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## Puente Hills Service Area

### COMMERCIAL TRASH, RECYCLING, AND ORGANIC WASTE COLLECTION SERVICES

### CUSTOMER SUBSCRIPTION ORDER

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To Our Valued Customer: The County of Los Angeles Board of Supervisors (County) awarded Valley Vista Services, Inc. a ten-year exclusive contract to provide commercial trash, recycling and organic waste collection service within the unincorporated community of **Puente Hills** starting on October 1, 2022 and ending September 31, 2032. Valley Vista Services takes great pride in the work we do to keep the environment clean and protected for our future.

This subscription is subject to our being a franchised waste hauler under the County's exclusive commercial franchise contract. Its term is ten (10) years *unless you terminate service*. You may terminate service at any time by giving us 14 days' notice, your notice must include a reason for the termination. We will refund any advanced payment for service after termination. We will provide a written final notice (postmarked at least 14 days in advance) if we are to suspend or terminate your service. The final notice will include an explanation for the suspension or termination and information on how to resolve your issue and restart service. For a general copy of your Bill of Rights, please visit [www.LACountySWIMS.org/BOR](http://www.LACountySWIMS.org/BOR).



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

### CONTAINER TYPES, SIZES AND STANDARD SERVICE RATES

Please review the service option that you ordered and the rates we will charge you (on or after October 1, 2022), marked below. We will bill you (MONTHLY):

<b>SOLID WASTE TYPE</b>	<b>CONTAINER TYPE (Cart, Dumpster or Roll-off)</b>	<b>QTY &amp; CONTAINER SIZE</b>	<b>COLLECTION FREQUENCY / WEEK</b>							
			<b>1.</b>	<b>2.</b>	<b>3.</b>	<b>4.</b>	<b>5.</b>	<b>6.</b>	<b>7.</b>	
			X							
<b>Trash and Recycling (Black Container)</b>										
<b>Organic Waste (Green Container)</b>										
<b>Other:</b>										

### ADDITIONAL STANDARD SERVICES

All Customers will receive:

- Black Container – One (1) Allows for the collection of refuse and recycling materials
  - Additional or larger containers available upon request at an additional cost
- Green Container– One (1) limited to the collection of organic waste only
  - The minimum base rate for refuse includes the equivalent of a 64-gallon cart of weekly organic waste collection service per customer at no additional charge unless the customer requires service beyond the minimum.
  - Additional or larger containers available upon request at an additional cost
- Container Cleanings
  - One (1) free container cleaning or container change out per 12-month period, per container
- Container Exchanges
  - One (1) free annual exchange of containers for different sizes

## Site Visits and Waste Assessments

- 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.

Residential and Multifamily Customers will receive:

- In-home Food Waste Container (Limited one (1) per occupant)
- 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)

Businesses will receive:

- Up to six (6) On-call bulky Item collections per year

### DISCOUNT SERVICES

- 25% Senior Discount

### EXTRA SERVICES

- Available Upon Request (See Attachment)

To request additional services, ask questions or express concerns, please call our customer service department:

### EXTRA SERVICES FEES

Extra Service	Description	Fee
<b>Locks</b>		
Padlock	Upon Customer Request	\$11.50 (one-time, per Container)
Gravity Lock	Upon Customer Request	\$15.00 (one-time, per Container)
Lock Bar	Upon Customer Request	\$15.00 (one-time, per Container)
<b>Service</b>		
Roll-out	Upon Customer Request	\$5.00 per collection event

		\$3.00 per container (beyond first container)
	25-50 ft	\$14.00 per collection event \$7.00 per container (beyond first container)
Scout	51-75 ft	\$14.00 per collection event \$7.00 per container (beyond first container)
	76+ ft	\$14.00 per collection event \$7.00 per container (beyond first container)
Difficult to Service	For Customers that live in difficult to service areas including but not limited to: areas with narrow streets, alleys and bridges, one-way narrow streets, steep roadway gradients, etc.	\$11.00 per collection event \$8.00 per container (beyond first container)
Additional Bulky Item pickups for Multifamily and Residential Customers	After exceeding maximum Collections allowed per yr.	\$25.00 per pickup
Additional Bulky Item pickups for Commercial Customers	After exceeding 6 collections allowed per yr.	\$25.00 per pickup
<b>Containers</b>		
<u>Bear Resistant Containers</u> 96-Gallon Cart	Upon Customer Request	\$50.00 per month
<u>Bear Resistant Containers</u> Other Container size	Upon Customer Request	\$50.00 per month
Cleaning or Exchange of Containers for cleaning purposes	After one free cleaning per 12-month period	\$50.00 per Cart or Dumpster Container
		\$50.00 per Compactor Container
		\$50.00 per Roll-off Container
Extra Pickup Charge, beyond 1 allowed per year	Unscheduled collection due to non-collection events	\$65.00 per occurrence`
Container Violation Fee	For Unresponsive Customers or not rectified scenarios needing to collect Solid Waste materials	\$50.00 per occurrence

	subject to non-collection events	
Contamination Fee	Upon observation and documentation of 3 <sup>rd</sup> contamination incident	\$50.00 per occurrence
Temporary Roll-off Daily Rental Fee (Excluding C&D)	Temporary Roll-off Daily Rental Fee	\$8 per day
Container Removal and Return within previous 12 months (Containers in Public-Right-of-Way)	For Removal of Carts or Dumpsters Stored in the Public Right-of-Way	\$75.00 First removal and return (per set) \$ <u>Additional 25% fee</u> Each additional removal and return (per set) \$75.00 Cleanup of Set-Out Site
Container Size Exchange, beyond 1 per year	Each additional exchange/delivery	\$75.00 Per each additional exchange
<b>Construction and Demolition (C&amp;D) Debris Roll-offs</b>		
C&D Roll-off Containers	Upon Customer Request	\$ <u>Negotiate rate with Customer</u> per month
<b>Manure Service</b>		
64-Gallon Cart	Upon Customer Request	\$50.00 per month
1-CY Dumpster	Upon Customer Request	\$175.00 per month
2-CY Dumpster	Upon Customer Request	\$275.00 per month
<b>In-Home Food Waste Container</b>		
Additional in-home Food Waste Containers (First one Free)	Upon Customer Request	\$15.00 per Container
<b>Green Waste Service</b>		
Green Waste only Containers (Carts and Dumpsters)	Upon Customer Request	\$ <u>Negotiate rate with Customer</u> per month
<b>Billing</b>		
Late Payment Fee	If payment is not received by the last day of the second month, the account will become delinquent, and a late fee will be assessed	10% of past due amount
Service Interruption	Additional Charge for Collection Services Interruption (returning containers back to premises)	\$25.00

Returned Checks	Additional Charge for Customer returned checks (insufficient funds)	\$25.00
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**CUSTOMER SERVICE**

Monday thru Friday 8:00 a.m. to 5:00 p.m. at (800) 442-6454 and [CustomerService@myws.com](mailto:CustomerService@myws.com)