



MARK PESTRELLA, Director

COUNTY OF LOS ANGELES

DEPARTMENT OF PUBLIC WORKS

"To Enrich Lives Through Effective and Caring Service"

900 SOUTH FREMONT AVENUE
ALHAMBRA, CALIFORNIA 91803-1331
Telephone: (626) 458-5100
<http://dpw.lacounty.gov>

ADDRESS ALL CORRESPONDENCE TO:
P.O. BOX 1460
ALHAMBRA, CALIFORNIA 91802-1460

August 17, 2022

IN REPLY PLEASE

REFER TO FILE: **EP-7**

Commercial Franchise Customer
[Recipient's Office Address]
[City, State, Zip Code]

Dear Customer:

COMMERCIAL TRASH, RECYCLING, AND ORGANIC WASTE COLLECTION SERVICES FOR PUENTE HILLS SERVICE AREA

The County of Los Angeles Board of Supervisors (County) recently awarded Valley Vista Services, Inc. a 10-year exclusive contract to provide commercial trash, recycling, and organic waste collection services within the unincorporated communities located in the Puente Hills Service Area starting on October 1, 2022, and ending September 31, 2032. As the administrator of the contract, Los Angeles County Public Works is committed to enhancing the quality of service in your community. Please note if you are a County Facility, you have the option of receiving solid waste collection services through either the designated Exclusive Commercial Franchise waste hauler or through the County's FASMA Exclusive waste hauler. For more information on FASMA waste haulers for County Facilities, please contact Carla Leung of ISD at (323) 267-2209 or Ted Lo of ISD at (323) 267-2271.

This new exclusive commercial franchise contract applies to the following customers:

- Commercial businesses
- Multifamily premises of 5 units or more, including condominiums and town homes
- Multifamily premises with dumpster collection services
- Residential properties with dumpster collection services for trash, recycling, organic waste and/or manure services

Please refer to the fact sheet included with this letter for more information regarding your new service. In addition, Valley Vista Services will provide each customer a welcome packet further explaining the new services as well as information regarding the authorized removal of current collection containers and delivery of new containers. All outstanding bills to your current waste hauler should be paid by September 30, 2022. Furthermore, to ensure a successful and smooth transition, Public Works alongside Valley Vista Services, will be conducting community meetings to provide additional information and

Commercial Franchise Customer
August 17, 2022
Page 2

answer questions. You can find more details regarding these meetings posted on our website at CleanLA.com.

If you have any questions regarding this new service now or in the future, you may call our franchise hotline at 1(888) CLEAN LA (253-2652), Monday through Thursday, 7:00 a.m. to 5:30 p.m. You may also contact Valley Vista Services' Customer Service Department at (800) 442-6454, Monday through Friday, 7:00 a.m. to 5:00 p.m. and Saturday, 8:00 a.m. to 12:00 p.m.

Very truly yours,

MARK PESTRELLA, PE
Director of Public Works



CLARK AJWANI
Senior Civil Engineer
Environmental Programs Division

CA:tl

P:\SEC\TL\EP-7\COUNTY LETTER TEMPLATE 7.20.22



Los Angeles County Public Works

PUENTE HILLS SERVICE AREA TRASH, RECYCLING AND ORGANIC WASTE COLLECTION SERVICES

When will the new exclusive commercial franchise waste collection services begin?

The new services are scheduled to begin on October 1, 2022.

Who will be my new waste hauler?

Valley Vista Services will be your new waste hauler.

How was the new waste hauler selected?

The County utilizes a competitive process in selecting a waste hauler. Invitations are sent to all permitted waste haulers to submit proposals. The proposals are then evaluated based on specified criteria such as proposed rate, work plan, experience, financial strength, and other factors. This process ensures quality service at competitive rates.

What will my new rate be under the new exclusive commercial franchise contract?

Beginning on October 1, 2022, Valley Vista Services will only be allowed to charge customers the applicable maximum monthly service rates that have been approved by the County. Monthly service rates include fees for cart, dumpster, roll-off collection services, and extra services such as Roll-out/Scout service, locks, Difficult to Service, and more. Senior residents that meet the criteria for the Senior Discount may receive a 25 percent discount for services. Rates will be detailed in a Customer Subscription Order Form which will be mailed out to you separately.

What if I have questions?

Call Valley Vista Services' Customer Service Department at (800) 442-6454, call the County at 1(888) CLEAN LA (253-2652), or attend the community meetings.

What service features are included in the new exclusive commercial franchise contract?

- Automated refuse, recyclables, organic waste collection service at least once a week.
- Every customer will be provided a black container that will collect both refuse and recyclable materials together and a green container that will collect organic waste only.
 - The black container will be taken to a processing facility to separate refuse from recyclable materials.
- Additional containers are available at an additional cost.

- Special Recyclable/Reusable Items Collection will include the collection of textiles, wood/lumber and E-waste.
- One (1) free container cleaning or container change-out per 12-month period, per container.
- One (1) free annual exchange of containers for different sizes.
- Multifamily and residential customers will be entitled to receive:
 - Free In-Home Food Waste Container (Limited of one (1) per unit)
 - Free Holiday Tree Collection Services and Sharps collection
 - Free annual on-call bulky item collections. The maximum amount of collections allotted depends on the number of units on the premises. (Single-Family is considered one (1) unit.) The number of free bulky item collections available is detailed on the Customer Bill of Rights which can be found at www.LACountySWIMS.org/BOR.
- Businesses will be entitled to receive up to six (6) free on-call bulky item collections per year.
- Manure, Bear Resistant, and Green Waste containers will be available upon request at an additional cost.
- All customers will receive a site visit and waste assessment upon start of collection services. Ongoing site visits and waste assessments shall be provided every other year thereafter or as needed.