Effective July 1, 2011

Subscription Order

To Our Valued Avocado Heights Customer:

The County of Los Angeles Board of Supervisors awarded Ware Disposal Co. Inc. (Ware Disposal) a franchise to provide trash collection services in the Avocado Heights unincorporated communities commencing on April 1, 2008 and ending March 31, 2015. Ware Disposal takes great pride in the work we do to keep the environment clean and protected for our future. Your participation in waste reduction practices and buying products made from recycled content are integral components of a sustainable society, and we thank you for your efforts.

We will charge all our customers the rates shown on this subscription order. Please take a moment to note the rates and services you will be offered below. The standard services and corresponding rates listed below are for services for which you are subscribed (on or after July 1, 2011). To request additional services or if you have any questions or concerns, please do not hesitate to call Ware Disposal customer service department, Monday thru Friday 8am to 5pm or Saturday 8am to 12pm, at Toll Free 1-877-714-9273.

The term of your subscription order is 7 years from April 1, 2008 through March 31, 2015, unless it is terminated earlier as described in the enclosed Customer Bill of Rights or the franchise is terminated by the County. Your subscription is subject to the County's execution of the franchise agreement with Ware Disposal and it cannot be automatically renewed or extended.

BASIC SERVICES / billed quarterly: **$65.67/quarter ($21.89/month)**

Standard household family services include:

- ✓ Once-a-week automated trash and recycling collection service
- ✓ One 96 gallon refuse cart
- ✓ One 96 gallon green waste cart
- ✓ One 96 gallon commingled recyclables cart

25% Senior Discount: For qualifying heads of household over 62: **$49.25/quarter ($16.42/month)**

- ✓ For residents who meet the following criteria: head of household, over 62 and qualify for utility rate discounts based on financial need **OR**
- ✓ For residents who meet the following criteria: head of household, over 62 and generate a small amount of waste and uses 32-gallon carts

Standard Horse Property Services:

- ✓ One 96 gallon commingled manure and refuse cart
- ✓ One 96 gallon green waste cart
- ✓ One 96 gallon commingled recyclables cart

Types of Containers	Commingled Horse Manure/Refuse Collection Rates			
	Once Per Week Collection		Twice Per Week Collection	
Trash, Manure and Green Waste Bins *	Monthly Rate (Sr. Disc. Rate)	Quarterly Rate (Sr. Disc. Rate)	Monthly Rate (Sr. Disc. Rate)	Quarterly Rate (Sr. Disc. Rate)
2 Cubic Yard	$75.51 ($56.63)	$226.53 ($169.90)	$151.00 ($113.25)	$453.02 ($339.77)
3 Cubic Yard	$79.16 ($59.37)	$237.48 ($178.11)	$157.83 ($118.37)	$474.93 ($356.20)
Trash and Manure Commingled Carts *	Monthly Rate (Sr. Disc. Rate)	Quarterly Rate (Sr. Disc. Rate)	Monthly Rate (Sr. Disc. Rate)	Quarterly Rate (Sr. Disc. Rate)
96 Gallon	$30.44 ($22.83)	$91.32 ($68.49)	Not offered	Not offered

*** Note: Your basic rate will be based on the service level you choose from the table above. Customers that choose bin service will also receive one 96 gallon recycling cart free of charge. For additional information, please contact customer service at 1-877-714-9273.**

Standard services include:

- ✓ One extra green waste container or one extra recyclables container, or both, free of charge upon request
- ✓ Free Holiday Tree Collection Services
- ✓ Annual curbside clean-up events (including certain electronic devices)
- ✓ On-call collection of bulky items and certain electronic devices in unlimited quantities (twice per year)
- ✓ Multi Family Customers(3 or more units, Condominiums and Town Homes): On-call collection of bulky items and certain electronic devices with a 2 item per collection limit (four times per year total)
- ✓ On-call bagged green waste collections in unlimited quantities (four times per year)
- ✓ On-call collection of two bags of excess trash per year
- ✓ Four special community clean-up events per year
- ✓ Alternative to 96 gallon containers- Upon request, if you have space limitations, you may receive either 65 or 35 gallon containers
- ✓ Roll-out service- upon request, for qualifying elderly and disabled customers

ADDITIONAL SERVICES Available Upon Request

Additional Containers, Each:

Trash Only - **$15.00/quarter ($11.25/quarter with senior discount)**

Commingled Manure/Trash - **$91.32/quarter ($68.49/quarter with senior discount)**

Additional (more than two/year) on-call collection of bulky items and certain electronic devices: **$25.00 per collection ($18.75 with senior discount)**

Scooter Service: For any customer who requests this service or for difficult-to-service residential premises (such as some hills or cul-de-sacs where collection vehicles cannot safely drive): **$16.42/quarter ($12.31 with senior discount)**

Roll-out/Backyard service: This service means Ware Disposal brings containers to the curb to be serviced by collection vehicle and returned to the back yard or other designated location for an additional fee of:

For qualifying customers: **free**

For all other customers: **$32.84/quarter ($24.63 with senior discount)**

Residential Bin Rentals and Temporary Roll-Off Services: Available upon request by calling our customer service department at 1-877-714-9273.

CUSTOMER BILL OF RIGHTS

What We Will Collect. We will collect residential refuse, green waste and commingled recyclables in carts we provide, within one week of your requesting services. You must place refuse, recyclable materials, and green waste in the appropriate carts. Materials placed outside of carts will not be picked up unless previous arrangements have been made as described below. Please remember that the County requires you to put out carts for collection no earlier than 5:00 pm on the day before scheduled collection and retrieve them no later than 8:00 pm on the day of collection or 2 hours after collection, whichever is later.

We Will Not Collect Hazardous Waste. ***State law prohibits disposal of hazardous materials and certain electronic devices in your trash.*** These include: most paints, pesticides, petroleum derivatives such as motor oil and solvents, electronic devices such as cathode ray tubes (as in TV and computer monitors), LCD and plasma screens. Other items banned from disposal include batteries, thermostats, computers, telephones, answering machines, radios, stereo equipment, tape players/recorders, phonographs, videocassette players/recorders, calculators, aerosol cans, fluorescent lights, and certain mercury-containing devices. If these items are identified in your trash, your cart will be tagged and not collected. Certain electronic devices may be separately collected as described below. For additional safe and legal disposal options, call the HAZWASTE HOTLINE at (888) CLEAN-LA or visit www.ciwmb.ca.gov/HHW/info.

When We Will Collect. We will make collections once a week between the hours of 6:00 a.m. to 6:00 p.m. on the same day of the week indicated on your invoice (Monday through Friday) each week. If your scheduled collection day falls on or after a holiday, during a holiday week, collection will be delayed by one day (Friday customers will have their collection on Saturday). The holidays we observe are Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas and New Year's Day. Should there be a permanent change in your scheduled collection day, we will notify you in advance. If we miss your collection, please call us and we will return to pick it up, without charge, on the same day if you call before 3:00 p.m. or on the next collection day if you call after 3:00 p.m. We will resolve any other complaints within the same time period.

Where We Will Pick Up. You must set your carts at the curb unless you have roll-out service. If we agreed to collect on private driveways or pavement, we will ask you to sign a waiver of damage liability and/or indemnification. We must repair or replace, to your satisfaction, damaged property, and reimburse you for cost of personal injury, caused by our negligence or willful acts or omissions. In addition to enforcing your rights under the franchise agreement, you may institute civil suits allowed under law.

We Can Bring Your Carts Out To The Pick Up Point (Roll-Out Service). At no additional charge, for residential customers who certify they are not able-bodied or are elderly (over the age of 62) and have no able-bodied person residing in their household, we will provide roll-out services (on-premise collection) of all weekly collection services: refuse, recyclable materials, and green waste collection, as well as the annual curbside clean-up event, holiday tree pick-ups, and additional on-call pickups. These services are also available to any other customer upon request at the charge listed on your subscription order.

Alternatives To Fully Automated Carts (Scooter Service). If you have space restrictions at your container storage or set-out site, you may request alternatives to 96 gallon carts free of charge. For difficult to service areas, such as cul-de-sacs or hills, where automated collection vehicles cannot safely drive, we will provide manual scooter service and containers that are of the same aggregate capacity at the charge listed on your subscription order. We will also provide this service to any other customer upon request.

Weight Limitations Of Carts. The weight limit for each automated cart is as follows: 96 gallon Cart = 250 lbs., 65 gallon cart = 150 lbs., 35 gallon cart = 100 lbs.

Replacement/Removal/Repair. At no charge, we will deliver or exchange containers within 7 days of your request, remove containers within 8 days of your request, and repair or replace damaged or stolen containers by the next service day after your request. We will charge $75.00 each to replace a stolen cart if you do not report the theft to the police. We will remove graffiti from containers within 5 days of your request, or within 48 hours if the graffiti consists of picture or written obscenities, weekends excepted.

Annual Curbside Clean-Up Event. We will conduct a Clean-Up Event once a year. We will collect unlimited amounts of bulky items, excess solid waste, up to 2 passenger car or pickup truck tires, and certain electronic devices free of charge. We will notify you of the annual Clean-Up Event two weeks in advance with a description of the types of items that will be collected.

Holiday Tree Pickups. At your request, we will collect your holiday trees (such as Christmas trees and Hanukkah bushes) placed at the curb on your regularly scheduled collection day between December 26th and January 14th. You must strip them of lights, ornaments, garlands, tinsel, flocking and stands.

Two On-Call Bagged Green Waste Pickups: We will collect extra green waste set out at the curb in bags, twice per year at no additional charge, on your next regularly scheduled pickup day if you call us at least 72 hours in advance.

Two On-Call Pickups of Bulky Items And Certain Electronic Devices: You may request 2 pickups of bulky items and certain electronic devices each year at no charge on your next regularly scheduled pickup day if you call us at least 24 hours in advance. Multi-family customers (3 or more units, Condominiums and Town Homes) will receive 4 total on-call bulky item collections, with a 2 item per collection limit. Examples of bulky items include discarded furniture (such as chairs, sofas, mattresses, box springs, and rugs); appliances (such as refrigerators, range, washers, dryers, water heaters, dishwashers, plumbing, and other similar items). We will accept the following electronic devices: cathode ray tube (CRT) devices (including televisions and computer monitors); LCD devices (desktop monitors, laptop computers and televisions); plasma televisions.

Additional On-Call Pickups Of Bulky Item And Certain Electronic Devices: You may also request pickups of bulky items and electronic devices, as described above, in excess of twice a year on your next regularly scheduled pickup day, at the charges listed on your subscription order, if you call us at least 24 hours in advance.

Additional Customer Options Regarding Recyclables: Customers may donate or sell any or all of their recyclables to persons other than Ware Disposal.

When You Must Pay: Ware Disposal bills residential service three months in advance. We mail invoices fifteen days before the first day of your billing cycle. For example, for April, May and June service, Ware Disposal will send out the invoice for that quarter on March 15. If you change service, start service or order additional services during a cycle, a prorated invoice will be mailed to you. Payments are due no later than 30 days after the date on the invoice (usually due by the end of the first month). A late fee will be assessed for each thirty day period that payment is not received after billing date. If we do not receive payment by the last day of the second month, for example, May 31, your bill will become delinquent and late fees and/or service interruption fees will be assessed. The late fee is $5.00 per thirty days, or 18% APR on all outstanding balances will be charged. We may terminate your service and pursue collection options if payments are not received. There will be a $25.00 charge for the interruption of service and restart service. There will be a $35.00 fee added on all returned checks.

Customer Termination Rights And Right To Self-Haul. You may terminate service without cause at any time by giving us 90 days notice. You may also terminate service immediately in the event of certain emergencies or by giving us 30 days notice, if we fail to provide service (such as missing pickup or failing to timely repair or replace containers) or we bill you incorrectly. You also have the right to self-haul all or some of your waste in addition to, or instead of, subscribing to our service.

We will refund any overcharges (including advance payments for services that you subsequently cancel) within 30 days after we receive them. We will pay you interest on overcharges (other than advance payments for subsequently canceled services) at 10% per annum from the date of the overcharge until the date refunded.

Where You Can Contact Us. You may call us regarding service or complaints toll free at Toll Free 1-877-714-9273 between 8 am and 5 pm weekdays, except holidays and from 8 am to 12 pm on Saturday. You may come to our office located at 1035 East 4th Street, Santa Ana, California 92701, mail correspondence to our office address, or via our website at www.waredisposal.com. If we do not satisfactorily resolve any complaint; you may call the County at 1-800-993-5844.

We Do Not Discriminate. If you are entitled to service, we will not discriminate against you on account of race, creed, color, sex, gender, national origin, ancestry, religion, age, physical or mental disability, marital status, or political affiliation.

Rights Of Privacy. We will observe and protect your rights of privacy and trade secrets. Unless you give us permission, we will not reveal any information identifying you or the composition or contents of your solid waste to any person except the County or if required by law.

Thank you for allowing Ware Disposal to serve you!