WASTE MANAGEMENT

Rate Sheet April 1, 2018

To Our Valued Santa Monica Mountain Customer:

The County of Los Angeles Board of Supervisors awarded Waste Management, Inc. a contract to provide trash collection services in the unincorporated community of Santa Monica Mountains. The term of this contract is 7 years with two 2-year renewal options for a potential total contract term of eleven years. The initial 7-year term commences on April 1, 2018 and will end on March 31, 2025

Customers will be charged the rates shown below on a quarterly basis. Waste Management, Inc. bills for services three months in advance. To request additional services or if you have any questions or concerns, please do not hesitate to Waste Management, Inc.'s customer service department at (800) 675-1171, Monday thru Friday 7:00 a.m. to 5:00 p.m. or Saturday 8:00 a.m. to 12:00 p.m.

Basic Service Fee: _____ $114.00/quarter ($38.00/month)

Basic Service Fee with Senior Discount [1]: _____ $85.50/quarter ($28.50/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.

Manure Service: 64-gallon cart	$127.50/quarter ($95.62/quarter with senior discount)
2-cubic yard dumpster	$510.00/quarter ($382.50/quarter with senior discount)
Recyclables Cart with Gravity Lock	$70.00 (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 four/year) on-call collection Of bulky items, excess trash, and excess green waste	$28.50/collection ($21.37/collection with senior discount)
Container Size Exchange Beyond 1 per year	$10.00/exchange ($7.50/exchange with senior discount)
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)	$57.00/quarter ($42.75/quarter 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 return them to the back yard or other designated location for an additional fee of:

For Qualifying Customers:	Free
Minimum Service (Up to 10 Feet):	$5.70/quarter ($4.27/quarter with senior discount)
Full Service (11 Feet to 50 Feet):	$28.50/quarter ($21.37/quarter with senior discount)

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TERMS AND CONDITIONS

What We Will Collect. We will collect residential trash, green waste, and recyclables in carts we provide. You must place trash, 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 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 (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.

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 and18 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 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 certain electronic devices in your carts. 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 wit be tagged and not serviced. Certain electronic devices may be separately collected. For additional safe and legal disposal options, call 1(888) CLEAN LA or visit www.CleanLA.com.

How to Request Cart Replacement/Repair. We will replace or repair broken carts within 14 days of customer's request without additional charge. Stolen carts will also be replaced within 14 days of customer's request without additional charge provided the customer submits a police report. Otherwise, customer will be charged a fee as listed on your rate sheet.

Alternative Cart Size Exchange. We will exchange carts within 7 days of customer's request for alternative size cart once per year at no additional charge. Additional requests will be charged a fee as listed on your rate sheet.

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. If carts are found to be over these weight limits, they will be tagged and not serviced.

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.

Difficult to Service. At a charge listed on the rate sheet, this service is available to difficult to service areas, such as cul-de-sacs or hills, where automated collection vehicles cannot safely drive or to any other customer upon request.

On-Call Pickups of Bulky Items and Excess Solid Waste. We will collect up to a total of 4 pickups per year, at no additional charge, items listed below that are set out at the curb on your next regularly scheduled pickup day if you call us at least 24 hours in advance.

> **Bulky Items.** Maximum of 10 items 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.
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> **Bagged Green Waste.** Maximum of 10 bags/bundles per pickup. Green waste must be in bags or bound bundles less than 4 feet in length.
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> **Bagged Trash.** Maximum of 5 bags per pickup. Trash must be in bags.

Additional On-Call Pickups of Bulky Items and Excess Solid Waste. We will collect bulky items and excess solid waste, in excess of 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.

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, flocking and stands.

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

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.

When You Must Pay. Residents are billed for 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 21-day notice. You also have the right to self-haul your waste instead of subscribing to our service.

To receive additional information regarding these terms and conditions or your service, please call us toll-free at (800) 675-1171, Monday through Friday, from 7a.m. and 5 p.m., except holidays, and from 8 a.m. to 12 p.m. on Saturday. If we do not satisfactorily resolve any complaint, you may call the County at 1-888-CLEAN LA (or 253-2652).

Thank you for allowing Waste Management, Inc. to serve you!