

FRANCHISEE NAME

**TRASH and RECYCLABLES Collection Services in Bins/Dumpsters
CUSTOMER SUBSCRIPTION ORDER**

To Our Valued Customer: The County of Los Angeles Board of Supervisors (County) awarded **FRANCHISEE NAME** a non-exclusive franchise to provide trash collection and recycling services in bins and roll-off boxes for residential, multi-family and commercial properties in the unincorporated communities of the County starting on July 1, 2012 and ending June 30, 2019. **FRANCHISEE NAME** 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 non-exclusive commercial waste franchise agreement. Its term is 7 years, *unless you terminate service*. You may terminate service (1) without cause at any time by giving us 90 days' notice if you are not delinquent in paying us any service charges (2) immediately in the event of certain emergencies or by giving us 14 days' notice, if we fail to provide service (such as missing a pickup or failing to timely repair or replace carts) or we bill you incorrectly (such as changing your service rate(s) without obtaining your prior consent through a revised Customer Subscription Order) or (3) the franchise expires or is terminated by the County. **We cannot automatically renew or extend your subscription without your consent.** If you want to extend it, you must ask us. 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

BIN TYPES, SIZES AND STANDARD SERVICE RATES

Please review the service option that you ordered and the rates we will charge you (on or after **July 1, 2012**), marked below. We will bill you **(MONTHLY / QUARTERLY?)**:

BIN TYPE	BIN SIZE	COLLECTION FREQUENCY / WEEK						
		1.	2.	3.	4.	5.	6.	7.
Solid Waste		[List Bin Sizes and Standard Service Rates that you offer]						
Organics		List Cart or Bin Sizes, show their rates and mark customer's selection						

ADDITIONAL STANDARD SERVICE

All Customers:

- Recycling Containers – 1 cubic yard capacity or 2 96-gallon carts FREE
- Additional or larger containers and capacity provided at HALF the trash rate

Residential and Multi-Family Customers ONLY:

- FREE Holiday Tree Collection Services
- Five On-Call Pickups or One Annual Cleanup Event of Bulky Items and Electronics for Residential and Multi-Family Properties. We will provide one of the following service options upon your request:

- (1) Five pickups of bulky items (limit of five items per pick-up) and unlimited amounts of certain electronics at your request each year at no charge. If you call us at least 24 hours in advance we will collect them on your next regularly scheduled pickup day at the regular site for placing solid waste containers but *not* in any roadway or other public right of way.
- (2) One annual cleanup event with a collection of unlimited amounts of bulky items and certain electronics on the date agreed to between the customer and us, at the regular site for placing solid waste containers but *not* in any roadway or other public right of way. We will collect those materials at no charge. At least once each year we will talk with or meet in person the owner or superintendant of a multifamily residence and schedule the annual cleanup event.

DISCOUNT SERVICES:[List any discount services and rates that you provide.]

ADDITIONAL SERVICES AND RATES: You may order any or all of the following additional services: **[LIST]**

Manure Collection	\$ / week etc.
Temporary Bin Rentals and Temporary Roll-Off Services	
Cleaning Service for Organic Container	\$

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

CUSTOMER SERVICE

Monday thru Friday 8 am to 5 pm at **PHONE NUMBER** and **EMAIL ADDRESS**

FRANCHISEE NAME

Bin Rental and Roll-Off Services

CUSTOMER SUBSCRIPTION ORDER

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This subscription is subject to our being an authorized franchise waste hauler under the County's non-exclusive commercial waste franchise agreement. *You may terminate service by giving us 14 days notice, if we fail to provide service (such as missing pickup or failing to timely repair or replace carts) or we bill you incorrectly or the franchise expires or is terminated by the County.* For a general copy of your Bill of Rights, please visit www.LACountySWIMS.org/BOR

BIN AND ROLL-OFF 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 **July 1, 2012**), marked below, for service.

We will bill you

<u>BIN TYPE</u>	<u>BIN SIZE</u>	<u>COLLECTION FREQUENCY / WEEK</u>						
		<u>1.</u>	<u>2.</u>	<u>3.</u>	<u>4.</u>	<u>5.</u>	<u>6.</u>	<u>7.</u>
Solid Waste		[List Bin Sizes and Standard Service Rates that you offer.]						
Organics		List Cart Sizes, show their rates and mark customer's selection						

<u>ROLL-OFF TYPE</u>	<u>ROLL-OFF SIZE</u>	<u>COLLECTION FREQUENCY / WEEK</u>						
		<u>1.</u>	<u>2.</u>	<u>3.</u>	<u>4.</u>	<u>5.</u>	<u>6.</u>	<u>7.</u>
Solid Waste		[List Bin Sizes and Standard Service Rates that you offer, and mark customer's.]						
Organics		List Cart Sizes, show their rates and mark customer's selection						

(Your efforts to reduce waste, recycle and buy products made from recycled content are integral components of a sustainable society, and we thank you for your efforts.)

DISCOUNT SERVICES: [List any discount services and rates that you provide.]

ADDITIONAL SERVICES AND RATES: You may order any or all of the following additional services: **[LIST]**

Manure Collection	\$ / week etc.
Temporary Bin Rentals and Temporary Roll-Off Services	
Cleaning Service for Organic Container	\$

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

CUSTOMER SERVICE

Monday thru Friday 8 am to 5 pm at **PHONE NUMBER** and/or
EMAIL ADDRESS.