



# LA CRESCENTA / MONTROSE RESIDENTIAL SERVICE RATES

July 1, 2012

## Subscription Order

To Our Valued La Crescenta Customer:

The County of Los Angeles Board of Supervisors has awarded Allied Waste Services (Allied) a seven-year franchise to provide trash collection services in the La Crescenta / Montrose unincorporated community that commenced on January 2, 2007, and ends on December 31, 2013. Allied 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 offered below. The rates that are circled indicate the services for which you subscribe on or after (July 1, 2012). To request additional services or if you have any questions or concerns, please do not hesitate to call Allied's customer service department, Monday thru Friday 7:30am to 6 pm or Saturday 8am-12pm, at 1-888-742-5234.

The term of your subscription order is 7 years commencing January 2, 2007, and ending December 31, 2013, unless it is terminated earlier as described in the enclosed Customer Bill of Rights. It cannot be longer than the term of Allied's franchise with the County and cannot be automatically renewed or extended.

**Standard Services / billed quarterly:** **\$93.72/quarter (\$31.24/month)**

**25 percent Senior Discount:** For qualifying heads of household over 65: **\$70.29/quarter (\$23.43/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
- ✓ An extra green waste container and/or one extra recyclable container free of charge upon request
- ✓ Free Holiday Tree Collection Services
- ✓ Annual curbside clean-up events (including electronic waste)
- ✓ On-call bulky item and electronic waste collections in unlimited quantities (twice per year)
- ✓ On-call bagged green waste collections in unlimited quantities (twice 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 64 or 32 gallon containers.

### ADDITIONAL SERVICES Available Upon Request

**Additional Containers: Each:** **\$15.00/quarter (\$11.25/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 hills or cul-de-sacs where collection vehicles cannot safely drive): **\$23.43/quarter (\$17.57 with senior discount)**

**Roll-out/backyard service:** This service means Allied brings containers to the curb to be serviced by collection vehicle and returned to the backyard or other designated location.

For qualifying customers: **free**  
For all other customers: **\$46.86/ quarter (\$35.15 with senior discount)**

### Residential Bin Rentals (1.5 YD & 3 YD) and Temporary Roll-Off Services

## 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. For safe and legal disposal options, call the HAZWASTE HOTLINE at (888) CLEAN-LA or visit [www.ciwwmb.ca.gov/HHW/info](http://www.ciwwmb.ca.gov/HHW/info).

**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 may charge 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, weekends excepted, or, if the graffiti consists of picture or verbal obscenities, within 48 hours, weekends excepted.

**Weight Limitations of Carts.** The weight limit for each automated cart is 300 pounds.

**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.

**When We Will Collect.** We will make collections 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.

**How Much We Will Charge.** We will charge all our customers the rates shown on the Subscription Order Form.

**When You Must Pay.** We bill residential service three months in advance. We mail you your bill on or after the first day of your billing period. (For example, we will mail your bill on July 1 for a billing period of July, August and September.) Your bill is due no later than the last day of the first month. (For example, July 31.) If we do not receive payment by the last day of the second month, your bill will become delinquent (For example, August 31) and a \$5.00 late fee per month will be assessed. We may terminate your service if you do not timely pay your service fees and a \$13.00 re-activation fee will be assessed to re-start service.

**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 tires, and certain electronic items free of charge. We will notify you of the annual Clean-Up Event two weeks in advance with a description of the items that will be collected.

**Two On-Call Bulky Item Pickups (including E-Waste):** You may request 2 additional pickups of bulky items and electronic items each year at no charge on your next regularly scheduled pickup day if you call us at least 24 hours in advance.

**Additional On-Call Bulky Item Pickups (including E-Waste) with Surcharge:** You may also request bulky item and electronic item pickups in excess of twice a year on your next regularly scheduled pickup day, at the charge listed on your subscription order, if you call at least 24 hours in advance.

**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, 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 Allied Waste Services.

**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 26 and January 14. You must strip them of ornaments, garlands, tinsel, flocking and stands.

**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 capacity at the charge listed on your subscription order. We will also provide this service to any other customer upon request.

**We Can Bring Your Carts Out to The Pickup 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 65) 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 and additional on-call pickups. These services are also available at the charge listed on the subscription order to any other customer who is not certifiably elderly or disabled.

**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.

**Customer Termination Rights and Right to Self-haul.** You may terminate service without cause at any time before the expiration of your subscription by giving us 90 days notice. You may also terminate service immediately in the event of certain emergencies and 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 your waste 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 percent per annum from the date overcharged until the date refunded.

**Where You Can Contact Us.** You may call us regarding service or complaints toll free at **1 888 742-5234** between 7:30 a.m. and 6:00 p.m. weekdays, except holidays and from 8:00 a.m. to noon on Saturdays. You may come to our office located at **9200 Glenoaks Boulevard, Sun Valley, California, 91352**, or you may mail correspondence to our office address. IF we do not satisfactorily resolve any complaint, you may call the County at (800) 993-5844.

**Thank you for allowing Allied to serve you!**