



Dear Customer:

The County of Los Angeles Board of Supervisors recently awarded **Valley Vista Services, Inc.** a ten-year exclusive contract to provide solid waste collection services which include weekly commercial trash, recycling, and organic waste services within the unincorporated community of **Puente Hills** Effective October 1, 2022, **Valley Vista Services** will be the new waste hauler for your community.

**Valley Vista Services** is a family-owned and operated organization that has been providing high-quality solid waste and recycling collection services to the greater Los Angeles area since 1957. We believe in our commitment to maintaining the quality of life in the communities we serve. That is why we are involved in building and sustaining strong relationships with our community partners

This new exclusive commercial franchise contract will provide solid waste collection services in carts, dumpsters and roll-off collection containers. All customers will receive an automatic subscription of trash, recycling and organic waste collection services. Every customer will be provided a black container that will collect both refuse and recycling materials together and a green container that will collect 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. Any additional containers are available for an additional cost. The discarded materials in the black container will be taken to a processing facility to separate refuse from recyclable materials. All service rates will be posted on [Valleyvistaservices.com](http://Valleyvistaservices.com) and [CleanLA.com](http://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 services 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 services, service rates, and extra services 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.



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(800) 442-6454



[customerservice@myvvs.com](mailto:customerservice@myvvs.com)  
[www.valleyvistaservices.com](http://www.valleyvistaservices.com)



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 **August 22, 2022, through December 31, 2022**. Removal of your current waste hauler's containers will occur simultaneously on 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 the new **Valley Vista Services** containers are delivered. Please begin using your new **Valley Vista Services** containers as you receive them, and your previous waste hauler will continue to service them until September 30, 2022. **Valley Vista Service** 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 **Valley Vista Services** will be conducting community information meetings. The meetings will be recorded and posted on [CleanLA.com](http://CleanLA.com) for those unable to attend.

For more information, visit [CleanLA.com](http://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) 442-6454** Monday through Friday from 8:00 a.m. to 5:00 p.m. and Saturdays from 8:00 a.m. to 12:00 p.m.

Sincerely,

**Valley Vista Services**

