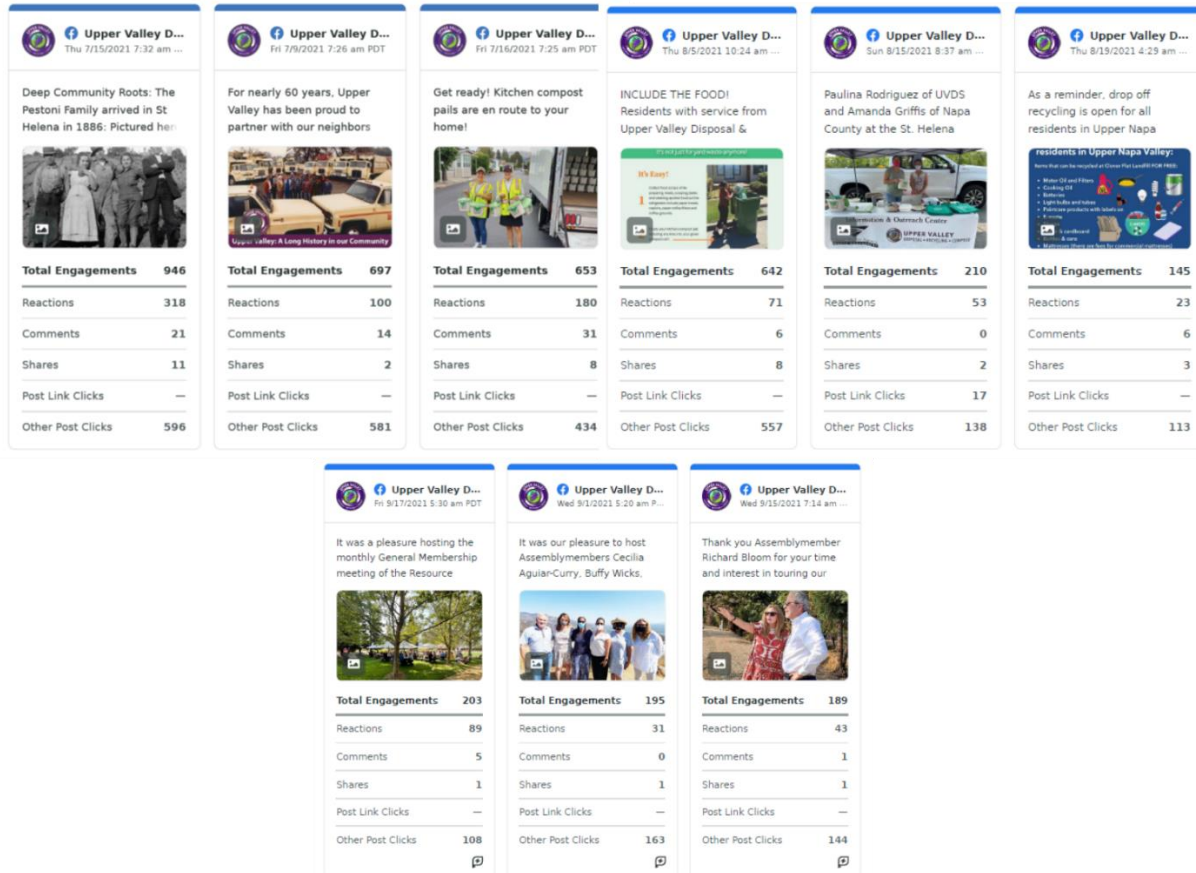


FIGURE 6: NEWLY DESIGNED WEBSITE

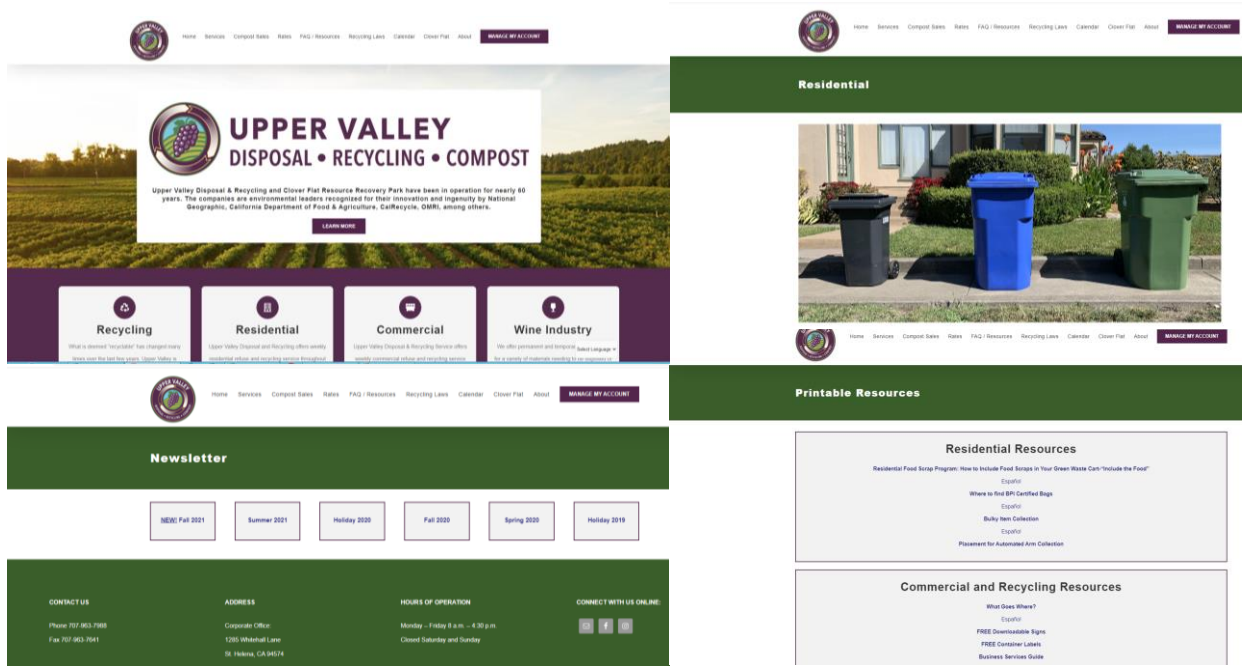


FIGURE 7: NEWSPAPER AD CAMPAIGNS

JULY

7/14 & 7/25/21

Napa Valley Register Family of Newspapers

7/31/21 Yountville Sun

8/2/21 Calistoga Tribune



AUGUST

8/20/21

Inside Napa Valley/Napa Valley Register Family of Newspapers

9/3/21 Calistoga Tribune



SEPTEMBER

9/12/21


Napa Valley Register Family of Newspapers

9/16/21 Yountville Sun



The majority of calls into the call center are from customers confused about the details in their monthly/quarterly statements. For this reason, the statements were completely redesigned and customers received a special newsletter explaining the new layout and how to read the bill. This new design was launched with the October statements. The goal is to have fewer billing inquiry calls.

FIGURE 8: NEWSLETTER BILL INSERT EXAMPLE



HOW TO READ YOUR BILL

The redesigned Upper Valley Disposal bill has several new features to help you better understand your services.

Pay online or sign up for auto-pay at www.uvds.com.

Send a check including the remittance section on the bottom of the bill.

Call us to make a payment over the phone between the hours of 8:00am and 4:30pm at (707) 963-7988.

Please visit our website for this information in Spanish. Visite nuestro sitio web para obtener esta información en español.

UPPER VALLEY DISPOSAL SERVICE RESIDENTIAL BILL EXAMPLE

EASY TO READ CONTACT INFORMATION
Information about your services and resources on how to recycle more and save money are available online.

SPECIAL MESSAGES
Space has been added for important messages including advice on how to recycle more and save on your bill, new recycling programs, updates on achieving state and local recycling goals, and more.

CURRENT BALANCE
Current balance and past dues balance record.

REMITTANCE SECTION
Include this lower portion with your payment. Did you know you can pay your bills online by credit card and opt out of receiving paper bills? You can even sign up to have your bill automatically paid quarterly!

RESIDENTIAL SERVICE STATEMENT

Service Period: OCT NOV DEC
Account Number: 01-1234567-1
Billing Cycle: September 30, 2021

Previous Balance: \$117.86
Payments/Credits: -\$117.86
Balance Forward: \$0.00
Current Charges: \$143.86
Amount Due: \$143.86
Payment Due Date: October 25, 2021

DATE	DESCRIPTION	QTY	RATE	AMOUNT	BALANCE
7/23/2021	PAY BARBAR				
10/1/2021	Payment Trash Fee	1	0.00	0.00	0.00
10/1/2021	30G ROADSIDE GARBAGE	1	32.62	32.62	32.62
10/1/2021	96G RECYCLING	1	0.00	0.00	32.62
10/1/2021	96G ORGANICS/COMPOST	1	0.00	0.00	32.62
10/1/2021	96G ACES ORGANICS/COMPOST	1	10.00	10.00	42.62
10/1/2021	96G ACES RECYCLING CART	1	11.00	11.00	53.62
10/2/2021	DRESSER MATTRESS	2	0.00	0.00	53.62
10/2/2021	PICK UP EXTRA BAG	1	0.00	0.00	53.62
10/2/2021	TV MONITOR, LAPTOP, PRINTER, PHONE	5	0.00	0.00	53.62
10/2/2021	REFRIGERATOR NO FREON, DRYER	2	0.00	0.00	53.62
10/2/2021	DESK	1	15.00	15.00	68.62
SUB TOTAL				\$143.86	

CUSTOMER SERVICES STATEMENT
Customer statement information shows your payments, balances, and due dates.

LIST OF BUNDLED SERVICES
Three cart services are included in the basic bundled package for one monthly rate billed quarterly:
1. Garbage Cart: Anything put in the gray cart is hauled to the landfill and is not sorted for recyclables.
2. Recycling Cart: Recycle bottles, cans, plastics, paper, and cardboard in the blue recycling cart.
3. Organics/Compost: Compost yard trimmings and kitchen scraps in the green cart. The organic resource is composted at a state-of-the-art facility turning it into a rich soil amendment.

LIST OF ADDITIONAL SERVICES
Services may be free or at an additional cost. Examples include bulky item pickups, or additional recycling or organics carts.

TOTAL BALANCE DUE
Listed in several locations.

BACK OF BILL
Please see the back of back of your bill for important terms and conditions.
 1. Collection Rules
 2. Missed collections
 3. Extra Bags
 4. Bulky Item Collection
 5. Services Changes
 6. Service Cancellation/Billing Changes

PLEASE NOTE: This is a sample of a statement and may not reflect services you currently have. If you subscribe to all services offered, it may look similar to this.



Visit our website to find out more information on all of these services, programs and payment options. www.uvds.com

QUARTERLY STATEMENTS

Your statement is sent quarterly and is based on 3 months of service billed in advance. This monthly service rate is based on the size of your garbage (gray or in some cases brown trash carts).

Quarterly Statement Periods

- January 1 through March 31
- April 1 through June 30
- July 1 through September 30
- October 1 through December 31

Take advantage of all the services that you pay for as part of your monthly service rate!

WEEKLY COLLECTION SERVICES

Weekly collection of organics/compost (green cart), recycling (blue cart), and garbage (gray or brown cart).

Remember to include food waste in with your green waste in the compost cart!





BULKY ITEM COLLECTION

Bulky item collection **twice per year!** Must be scheduled in advance. Call us to schedule at (707) 963-7988.





USED MOTOR OIL & FILTERS

Used motor oil and filter collection. Must be scheduled in advance. Call us to schedule at (707) 963-7988.



DOCUMENT SHREDDING & E-WASTE

Drop-off events for e-waste and paper document shredding three times per year. Check www.uvds.com for dates and times.



FREE COMPOST

Free Compost Give Away! Check www.uvds.com for dates and times.



FOUR WAYS TO SAVE MONEY!

- The less garbage you make, the smaller size garbage cart you will need and you will pay less and still get all the services listed above!
- Always recycle clean bottles, cans, paper and cardboard in the blue cart instead of the garbage.
- Always put green waste and all food scraps in the green cart instead of the garbage.
- Save time and paper! Pay your bills online and opt for paperless statements. You also have the option to have the bill paid automatically every quarter.

REDUCE REUSE RECYCLE



State Recycling Laws

There are several laws that mandate recycling for commercial customers. The three most relevant laws are summarized below.

1. AB 341 (Chesbro) Mandatory Commercial Recycling Collection, enacted in 2012, required commercial businesses who generate four or more cubic yards of garbage per week and multifamily dwellings with 5 or more units to recycle. Generators are not mandated to subscribe to a service; they may self-haul or donate recyclable materials. This law mandates education, outreach, monitoring and reporting of compliance with the law; however, there are no penalties for non-compliance.
2. AB 1826 (Chesbro) Mandatory Organic Recycling Collection, enacted in 2016, required commercial businesses and multifamily dwellings with 5 or more units to recycle organic waste (yard waste, non-treated wood waste, food waste and food soiled papers). Generators are not mandated to subscribe to a service; they may self-haul materials to an organics processing facility or compost limited amounts of materials on site. In 2020, the requirement dropped to 2 cubic yards combined solid waste from 4 cubic yards. This law mandates education, outreach, monitoring and reporting of compliance with the law; however, there are no penalties for non-compliance.
3. SB 1383 (Lara) Short Lived Climate Pollutants: Organics Waste Methane Emissions Reductions was signed into law in 2016 but does not go into effect until January 1, 2022. This law sets two targets for the State:
 - 1) To reduce organic waste disposal 50% by 2020 and 75% by 2025
 - 2) To rescue at least 20% of currently disposed surplus food for people to eat.
 This law mandates education, outreach, monitoring and reporting of compliance with the law. However, unlike the previous two laws, this law includes enforcement and penalties for jurisdictions, processors/facilities, and generators and also includes residential customers.

Monitoring and reporting for SB 1383 is very challenging. The Company has signed a contract with Recyclist to implement a cloud based record keeping and reporting system that will be shared with UVWMA. The implementation kick-off meeting is scheduled for early November and should be ready for use by late January 2022. The program benefits include:

- Identifying generators
- Generator waste stream insight
- Tracking education and outreach to generators
- Recording waivers issued
- Establishing a system for self-hauler reporting
- Maintaining a detailed list of food recovery organizations and services
- Monitoring compliance of generators, recovery services and organizations
- Tracking annual inspections and compliance reviews
- Issuing notices of violation, following up every 90 days, imposing penalties
- Keeping centralized records for 5 years and providing access on demand within 1 business day
- EAR (Electronic Annual Reports)-Ready Stats & Reports

More details on the program tracker can be viewed at <https://recyclist.co/tracker/>.

Commercial Outreach & Education

Program participation was detailed in Table 15 on pages 13-14 and Member Agency diversion was detailed on pages 15-17. There are many opportunities for improvement in program participation as well as diversion of materials from the landfill. SB 1383 should help in this respect due to enforcement mechanisms. Continuing education & outreach in collaboration with UVWMA to the business

community will be the priority for Company. Figure 9 shows the outreach and education that was conducted for businesses in Q3 2021.

FIGURE 9: COMMERCIAL BUSINESS OUTREACH & EDUCATION



Financial Information

Revenue Report

Proprietary information, not for release.

Audited Financial Statements

Proprietary information, not for release.

Actual Operating Ratio and Operating Ratio.

The Actual Operating Ratio is calculated from information in the audited financial statements. The first calculation will be based on the 2021 audited financial statements and provided with the Q2-2022 Quarterly Report.