



2026 Annual Update



CUSTOMER ACTIVITY

- Total Customers
 - Residential: 5,904
 - Commercial: 227
- Curbside Programs Participation
 - 937 bulky items picked up; Appliances, Furniture, BBQ, etc.
 - 303 customers utilized curbside battery removal service
 - 145 customers utilized curbside used oil pickup program
 - 171 customers had extra yardwaste material picked up at no charge
- Diversion Metrics
 - Mixed Organics: 4,463 tons of mixed organic (green waste) materials collected
 - Recycle: 2,493 tons of recyclables collected
- Recycling Center Data
 - 35,271 visits to the BBC for CRV redemption – Total amount paid out was \$343,482
- Service Notes
 - Roughly 308,000 pickups for trash in 2025 (residential)
 - 2,860 services of “extra” trash material – representing less than 1% (no call to customer service required)



OUTREACH AND EDUCATION

Sponsorship – Support – Education - Outreach

• Community Engagement

- 5 community events; Including Thunder in the Park, Summer Spectacular, Props Cops and Rodders, Monster Mash, etc.

• Residential Education

- Organics observations; Total of 418 samples – only 30 identified as contaminated, 52 had identifiable food scraps
- Recycle observations; Total of 481 samples – 149 identified as contaminated, most contaminants were Styrofoam, plastic bags, E-Waste

• Commercial Business Outreach

- Met with 61 businesses to provide educational materials and share best practices for organics and recycling disposal
- Created updated waste guide for commercial businesses
- Achieved 99% in SB1383 (Food waste) compliance and 100% in AB 341 (Recycle) compliance

• Annual Clean-Up Events

- Spring: Trash – 12.35 Tons, Metal – 4.08 Tons, Yardwaste – 2.45 Tons
- Fall: Trash – 15.03 Tons, Metal – 3.05 Tons, Yardwaste – 1.79 Tons



2025 Accomplishments

Textile Collection

- Collected 1,069 pounds of textiles at the Cameron Park Recycling Center in 2024
- Totaled 2,680 pounds of textiles in 2025 – increase of 1,611 pounds diverted from the landfill

Compost Program Growth

- 2025 Tons: 3,292 tons of organic compost brought back into El Dorado County and 103 tons delivered directly to Cameron Park residents
- Program launched in 2023 and has grown each year
- Looking into possibility of providing bagged compost to residents

Contamination Reduction and Education Efforts

- Refreshed battery recovery process saw positive results – over 300 customers utilized the battery bags, and we also saw a reduction in truck fires
- Nearly 100% compliance on SB1383 initiatives – Mainly tied to commercial foodwaste compliance. Difficult process to implement.
- Sustainability team increased field presence to identify contamination and educate customers accordingly. All NEW residential carts have educational materials on the lid.



Annual CPI Change

CPI Metrics

CONSUMER PRICE INDEX - CALIFORNIA

2024 Annual Avg.	341.951
2025 Annual Avg.	352.508
Year Over Year Change	10.55
Annual Average Increase	3.09%
Fuel Component	-0.67%

2026 CPI Adjustment: 2.41%

(CPI Index + Fuel Component)

How do we earn the CPI?

- As part of the franchise agreement, we are required to meet specific performance standards
- Avg. Hold Time – 68 seconds in 25', Commercial Business Visits – 61 total
- In 2025 we earned 100/100 pts. possible

Rate Payer Impact

- 2026 Increase = 2.41%
- Majority of customers utilize the 65G cart (2,876) – Most common adjustment amount is \$1.04/month
- Senior rate is \$29.99/month (35G cart)
- Effective July 1st, 2026

What is Included

- Annual Vouchers – 4 Total: Curbside (Bulky Item, Yardwaste – Spring/Fall) & MRF
- Option to have 1 extra container for organics or recycle at no additional cost
- Twice a year community clean-up event

2025 Performance Standards

- Residential Outreach
 - What type of materials are sent out
- Commercial Outreach
 - How do we reach the commercial businesses and what are our struggles
- Community Events
 - Why it's important to educate people in person
- Local Call Center
 - The impact of having a local call center and the quality of service the customer receives
- Complaints
 - How do we handle complaints and what justifies a missed pick-up

	2024		2025	
	Data	Points	Data	Points
Residential Outreach				
Three billing inserts per year	6	5	6	5
New resident packet	314	5	357	5
Six bi-monthly updates for the CSD website	7	5	6	5
Special removal(batteries,bulky,oil)	1525	5	1383	5
Commercial Outreach				
Meet with 4 commercial businesses per quarter	100	5	61	5
Three printed outreach pieces sent to businesses per year	5	5	3	5
Three billing inserts per year	9	5	4	5
Community Event Outreach				
Attend 4 events per year (5pts each)	9	40	5	25
Call Answer Rate (5pts per Qtr)				
Total calls	10,586	20	15,343	20
Average hold time in seconds	109		68	
Average call length	4:12		4:02	
Complaints (5pts per Qtr)				
Total complaints - General and litter	0	20	0	20
Total complaints - Missed pick-ups	37		66	
Total		115		100

2026 Initiatives – What's To Come?



Organic Compost for Pickup & Delivery

- Currently exploring the opportunity to set up a self-haul bulk compost pick-up location within the CSD
- Exploring possibility of distributing bagged compost at the Recycling Center for FREE

Educating the Youth

- Increased efforts to work with local schools to conduct on campus education and outreach about proper recycling habits and solid waste best practices
- Extending out youth education to on-site tours and interactive field trips at our Material Recovery Facility.

Community Education

- Increased presence both on social media and at local events
- Attending local farmer's markets to promote FREE compost and inform residents of our various programs
- Updated waste guide specifically for Multifamily complexes

Household Hazardous Waste Program Expansion

- Looking to expand operating hours for our HHW facility – offer ability for customers to bring in common items more frequently.

THANK YOU!



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