



Dear Customer:

The County of Los Angeles Board of Supervisors recently awarded Waste Management a ten-year exclusive contract to provide solid waste collection service which includes weekly commercial trash, recycling and organic waste service within the unincorporated communities of South Bay Area Effective October 1, 2022, Waste Management will be the new waste hauler for your community.

Waste Management (WM) is North America's leading provider of environmental solutions including solid waste collection, recycling services, and organics processing. Although WM is a national corporation, we serve the County of Los Angeles through our local operating sites located within Los Angeles County. WM has provided services to businesses of the County of Los Angeles for over 25 years. Our staff is here to support your business with recycling and organics compliance, and we greatly appreciate the opportunity to be your service provider.

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 October 1, 2022, through October 31, 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 Waste Management containers are delivered. Please begin using your new Waste Management containers as you receive them, and your previous waste hauler will continue to service them until September 30, 2022. Waste Management 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 Waste Management 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 (800) 675-1171 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,
Waste Management