



Dear Customer:

The County of Los Angeles Board of Supervisors recently awarded Ware Disposal Inc. a ten-year exclusive contract to provide solid waste collection service which includes weekly commercial trash, recycling and organic waste service within the unincorporated community of San Gabriel Valley West. Effective October 1, 2022, Ware Disposal Inc. will be the new waste hauler for your community.

Ware Disposal Inc. is a woman owned and operated local solid waste and recycling company serving Southern California since 1968. Our ownership is three generations strong with a combined total of close to 100 years' experience in the waste and recycling industry. We greatly appreciate the opportunity to provide high quality service in your community.

This new exclusive commercial franchise contract will provide solid waste collection service in carts, dumpsters and roll-off collection containers. All customers will receive the minimum default collection service, which includes an automatic subscription of trash, recycling and organic waste collection service. Every customer will be provided a 96-gallon cart of weekly recycling collection service and a 64-gallon cart of weekly organic waste collection service, both at no additional charge. Additional recycling and organic waste containers beyond the minimum are available for an additional cost. All service rates will be posted on CleanLA.com.

Multifamily and residential customers are entitled to receive free on-call bulky item collections at a specified maximum amount per year depending on the number of units on the premises, Christmas tree collection, and sharps collection. Senior residents with dumpster service may be eligible for a 25% discount if they meet the criteria. Additionally, businesses are entitled to receive up to six free on-call bulky item collections per year. A summary of your new collection service, service rates, and extra service fees, will be enclosed in your Subscription Order Form and Bill of Rights. Please contact our Customer Service Department for additional information or to request special services such as roll-out/scout service, senior discount, container exchanges and cleanings, extra containers and more.

Your new solid waste collection containers will be delivered between the hours of 7:00 a.m. to 7:00 p.m. on one of your trash collection days during the period of September 1, 2022 through September 30, 2022. Removal of your current waste hauler's containers will occur simultaneously the same day. If delivery and removal do not occur by 7:00 p.m., please take in your containers and remember to continue taking them out and leaving them at the set-out site up to 7:00 p.m. on the following trash collection day until they are removed, and new Ware Disposal Inc. containers are delivered. Please begin using your new Ware Disposal Inc. containers as you receive them and your previous waste hauler will continue to service them until September 30, 2022. Ware Disposal Inc. will begin service under the new exclusive commercial franchise contract on October 1, 2022.

To better provide customers with information regarding collection services under the new exclusive commercial franchise contract and answer questions that customers may have, the Los Angeles County Public Works and Ware Disposal Inc. will be conducting community information meetings. The meetings will be recorded and posted on CleanLA.com for those unable to attend.

For more information, visit CleanLA.com or call (888) 253-2652 from 7:00 a.m. - 5:00 p.m., Monday through Thursday.

Should you have any questions or concerns, please contact us toll-free at 1-877-714-9273 Monday through Friday from 7:00 a.m. to 5:00 p.m. and Saturdays from 8:00 a.m. to 12:00 p.m.

Sincerely,

WARE DISPOSAL INC.