



Rogue Disposal & Recycling News



www.roguedisposal.com



New pipeline to help improve the environment

Rogue Disposal & Recycling is installing a new wastewater pipeline that will reduce truck emissions and save wear and tear on our trucks and local roads. The pipeline will run from the Dry Creek Landfill to the Rogue Valley sewer line, which connects to the Medford Water Reclamation Facility, and will be finished by the end of December.

Currently, Rogue Disposal hauls 6,000,000 gallons of leachate, or wastewater, per year to a treatment facility at 6,000 gallons per load. The leachate is collected in a pond at the landfill.

The current method of disposal adds heavy usage to public roads, and emissions into the Rogue Valley. By creating an efficient pipeline, it will make Jackson County's air cleaner, and reduce road wear.

Rogue Disposal has gone social!

When we launched our company Facebook page (<http://www.facebook.com/roguedisposal>) recently we had no idea that it would attract nearly 1,000 fans in the first five weeks! We realized participation in social media was the next step in enhancing communication with our customers and expanding our green initiatives, but we were even more excited to see how quickly it took off.

At the same time, we started using Twitter (<http://twitter.com/#!/Rogue-Disposal>) after determining it could deliver updates to our customers more quickly and efficiently. Now, we can 'tweet' adjustments to our service routes as they happen, we can publicize events such as our annual Household Hazardous Waste Drop-Off Days, and we can rebroadcast messages from our recycling partners in Jackson County.



There are a lot more fun and immediate benefits for our customers though. For instance, right now, if you check in **with your smart phone** on Rogue Disposal's Facebook Page while you're in line at the Transfer Station, you can get a deal to receive a complimentary 16 oz beverage of your choice from our Table Rock Coffee Stand. And if you haven't entered our Great Green Giveaway yet, it's not too late. Just log onto our Facebook page and click on the "Giveaway" tab in the left hand column. You could win Grange Co-op and Rogue River Lodge gift cards as well as a solar-powered device charger, and other fun "green" prizes. At the end of December, we're even giving away a grand prize of one IZIP Via Lento electric bicycle.



 FOLLOW US ON TWITTER & FACEBOOK AND WIN PRIZES!



Your regular Rogue Disposal pick up days do not change this holiday season!



Go paperless!

At Rogue Disposal and Recycling, our customers know we're serious about our green initiatives. That's why your opportunities to reduce the amount of printed material you receive from us are highlighted right on the front page of our website www.roguedisposal.com. Look for the **red words**, "Take me to" and you'll find



four of our paperless initiatives in one easy place for you. From those links, you can choose to sign up for online bill pay, online notices and find electronic versions of our recycling schedules and informational brochures. Help us save a tree (or two) by taking advantage of all four of these paperless opportunities.

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Drivers help out with *Extreme Makeover* build

Rogue Disposal was honored to be a part of one of the most exciting charitable efforts in Southern Oregon in many years. The *Extreme Makeover: Home Edition*'s project in Jackson County in September rebuilt the home of C.J. and Lindsey McPhail, the founders of Sparrow Clubs in the Rogue Valley. We provided waste-removal, recycling and were happy to donate use of property we own near the build site as volunteer parking and a shuttle station. The community as a whole benefitted extensively from the notoriety generated by the project and the Rogue Valley region



LEFT TO RIGHT: JOHN KEZER, TONY MILNER, JERRY AGEE AND ARMAN SEIB

TOM DESAVEDO

FRED WALL

John Kezer, Tony Milner, Arman Seib, and Fred Wall each made a number of the necessary runs in and out of the build area. Their commitment mirrors that of our

received complimentary good press from this nationally-known, Emmy-award-winning reality show. The amount of awareness to the value of Sparrow Clubs and the education on autism is truly priceless.

Six of our drivers from Rogue Disposal stepped up to take on the hours associated with keeping the build site bins emptied and available for use by volunteers, designers and VIP's. Jerry Agee, Tom Desavedo,

entire community.

Along with a picture showing the view of the Rogue Valley from his airplane seat, *Extreme Makeover* star Ty Pennington wrote in his blog, "I will definitely come back to Oregon when I have a little more time to jump in the rivers. Seriously great people, great place."

Supporting Sparrow Club

We are proud to once again support the local Sparrow Club, which helps children in medical crisis through the volunteer work of other children. Rogue Disposal & Recycling is sponsoring Cadence O'Shea at St. Mary's School. As a sponsor, we underwrite the adoption costs of one particular child in medical need (Sparrow) to a group of heroic students (Sparrow Club). Students earn the seed money for the student and their family by performing a minimum of 256 hours of community service, which pays them \$10 for every hour completed.

Cadence is a two-year-old with cerebral palsy. She has very little control of her body as her brain cannot properly send signals to the rest of her body. Her brain isn't growing at the proper rate

and she is fed via G-tube. Her physical development is delayed; she doesn't crawl, sit up and can't support her own weight. Her eyes, which are the only part of her body that she has full control of, both have astigmatism. In addition, Cadence travels to Portland five to six times a year to meet with doctors and specialists.

Money raised for Cadence by St. Mary's students, both in the high school and middle school, through community service and fundraising, will help cover medical travel expenses and basic living expenses. Money may also help with the cost of a computer with special communication software and switches, all of which can be used to help Cadence learn to communicate.



"SPARROW" CANDENCE O'SHEA

Sparrow Clubs support children who have either life threatening illnesses or chronic disabilities and whose families face financial hardship because of it. Individual schools and youth groups are paired with a qualified local child, often a classmate, who is facing a medical crisis.

For more information on Sparrow Clubs, please visit www.sparrowclubs.org, or contact Matt Sampson, Southern Oregon Regional Director of Sparrow Clubs at (541) 621-1126.



Customer Service Team working for you!

The Rogue Disposal & Recycling customer service team takes pride in helping customers with a wide variety of questions.

“We get so many different kinds of calls, and on every call, we want to have the mindset of ‘we do that!’ with excellent customer service. If there’s something we can do to help out a customer, we will do our best to handle the situation,” says Holly McHugh, customer service supervisor.

McHugh says they often get calls from customers expressing appreciation for their driver. “When we get calls thanking drivers for the hard work they do, it’s a priority to pass that ‘thank you’ onto the driver. We even fill out a work order with the compliment and get it into the driver’s hands.”

Customers are recognized for their patience, kindness and understanding when we are working with them in customer service opportunities. These customers receive a thank you card and a coupon for a free coffee drink at Table Rock Coffee Company.

If you ever have any questions, or would like to know additional ways in which we may serve you, contact customer service at 541-779-4161 or info@roguedisposal.com

Recycling numbers in for Jackson Co.

The Department of Environmental Quality (DEQ) recently released the energy recovery, recycling and composting numbers for 2010. Last year, Jackson County recovered 48.1% of all waste generated, a far better number than the national average. We should definitely feel proud of our environmentally-sound programs and recycling endeavors.



Want to up your recycling efforts?

Especially around the holiday season, the volume of waste goes up. To curb your contributions to the landfill, remember that non-metallic wrapping paper and wrapping paper tubes can go into your co-mingled recycling (Red Lid) as can nearly all kinds of cardboard, aluminum and paper.

Scheduling made easy

Get your recycle schedules online at roguedisposal.com

RECYCLE SCHEDULE



Everyone forgets their pickup schedule from time to time. For convenience around the clock, you can view, download and print your recycling schedule at www.roguedisposal.com. For your schedule, click on “Recycling Schedule,” then input your address to find out if you are Schedule A or Schedule B.

Changes at the Transfer Station

The next time you bring your recyclables to the Transfer Station, we think you’ll be pleasantly surprised. Items for recycle that have a fee (such as tires, fluorescent tubes, appliances and propane cylinders) are now located right next to the pay station, so you can quickly process the fee and drop off your load without having to circle back

for drop-off. The new set-up should speed customers through the line, and cut down on unnecessary traffic.

You can continue to drop off recycling such as paper, plastic bottles, glass, and electronic waste in the recycle depot - for no fee, and no wait.

Merry Christmas!

Holiday Hours

Office:

- Closed Nov. 24-25 for Thanksgiving
- Closed Dec 24-26 for Christmas
- Closed Dec 31-Jan 2 for New Years

Transfer Station:

- Closed Thanksgiving Day
- Open Christmas Eve 7am to Noon
- Closed Christmas Day
- Open Dec. 26 8am-4pm
- Open New Years Eve 7am to Noon
- Closed New Years Day
- Open Jan. 2 8am-4pm



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Customers who are currently signed up for online notices did receive this newsletter electronically. In the future, if you would like to receive notices electronically, please SIGN UP FOR ONLINE NOTICES at www.roguedisposal.com.

Proudly serving Southern Oregon since 1938.

www.roguedisposal.com

Rate Change Notice

Rogue Disposal and Recycling works every day to be one of the most affordable and comprehensive waste disposal and recycling systems in the state of Oregon. To ensure the sustainability of efficient waste disposal, award-winning recycling and public health, there are times we require cost of operating adjustments to our program.

Due to an increase in costs, Rogue Disposal & Recycling will have a 3.8% rate increase effective January 1, 2012.

This is approximately 60 cents per month for a standard (Black Lid) and award-winning recycling (Red Lid) service.

Thank you for being a valued customer.



Have a question for us?
Call (541) 779-4161
or visit: roguedisposal.com

We Do That!