



## **We Accept All Items from Plants and Animals plus Compostables**

Including veggies, fruits, pizza, bread, grains, fries, dairy, nuts, burgers, bones, shells, fish, coffee grounds, meats, sweets, plant trimmings, napkins, and paper plates.

Cooked or raw, expired or fresh, even dressings and sauces!! It can all go in!!

(Compost does not like staples, color inks with heavy metals, or nylon/plastic bags.)



**PLEASE NO FRUIT STICKERS!!!**

**Compost Collection Day \_\_\_\_\_**

Please place container out the night before service and remember to recycle too!!

**Have a question about something not listed? Please reach out and we will add it!!**



All Items from Plants and Animals plus Compostables are Accepted  
Cooked & Raw ~ Expired, Moldy & Fresh ~ With or Without Sauce

<b>ALL PLANT BASED FOOD ITEMS</b>	<b>ALL ANIMAL BASED FOOD ITEMS</b>
Rice, Beans, Quinoa & Grains	Hard & Soft Cheese
Fruits & Veggies - Stems, Peels, Cores & Skins	Curdled Milk & Moldy Cottage Cheese
Shells - Pistachio, Walnut, Peanut & Coconut	Shells - Clam, Shrimp & Lobster
Pits - Peach, Nectarine & Avocado	Fish, Turkey, Chicken & Beef
Pizza Crusts & Moldy Bread	Trimmings, Fat & Bones
Any Food that Comes from Plants	Any Food that Comes from Animals
<b>ALL OTHER FOOD ITEMS</b>	
Spoiled Sauces & Soups	Sweets & Treats
Old Spices, Flour & Baking Goods	Fats, Butters, Dressings & Oil
Napkins & Paper Towels used with Food or Water	Dirty Paper/Compostable Take-Out Containers
Coffee Grounds & Filter	Tea Bags without the Staple
<b>PLUS OTHER NON-FOOD ITEMS</b>	
House Plants & Flowers	Plain Paper with No Color Ink (Heavy Metals)
Real Corks, Toothpicks, & Popsicle Sticks	Potting Soil, Plant Trimmings, Twigs & Flowers
Untreated Pet & Human Hair	Dry & Wet Pet Food
Yard Material (Upon Approval)	Vegetarian Pet Bedding (i.e. Hamsters & Rabbits)
<b>NOT ALLOWED</b>	
Paper Used with Chemicals	Thick Cardboard & Pizza Boxes
Fruit Stickers & Plastic Bags	Large Quantities of Oil/Grease
Color Ink Newsprint / Paper	Glossy Paper / Magazines
Styrofoam & Plastic Wrap	Plastic, Glass & Metal (Recycle These)
Diapers & Dog, Cat & Bird Droppings	Personal Hygiene Products incl. Used Tissues
Grass Clippings from Unapproved Lawns	Dryer Lint & Vacuum Bag Content

**Compost Collection Day \_\_\_\_\_**

Please place container out the night before service and remember to recycle too!!

**Have a question about something not listed? Please reach out and we will add it!!**



**Getting Started:** You will be set up with a 5 gallon bucket for service and a kitchen container. Use your kitchen container throughout the week and empty this into your service bucket. Full buckets will be replaced with fresh ones each service to keep things clean.

**Set Out Time:** Please place bucket(s) out the night before service at the end of the driveway, next to the mailbox, or close to the road. This location must be visible from the road. Should service and trash collection occur on the same day, place your bucket(s) to the opposite side to avoid confusion. Should you require a special location, please coordinate this with City Compost.

**Holidays:** City Compost's schedule operates independently of local garbage and recycling programs. Each service provider has the option to adjust their working schedule. Adjustments will be emailed.

**Tips:** Most drivers are paid based upon the number of stops conducted, so please place your container in a location quickly accessible within a few steps. If another location is preferred a small tip is suggested. Because your driver may vary on a week to week basis, it is requested that a small tip be added to each service rather than a large holiday tip.

**Service Time:** The specific time of service may range from very early morning into the evening. If you feel your collection was missed, please wait until the next day prior to reaching out to City Compost. Should collection be missed because the container is not set out, service will still be charged. If missed due to weather or at the fault of City Compost, service will occur on the next possible day or will be credited. If inaccessible due to road blocks, the team will be back the next scheduled service.

**Service Guarantee:** All service is guaranteed to occur or your money back. This includes service due to mechanical failure, weather, and road blockage. Delayed service may occur in these and other scenarios and notification will be provided on or before the day of the service.

**Documentation:** City Compost service providers are asked to document service through a GPS-Time stamped photo. If you wish to opt out of this for any reason, please contact City Compost. Opting out of this documentation voids the service guarantee because the team will not be permitted to document lack of bucket placement.

**Missed Service:** For the 3 days following your scheduled service day, you may notify City Compost of any issues with proper service. Your service will be scheduled to occur the next possible day. If it is not feasible to provide service until the next week then a credit equivalent to 1 week will be applied to your account and your schedule adjusted as applicable.

After 3 days, City Compost will seek to resolve your issue, however an additional charge may apply because after 3 days, the route of your service provider(s) is marked complete and the route is set to be compensated. At this point, all services conducted are marked complete.

**On-Call Requests:** Service requests for missed service due to bucket unavailability or requests outside of the established schedule can occur. Service will occur automatically when the charge is equal to or less than the normal service rate. A quote will be provided, and the service scheduled upon agreement.

**Additional Buckets:** Should overflow occur outside of delays, an extra bucket is left to protect material from animals. A one-time fee of \$5.00 applies for requested, overflow, and replacement buckets.



**Overflow:** Standard service includes the first full bucket. Extra buckets are \$1.25 plus \$0.25 per gallon of material only when used. If an overflow bag is left on top of your bucket, an additional bucket will be left for future overflow. Our goal is to put 100% of compostables to the soil, so this helps prevent material from being thrown away. If you just have a little bit, keep things in the fridge or freezer until next week.

**Bags:** No bags are required in your bucket as it will be switched every service. Should you want to use bags, paper bags or compostable bags may be used. Paper bags are recommended by City Compost as they are more affordable and make better compost than ASTM/BPI compostable bags. Paper bags are available from City Compost for personal and service containers.

**Vacations:** If heading out of town, City Compost allows you to put service on hold at no charge. To ensure no food scraps sit, it is best to only hold for full weeks when away from home. A 72-hour notification is required to guarantee no service charge if requested by email. Please use the online service manager to cancel service outside of 24 hours.

**Hazardous Material:** (Batteries, Thermostats, Thermometers, etc) Are explicitly disallowed outside of special collection programs. If these items are found in the service container disposal costs will be billed.

**Billing:** Automatic billing may be set up to occur on the 1<sup>st</sup> of the month for 4 and  $\frac{1}{3}$  weeks of service (52 weeks divided by 12 months times your equivalent weekly rate), every 4 weeks for 4 weeks of service, or as arranged. If you prefer an alternative payment method such as Check, Money Order, or Trade please contact us.

**Compost Back:** Compost available back with service is directly tied to the amount of compostables we receive. On a rolling basis, every month, active composters can receive free finished compost based upon the compostables picked up 6 months ago. For example, compostables picked up in January would be available in July, February in August, etc. City Compost uses weight to determine how much compost you can receive back with service. Every service is to be weighed in upon collection as part of our tracking process. Since almost everything from the kitchen is mostly water (85-95% moisture content), much of the water evaporates during the composting process.

The compost from the collected material ends up being around 10-15% by weight of the material we pick up. We return 20% by weight because carbon is being added in for the process in the form of leaves and woodchips. The compost we return is finely screened so it will be free of large pieces of wood that bind up nitrogen. It is lab tested to assure quality and to determine nutrient properties. It is free of debris like plastic, glass, and metal because everything is hand-cleaned before processing, watched throughout when turning, and when screened at the end.

Compost back is available for free, upon request, with our standard home service and will be delivered in the buckets that we switch out with service. Once delivered, please put this into a personal container for storage if not applied to your garden immediately. Many ask, "How much compost will I receive back?". If you put in a completely full bucket every week, then it will end up being about a full bucket of compost every month.

**Ending Service:** Service can be cancelled at any time and requires a two-week notice. City Compost will collect all service containers.