Subscription Order

To Our Valued Chatsworth/Westhills Customer:

The County of Los Angeles Board of Supervisors awarded Waste Management, Inc. a franchise to provide trash collection services in the Chatsworth/Westhills unincorporated community starting on September 1, 2011 and ending on August 31, 2018. Waste Management, Inc. 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 standard services listed below are the services already included in your subscription. To request additional services or if you have any questions or concerns, please do not hesitate to call Waste Management, Inc. customer service department, Monday thru Friday 8:00 a.m. to 5:00 p.m. or Saturday 8:00 a.m. to 1:00 p.m., at 1-800-266-7551.

The term of your subscription order is 7 years beginning on September 1, 2011 and ending on August 31, 2018, unless it is terminated earlier as described in the enclosed Customer Bill of Rights. It cannot be longer than the term of Waste Management, Inc., franchise with the County and it cannot be automatically renewed or extended.

STANDARD SERVICES / billed quarterly:……$85.41/quarter ($28.47/month)

25% Senior Discount: For qualifying heads of household over 62:……....$64.06/quarter ($21.35/month)

For residents who meet the following criteria: head of household, over 62 and qualify for utility rate discounts based on financial need OR generate a small amount of waste and use a 32 gallon cart for refuse.

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
- 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)
- On-call bagged green waste collections in unlimited quantities (eight times 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
- Roll-out service- upon request, for qualifying elderly and disabled customers
- Semi-Annual drop off event for certain electronic devices, clothing, toys & books
- On-call bagged refuse collection in unlimited quantities (four times per year)

ADDITIONAL SERVICES Available Upon Request

Additional Containers above basic service, 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): $14.52/quarter ($10.89 with senior discount)

Roll-out/backyard service: This service means Waste Management, Inc. 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:	$42.71/quarter ($32.03 with senior discount)
Designated location, if any:	_____

Residential Bin Rentals (3 YD) and Temporary Roll-Off Services: Available upon request by calling our customer service department at 1-800-266-7551.

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, 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 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 for standard services and any additional requested services.

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 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 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. 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.

Weight Limitations Of Carts. The weight limit for each automated cart is as follows: 96 gallon cart = 336 lbs., 64 gallon cart = 227 lbs., 32 gallon cart = 122 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 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, or within 48 hours if the graffiti consists of picture or verbal obscenities, weekends excepted.

Annual Curbside Clean-Up Event. We will conduct a Clean-Up Event once a year on your regularly scheduled pick up day, when 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.

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 ornaments, garlands, tinsel, flocking and stands.

Eight On-Call Bagged Green Waste Pickups: We will collect extra green waste set out at the curb in bags, eight times per year at no additional charge, on your next regularly scheduled pickup day if you call us at least 24 hours in advance.

SHARPS Collection and Disposal: You may request up to four SHARPS containers (1 or 2 gallons) per year, for storing and mailing sharps upon customer request without additional cost OR if you choose to use a 1.4 quart container you can receive this size container in unlimited amounts at no cost to you.

Four On-Call Bagged Refuse Pickups: We will collect extra refuse set out at the curb in bags, four times per year, at no additional charge, on your next regularly scheduled pickup day if you call us at least 24 hours in advance

Semi-Annual ***Drop-Off Events for Certain Electronic Devices, Clothing Toys and Books:*** twice per year we will collect without cost to you, unlimited amounts of Residential Customers' E-waste and clothing at a drop-off site in your community. We will notify you of the events two weeks 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. 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 Waste Management, Inc.

When You Must Pay. Waste Management, Inc. bills residential services three months in advance. We mail 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 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 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 the overcharged until the date refunded.

Where You Can Contact Us. You may call us regarding service or complaints toll free at 1-800-266-7551 between 8am and 5pm weekdays, except holidays and from 8am to 12pm on Saturday. You may come to our office located at 195 W. Los Angeles Ave., Simi Valley, CA 93065 or you may mail correspondence to our office address. 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 Waste Management, Inc. To Serve You!