



Rate Sheet

June 1, 2018

To Our Valued East Charter Oak/Foothill/East Ramona/Spadra Customer:

The County of Los Angeles Board of Supervisors awarded Ware Disposal a contract to provide trash collection services in the unincorporated community of East Charter Oak/Foothill/East Ramona/Spadra. The term of this contract is seven years with two 2-year renewal options for a potential total contract term of eleven years. The initial seven-year term commences on June 1, 2018 and will end on May 31, 2025.

Customers will be charged the rates shown below on a quarterly basis. Ware Disposal bills for services three months in advance. To request additional services or if you have any questions or concerns, please do not hesitate to call the Ware Disposal customer service department at (877) 714-9273, Monday thru Friday, from 8:00 a.m. to 5:00 p.m. or Saturday, from 8:00 a.m. to 12:00 p.m.

Basic Service Fee: _____ \$57.18/quarter (\$19.06/month)

Basic Service Fee with Senior Discount ⁽¹⁾: _____ \$42.90/quarter (\$14.30/month)

⁽¹⁾ A Senior Discount of 25% will be given to residents who meet the following criteria: head of household, 62 or older, and who either (a) qualify for utility rate discounts based on financial need or (b) generate small amounts of waste and use a 32-gallon cart for trash.

Additional Services and Surcharges: These services are available upon request.

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| Manure Service (once per week collection) | |
| 64-gallon cart | \$225.00/quarter (\$168.75/quarter with senior discount) |
| 2-cubic yard dumpster | \$495.00/quarter (\$371.25/quarter with senior discount) |
| Locking Recyclables Cart | \$11.11 (one-time charge) |
| Additional Containers Beyond Basic Service, each: | |
| Refuse cart | \$30.00/quarter (\$22.50/quarter with senior discount) |
| Recyclables cart | \$18.00/quarter (\$13.50/quarter with senior discount) |
| Green Waste cart | \$24.00/quarter (\$18.00/quarter with senior discount) |
| Additional (more than three/year) on-call collection of bulky items, excess trash, and excess green waste | \$14.30/collection (\$10.73/collection with senior discount) |
| Container Size Exchange Beyond 1 per year | \$11.11/exchange (\$8.33/exchange with senior discount) |
| Bear-Resistant Carts | |
| 96-gallon (rental with free replacement) | \$72.00/quarter (\$54.00/quarter with senior discount) |
| 96-gallon (purchase without replacement) | \$330.00 (one-time charge) |
| Difficult to Service: For any customer who requests this service or for difficult-to-service residential premises (such as hills or cul-de-sacs where collection vehicles cannot safely drive): | \$28.59/quarter (\$21.44/quarter with senior discount) |
| Roll-out/backyard service: This service means Ware Disposal brings containers to the curb to be serviced by collection vehicle and return them to the back yard or other designated location for an additional fee of: | |
| For Qualifying Customers: | Free |
| Full Service (Up to 50 Feet): | \$14.31/quarter (\$10.73/quarter with senior discount) |

TERMS AND CONDITIONS

What We Will Collect. We will collect refuse, green waste, and recyclables in carts we provide, within one week of your requesting services. You must place refuse, recyclable materials, and organics in the appropriate carts. Materials placed outside of carts will not be picked up unless previous arrangements have been made.

When Carts are Allowed at Set-Out Site. Carts must only be placed at the set-out site for collection within the hours 5:00 p.m. on the day before scheduled collection and 8:00 p.m. 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 electronic devices in your trash. These include most chemicals, paints, pesticides, motor oil, solvents, and electronic devices with a battery or plug. Common electronics banned from disposal include: batteries, computers, mobile phones, televisions, smoke detectors, calculators, and fluorescent lights. If these items are identified in your trash, your cart will be tagged and not serviced. Most electronic devices may be separately collected under this contract's bulky item program. For additional safe and legal disposal options, contact (888) CLEAN LA or CleanLA.com

When We Will Collect. We will make collections once a week between the hours of 6:00 a.m. and 6:00 p.m. on the same day of the week (Monday through Friday) each week. If your scheduled collection day falls on or after a holiday, collection will be delayed during the holiday week 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 12:00 p.m. or on the next collection day if you call after 12:00 p.m.

How Much We Will Charge. We will charge all our customers the rates shown on the Rate Sheet for standard services and any additional requested services.

Where We Will Pick Up. On your scheduled collection day, except if you have roll-out service, you must place your carts at the agreed set-out site with carts facing the street and 18 inches apart from each other. Handles and wheels must be facing the curb. If we agreed to collect on private driveways or pavement, we will ask you to sign a waiver of damage liability and/or indemnification.

How to Request Replacement for Stolen Carts. We will replace stolen carts within 7 days of customer's request. Carts will be replaced without additional charge provided the customer submits a police report. Otherwise, customer will be charged a fee.

How to Receive Roll-Out Service. We can bring your carts out to the pickup point, 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. Roll-out service will be provided to these customers during their weekly collection of trash, recyclable materials, and organics, as well as during 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 the Rate Sheet. We will ask you to sign a waiver of damage liability and/or indemnification prior to providing this service. Please note that we will not enter your home.

How to Change to Different Sized Carts. If you have space restrictions at your container storage or set-out site, you may request alternatives to 96-gallon carts, in the same aggregate capacity, free of charge once per year.

Difficult to Service. At a charge listed on the Rate Sheet, this fee is assessed to difficult to service areas, such as cul-de-sacs or hills, where standard automated collection vehicles cannot safely drive.

Weight Limitations of Carts. The weight limit for each automated cart is as follows: 96-gallon cart = 250 lbs., 64-gallon cart = 150 lbs., 32-gallon cart = 100 lbs. If carts are found to be over these weight limits, they will be tagged and not serviced. You will be responsible for damage to an overloaded cart.

Annual Curbside Clean-Up Event. We will conduct a Clean-Up Event on Saturdays once per year wherein we will collect 20 bulky items, excess solid waste, up to 2 passenger car or pickup truck tires, and certain electronic devices free of charge. We will collect construction and demolition debris only if they are in up to two bags, containers, or bundles each weighing 70 pounds or less. Notification containing details of the Annual Clean-Up Event will be sent to customers at least two weeks in advance.

Holiday Tree Pickups. We will collect your holiday trees (such as Christmas trees and Hanukkah bushes) placed at the curb on your regularly scheduled collection day during the period of three weeks following December 25th. You must strip them of ornaments, garlands, tinsel, and stands. Flocked trees are not allowed.

On-Call Pickups of Bulky Items. We will collect bulky items set out at the curb on your next regularly scheduled pickup day if you call us at least 24 hours in advance. Bulky items will be picked up at no additional charge up to 3 times per year with a maximum of 10 bulky items, 5 bags of excess trash, and 10 bags/bundles of excess green waste per pickup. 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) and construction and demolition debris in up to two 70-pound containers.

Additional On-Call Pickups of Bulky Items. We will collect bulky items, more than three times per year, on your next regularly scheduled pickup day, at the charges listed on your Rate Sheet, if you call us at least 24 hours in advance. Note that you may have an extra move in/out bulky item collection at the start or end of your service at no charge.

Additional Customer Options Regarding Recyclables. Customers may donate or sell any or all of their recyclables to persons other than this waste hauler.

When You Must Pay. Residents are billed for services three months in advance. We send you your bill on or after the first day of your billing period, for example, on April 1 for the billing period of April, May, and June. Your bill is due no later than the last day of the first month, for example, on April 30. If we do not receive payment by the last day of the second month, for example, on May 31, your bill will become delinquent and an additional 10% fee will be added to the balance. We may terminate your service if you do not timely pay your service fees. There will be a charge of \$25.00 for interruption of service and a \$25.00 fee on returned checks.

Customer Termination Rights and Right To Self-Haul. You may cancel your service at any time by giving us 21-day notice. You also have the right to self-haul your waste instead of subscribing to our service.

Paperless Option. Do your part to reduce waste and enroll to pay your bill online, receive email messages, and place service requests. Please call us at (877) 714-9273 or visit www.waredisposal.com to join.

To receive additional information regarding these terms and conditions or your service, please call us toll-free at (877) 714-9273, Monday through Friday, from 8:00 a.m. to 5:00 p.m., except holidays, and from 8:00 a.m. to 12:00 p.m. on Saturday. If we do not satisfactorily resolve any complaint, you may call the County at (888) CLEAN LA (or 253-2652).

Thank you for allowing Ware Disposal to serve you!