For customer service, please contact:

Garbage & Recycling: GreenTeam
(408) 282-4400

Yard Trimmings: GreenWaste Recovery
(408) 283-4800

Large Item Pickup: GreenTeam
(408) 282-4400

For billing questions, please call (408) 535-3500

For Your Information
Go to www.sjenvironment.org/utilities for current rate information.
Reading Your New Bill Statement

1. **Payment Address** - This is the mailing address in which payments should be sent.
2. **Invoice Number** - This is a unique number used to identify a specific bill.
3. **Customer Number** - This is a unique number used to identify a specific individual customer.
4. **Account Number** - This is a unique number used to identify the service address where the recycling and garbage service is being provided.
5. **Online/Phone Banking Number** - This is a 17-digit number that consists of your Customer Number and Account Number combined. This number is used to make payments online or by phone. Note: There is no forward slash in this number.
6. **Amount Due** - This is the sum total of what is currently due and payable on your account. The amount includes service charges for the current billing cycle and any past due amounts owing on your account from previous billing cycles.
7. **Due Date** - This is the due date in which your payment must be received by the City in order to avoid incurring late payment charges on your account for payments received by the City after the stated due date.
8. **Customer Service Information** – These are the companies that provide garbage and recycling collection services at your property and should be contacted for service issues.
9. **Account Summary** - Shows your previous balance, any payments made since the last bill statement, and your current balance; summarizes the charges for garbage and recycling services; and shows all charges currently due on your account.
10. **Messages** - This area includes important information, such as seasonal billing or updates on garbage and recycling services.
11. **Payment Stub** - This portion of the bill must be returned with your payment when mailing or hand-delivering payments to the City.
   - When signing up for online automatic bill payment service, please reference both the Customer Number and the Account Number in order to ensure proper identification and posting of payments to your account.