

To Our Valued Customer:

On November 7, 2023, a recommendation to award the Garbage Disposal District (District) contract to provide trash, recycling, organic waste collection services (for the communities of Ladera Heights, View Park, and Windsor Hills) to Universal Waste Systems was approved by the County of Los Angeles Board of Supervisors.

All property owners in the District are enrolled to receive basic trash, recycling, and organic waste services from Universal Waste Systems, which are assessed on the annual property tax bill. Please note that the District does not provide service fee reimbursements to property owners who choose not to receive services.

The service level and the amount charged are based on the land use codes assigned to the property by the Los Angeles County Office of the Assessor. For example, a single-family property is assessed 1 refuse unit at the rate of \$18.75 per month (or \$225 per year). 1 refuse-unit is equivalent to one 96-gallon black cart for trash, one 96-gallon blue for cart for recyclables, and one 96-gallon green cart for green waste.

Additional services are available for a fee, which will be billed by and paid directly to Universal Waste Systems. A Senior Discount of 25% off the additional services is available to single-family and duplex customers who meet the following criteria: head of household, 62 or older, and who either (a) qualify for utility rate discounts based on financial need or (b) will use a 32-gallon cart. To request these services or for information regarding available services, please call Universal Waste Systems at (800) 631-7016, Monday through Friday, 8 a.m. to 5 p.m. and Saturday, 8 a.m. to 12 p.m.

Additional Services and Monthly Surcharges: These services are available upon request.

Recyclables Cart with Gravity Lock (1-time charge) \$175.00 (\$131.25 with senior discount)

Additional Containers Beyond Basic Service, each:

For Carts:

Trash (beyond 1 cart)	\$15.00 (\$11.25 with senior discount)
Food – 64 gallon (beyond 1 cart)	\$10.46 (\$7.85 with senior discount)
Recycling (1 additional cart)	\$ 3.75 (\$2.81 with senior discount)
Landscaping and Food (1 additional cart)	\$ 7.85 (\$5.89 with senior discount)
Recycling (beyond 2 carts)	\$ 5.00 (\$3.75 with senior discount)
Landscaping and Food (beyond 2 carts)	\$10.46 (\$7.85 with senior discount)

For Dumpsters:

Trash	\$15.00 (for every ½ additional cubic yard)
Recycling	\$ 5.00 (for every ½ additional cubic yard)
Landscaping and Food	\$10.46 (for every ½ additional cubic yard)
Food only	\$15.69 (for every ½ additional cubic yard)

Increased dumpster collection frequency beyond basic service is available. Please contact us at (800) 631-7016 Monday through Friday from 8 a.m. to 5:00 p.m. and Saturday, 8 a.m. to 12 p.m.

Container Size Exchange (beyond 1 per year): \$17.29/exchange
 (\$12.97/exchange with senior discount)

Roll-out/backyard service, up to 50 feet (hauler brings carts to the curb and returns them after collection for an additional monthly fee of): \$0 for Elderly or disabled customers,
 \$17.29 (\$12.97 with senior discount)

Container Cleaning

Annual Cleaning Service (landscaping and food)	\$0
Monthly Cleaning Service, 1 cart	\$25.00 (\$18.75 with senior discount)
Monthly Cleaning Service, each additional cart	\$10.00 (\$7.50 with senior discount)
Monthly Cleaning Service, 1 dumpster	\$150.00 (\$112.50 with senior discount)
Monthly Cleaning Service, each additional dumpster	\$150.00 (\$112.50 with senior discount)

What We Will Collect. We will collect trash, recyclables, and organic waste in containers we provide. You must place these materials in the appropriate containers. Materials placed outside of containers will not be picked up unless previous arrangements have been made.

We Will Not Collect Hazardous Waste. State law prohibits disposal of hazardous materials and electronic devices in your containers. These include: most paints, pesticides, petroleum derivatives such as motor oil and solvents. If these items are identified in your trash, your container will be tagged and not serviced. Most electronic devices may be separately collected as a bulky item. For safe and legal disposal options, call 1(888) CLEAN LA or visit CleanLA.com.

How to Request Container Replacement/Repair. We will replace or repair broken containers within 2 days of customer's request without additional charge. Stolen containers will also be replaced within 2 days of customer's request without additional charge provided the customer submits a police report. Otherwise, customer will be charged a fee for the exchange as listed on your rate sheet.

Alternative Container Size Exchange. We will exchange containers within 7 days of customer's request for alternative size container once per year at no additional charge. Requests for container exchanges beyond once per year will be charged a fee as listed on your rate sheet.

Pickups of Bulky Items and Electronic Waste. Each week we will collect items that are too large to fit in the containers, electronic waste, and bagged reusable clothing that are set out at the curb on your next regularly scheduled pickup day. Prior notice of bulky items is highly recommended. Please call to let us know about clothing.

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.

How Much We Will Charge. Rates shown on the Rate Sheet for any additional services requested.

When You Must Pay. Customers who request additional services will be billed for these services three months in advance. We mail you 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 by the end of the third month and your containers will be removed. A \$34.58 interruption of service fee will be charged to restart service and a \$34.58 fee will be charged for returned checks.

Customer Termination Rights. You may terminate additional services without cause at any time by giving us 21-day notice. Please note that the District does not provide service fee reimbursements to property owners who choose not to receive services.

Additional Information for Customers Receiving Services in Wheeled Plastic Carts

When We Will Collect. We will service cart customers once per week, between the hours of 6:00 a.m. to 6:00 p.m. on the same day, 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 12:00 p.m. or on the next collection day if you call after 12:00 p.m.

Where We Will Pick Up. On your scheduled collection day, cart customers must place 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 of 5:00 p.m. on the day before scheduled collection and 8:00 p.m. on the day of collection or 2 hours after collection, whichever is later.

How to Receive Roll-Out Service. We can bring your carts out to the pickup point, at no additional charge, for single family and duplex customers who certify they are disabled 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, Christmas 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.

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.

Service Feedback. You may contact Los Angeles County Public Works at (888) CLEAN LA (or 253-2652) to provide feedback regarding your service with Universal Waste Services at any time during the contract term.

To receive additional information regarding these terms and conditions or your service, please call us toll-free at (800) 631-7016, Monday through Friday, from 8 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) CLEAN LA (or 253-2652), Monday through Thursday, from 7 a.m. to 5 p.m.