



# Valley Vista Services, Inc.

## Rate Sheet - November 1, 2024

### To Our Valued Customer:

Valley Vista Services, Inc. is a family-owned and operated organization that has been providing high-quality solid waste and recycling collection services to the greater Los Angeles area since 1957. We believe in our commitment to maintaining the quality of life in the communities we serve. Effective November 1, 2024, Valley Vista Services, Inc. will be your new exclusive waste hauler. We appreciate the opportunity and look forward to providing you with quality customer service.

Charges for basic services are collected as part of the annual property taxes paid by property owners. The service level and the amount charged are based on the land use codes assigned to the property by the County of Los Angeles Office of the Assessor. For example, a basic level service for a single-family property is three 96-gallon carts: one for trash, one for recyclables, and one for organic waste. A Senior Discount of 25% off the additional services fees is available to single-family and duplex customers 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. Please take a moment to note the rates for standard and extra services offered.

To request additional services or if you have any questions or concerns, please contact Valley Vista Services, Inc. customer service department, Monday through Friday 8:00 a.m to 5:00 p.m or Saturday 8:00 a.m to 1:00 p.m, at (800)442-6454 or email us at ELAservices@myvvs.com.

### Additional Services and Monthly Surcharges beyond the basic services:

These services are available upon request. Additional services are billed and payable to VVS.

Trash (2 or more)	\$ 21.19	(\$15.89 with senior discount)
Recycling (additional cart)	\$ 3.45	(\$ 2.59 with senior discount)
Residential Organics (additional cart)	\$ 6.44	(\$ 4.83 with senior discount)
Recycling (3 or more carts)	\$ 4.60	(\$ 3.45 with senior discount)
Residential Organics (3 or more carts)	\$ 8.59	(\$ 6.44 with senior discount)

### Bulky items, Excess Trash/Green Waste/E-waste:

Upon Move-In/Move-Out	no charge
Unlimited Bulky Pickups	no charge
Excess Trash/Green Waste/E-waste <sup>(1)</sup> (After the 4 <sup>th</sup> pickup)	\$28.31/per pickup

**Container Exchange (beyond 1 per year):** \$18.88/exchange

**Roll-out/Backyard Service, up to 50 feet  
(hauler moves cart to/from curb):** \$18.88/month

**Residential Bin Rentals (3 YD) and Temporary Roll- Off Services:** Available upon request by calling our customer service department at (800) 442-6454 or email ELAservices@myvvs.com.

<sup>(1)</sup>Restrictions apply, please refer to the Terms and Conditions page for additional information.

# TERMS AND CONDITIONS

**What We Will Collect.** We will collect trash, recyclables, and organic waste in containers we provide. You must place these materials in the appropriate containers. Materials placed outside of containers will not be picked up unless previous arrangements have been made.

**We Will Not Collect Hazardous Waste.** State law prohibits disposal of hazardous materials and electronic devices in your containers. These include: most paints, pesticides, petroleum derivatives such as motor oil and solvents. If these items are identified in your trash, your container will be tagged and not serviced. Most electronic devices may be separately collected as a bulky item. For safe and legal disposal options, call 1(888) CLEAN LA or visit CleanLA.com.

**How to Request Container Replacement/Repair.** We will repair or exchange your broken containers by your next service day. If your cart is stolen, we will replace it as a courtesy within two days of notification for the first occurrence. For any subsequent replacements, a police report will be required.

**Alternative Container Size Exchange.** We will exchange containers within 7 days of customer's request for alternative size container once per year at no additional charge. Requests for container exchanges beyond once per year will be charged a fee as listed on your rate sheet.

**On-Call Pickups of Bulky Items and Excess Solid Waste.** For single-family homes, we will collect an unlimited number of bulky items per year, at no additional charge. Please schedule 24 hours in advance by phone at (800) 442-6454 or email [vsbulky@myvvs.com](mailto:vsbulky@myvvs.com).

- **Bulky Items.** An unlimited number of large items per pickup. Examples of bulky items include discarded furniture (such as chairs, sofas, mattresses, box springs, and rugs).
- **Electronic Waste.** 10 items of electronic waste powered by a plug or battery, 4 times per year. Examples of bulky items include computers, telephones, televisions, and appliances, such as refrigerators, washers, dryers, water heaters, and other similar items).
- **Bagged Green Waste.** Maximum of 25 bags/bundles per pickup, 4 times per year. Bound bundles must be less than 4 feet in length.
- **Bagged Trash.** Maximum of 5 bags per pickup, 4 times a year. Trash must be in bags or disposable containers.

**Christmas Tree Pickups.** We will collect your Christmas trees 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, flocking and stands.

**How Much We Will Charge.** Rates shown on the Rate Sheet for any additional services requested.

**When You Must Pay.** Customers who request additional services will be billed for these services three months in advance. We mail your bill on or after the first day of your billing period (e.g., April 1 for the period of April, May, and June). Payment is due by the end of the first month (e.g., April 30). If payment is not received by the end of the second month (e.g., May 31), the bill will be considered delinquent, and a 10% fee will be added. We may terminate your service by the end of the third month and your containers will be removed. A \$25.00 interruption of service fee will be charged to restart service and a \$25.00 fee will be charged for returned checks.

**Customer Termination Rights.** You may terminate additional services without cause at any time by giving us 21-day notice. Please note that the District does not provide service fee reimbursements to property owners who choose not to receive services.

## Additional Information for Customers Receiving Services in Wheeled Plastic Carts

**When We Will Collect.** We will service cart customers once per week, between the hours of 6:00 a.m. to 5:00 p.m. on the same day, Monday through Friday, each week. If your scheduled collection day falls on or after a holiday, collection may 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.

**Where We Will Pick Up.** On your scheduled collection day, cart customers must place 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. Carts must only be placed at the set-out site for collection within the hours of 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.

**How to Receive Roll-Out Service.** We can bring your carts out to the pickup point upon request at the charge listed on the rate sheet. Roll-out service will be provided to these customers during their weekly collection of trash, recyclable materials, and organics. We will ask you to sign a waiver of damage liability and/or indemnification prior to providing this service.

**Weight Limitations of Carts.** The weight limit for each automated cart is as follows: 96-gallon cart = 335 lbs., 64-gallon cart = 227 lbs., 32-gallon cart = 122 lbs. If carts are found to be over these weight limits, they will be tagged and not serviced.

**Service Feedback.** You may contact Los Angeles County Public Works at (888) CLEAN LA (or 253-2652) to provide feedback regarding your service with Valley Vista Services at any time during the contract term.

To receive additional information regarding these terms and conditions or your service, please call us toll-free at (800) 442-6454, Monday through Friday, from 8 a.m. to 5 p.m., except holidays, and from 8 a.m. to 1 p.m. on Saturday or email us at [ELAservices@myvvs.com](mailto:ELAservices@myvvs.com). If we do not satisfactorily resolve any complaint, you may call the County at (888) CLEAN LA (or 253-2652), Monday through Thursday, from 7 a.m. to 5 p.m.

**Thank you for allowing Valley Vista Services, Inc. to serve you!**



**Valley Vista Services**

*Waste Disposal and Recycling Division*

17445 E Railroad St, Industry, CA

(800) 442-6454

[ELAservices@myvvs.com](mailto:ELAservices@myvvs.com)

[www.ValleyVistaServices.com](http://www.ValleyVistaServices.com)



**CleanLA**

LOS ANGELES COUNTY

(888) CLEAN-LA

[CleanLA.com](http://CleanLA.com)

[Trash@pw.lacount.gov](mailto:Trash@pw.lacount.gov)