Rate Sheet July 1, 2024

To Our Valued East Charter Oak Customer:

Ware Disposal, Inc. takes great pride in their work to keep the environment clean and protected for the 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.

Customers will be charged the rates shown below on a quarterly basis, billed at the beginning of the period. To request additional services or if you have any questions or concerns, please do not hesitate to call Ware Disposal, Inc.'s customer service department at (877) 714-9273, Monday through Friday 8 a.m. to 5 p.m. or Saturday 8 a.m. to 12 p.m.

Basic Service Fee:

Regular Fee	$95.85/quarter ($31.95/month)
with Senior Discount[1]:	$71.89/quarter ($23.96/month)

Additional Services: available upon request and senior discount is available for eligible customers.[1]

Additional Containers Beyond Basic Service, each:

2nd Refuse cart	$51.48/quarter ($17.16/month)
2nd Recyclables cart	$5.74/quarter ($1.91/month)
2nd Organics cart	$22.31/quarter ($7.44/month)
3rd Refuse cart	$51.48/quarter ($17.16/month)
3rd Recyclables cart	$7.65/quarter ($2.55/month)
3rd Organics cart	$29.75/quarter (9.92/month)

Bulky items, excess trash, and excess green waste[2]:

Upon move-in/move-out	no charge
Up to four times per year	no charge
More than four times per year	$23.96/collection

Container Size Exchange (beyond 1 per year):	$15.98/exchange

Roll-out Service (hauler moves carts to/from curb):

For Elderly/Disabled	no charge
For non-Elderly/Disabled	$47.93/quarter ($15.98/month)
Over 200 feet, Unpaved, or Steep	contact customer service

Manure Service:

64-gallon cart	$241.50/quarter ($80.50/month)
2-cubic yard dumpster	$600.30/quarter ($200.10/month)

Locking Cart (to prevent human/animal scavengers):	$25.00 (one-time, per Cart)

Additional Surcharges:

Difficult to Service (collection vehicles cannot easily drive, such as hills or cul-de-sacs):	$23.96/quarter ($7.99/month)
with Senior Discount	$17.97/quarter (5.99/month)

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[1] A Senior Discount of 25% will be given to residents who meet the following criteria: head of household, elderly (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.

[2] Bulky items include unlimited quantities of large items that will not fit into carts, 10 items of electronic waste, unlimited bags of clothing, and 2 bags/bundles of construction demolition; excess trash is for up to 5 bags, excess green waste is for up to 10 bags/bundles of landscaping.

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 a.m. to 6 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 p.m. or on the next collection day if you call after 12 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 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 5 p.m. on the day before scheduled collection and 8 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. If these items are identified in your trash, your cart will be tagged and not serviced. For additional safe and legal disposal options, call (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 the 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 the 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 fee is required for difficult to service areas, such as cul-de-sacs or hills, where automated collection vehicles cannot easily drive.

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.

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

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

When You Must Pay. Residents are billed in advance for three months of services. We mail 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 if your carts are removed 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 a 7-day notice. You also have the right to self-haul your waste instead of subscribing to our service.

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.** 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. Examples of bulky items include appliances (such as refrigerators, range, washers, dryers, water heaters, dishwashers, and other similar items).
- **Bagged Green Waste.** Maximum of 10 bags/bundles per pickup. Bound bundles must be less than 4 feet in length.
- **Bagged Trash.** Maximum of 5 bags per pickup. Trash must be in bags or disposable containers.
- **Bagged Clothing.** An unlimited number of bags of clothing per pickup.
- **Construction Demolition**. 2 bags/bundles of less than 70 pounds each, per pickup.

Additional On-Call Pickups of Bulky Items and Excess Solid Waste. We will collect bulky items and excess solid waste, in excess of four times per year, on your next regularly scheduled pickup day, at the charges listed on the Rate Sheet, if you call us at least 24 hours in advance.

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 7 a.m. to 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 (888) 253-2652.

Thank you for allowing us to serve you!