



VALLEY VISTA SERVICES

Subscription Order - May 1, 2019

To Our Valued El Monte Customer:

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 maintain the quality of life in the communities we serve. On November 20, 2018, the City of El Monte awarded Valley Vista Services, Inc. with a continued, but expanded franchise to provide residential and commercial trash collection services for the El Monte community. We appreciate the opportunity and look forward to providing you with quality customer service.

We will charge all our customers the rates shown on this subscription order. Please take a moment to note the rates and standard services you will be offered. The services and corresponding rates listed below are effective May 1, 2019 for the services that you currently receive.

To request additional services or if you have any questions or concerns, please contact Valley Vista Services, Inc. customer service department, Monday through Friday 7:00 am to 5:00 pm or Saturday 8:00 am to 1:00 pm, at 1-626-961-6291 or 1-800-442-6454.

BASIC SERVICES / billed quarterly:\$92.97/quarter(\$30.99/month)

Senior Service (A):\$46.50/quarter.....(\$15.50/month)

(A) Basic service with 50% discount based on HUD low-income eligibility, head of household status and 62 or older.

Senior Service (B):\$78.09/quarter(\$26.03/month)

(B) Basic service with 15% discount and 64 gallon carts. Must be head of household and 62 or older.

Senior Service (C):\$41.85/quarter(\$13.95/month)

(C) Basic service with discount based on HUD low income eligibility, head of household status, 62 or older and 35 gallon carts.

Disabled Service (A):.....\$46.50/quarter(\$15.50/month)

(A) Basic service with 50% discount based on HUD low income eligibility. Includes free valet service to curbside.

Disabled Service (B):.....\$41.85/quarter(\$13.95/month)

(A) Basic service with discount based on HUD low income eligibility, and 35 gallon carts. All carts are 35 gal capacity; includes free valet service to curbside.

Standard single family services include:

- Once-a-week automated trash, recycling, and green waste collection service
- One 96-gallon refuse cart
- One 96-gallon green waste cart
- One 96-gallon commingled recyclables cart
- Up to four (4) 64-gallon cart for manure collection, upon request
- One extra green waste container at no additional charge and unlimited additional recyclable containers; upon request
- Free holiday tree collection
- Annual curbside clean-up event to take place in Fall
- Collection of bulky items and certain electronic devices up to 20 items per year at no additional cost for residential customers
- Collection of bulky items and certain electronic devices for multi-family complexes; 4 items per unit per year
- Additional Refuse collections twice per year; 3 bags, boxes or barrels. Charges apply after two pick-ups
- Two paper/personal document shredding events per year to take place during two of the Bulky Item Sweepstakes events
- Quarterly Bulky Item Sweepstakes drop-off events
- Alternative to 96 gallon containers upon request, if you have space limitations, you may receive either 64 or 35 gallon containers

ADDITIONAL SERVICES: Available Upon Request, billed quarterly

Additional Trash Carts (brown) above basic service, Each: \$18.54/quarter (\$6.18/month)

Additional Green Waste Carts (green) above 2 containers, Each: \$17.64/quarter (\$5.88/month)

Manure Cart, 64 gallon first four no charge \$18.54/quarter (\$6.18/month)

Additional (more than 20 items/year) collection of bulky items and certain electronic devices: \$16.63 per item

Valet Service: This service means Valley Vista Services, Inc. brings containers to the curb to be serviced by collection vehicle and returned to the back yard or other designated location for an additional fee of:

For qualifying senior and disabled residents: **Free**

For all other customers: **\$31.50/quarter** (\$10.50/month)

Residential Bin Rentals (3 YD) and Temporary Roll-Off Services: Available upon request by calling our customer service department at 1-626-961-6291 or 1-800-442-6454.

CUSTOMER BILL OF RIGHTS

What We Will Collect. We will collect residential refuse, green waste and commingled recyclables in carts we provide, within one week of your requesting services. You must place refuse, recyclable materials, and green waste in the appropriate carts. Materials placed outside of carts will not be picked up unless previous arrangements have been made as described below. **Please remember that the City of El Monte requires you to put out carts for collection no earlier than 5:00 pm on the day before scheduled collection and retrieve them no later 2 hours after collection.**

We Will Not Collect Hazardous Waste. State law prohibits disposal of hazardous materials and certain electronic devices in your trash. These include: paint, pesticides, petroleum derivatives such as motor oil and solvents, electronic devices such as cathode ray tubes (in TV and computer monitors), LCD and plasma screens. Other items banned from disposal include: batteries, thermostats, computers, telephones, answering machines, radios, stereo equipment, tape players/recorders, phonographs, videocassette players/recorders, calculators, aerosol cans, fluorescent lights, and certain mercury-containing devices. If these items are identified in your trash, your cart will be tagged and not collected. Certain electronic devices may be separately collected as described below. For additional safe and legal disposal options, call (888) CLEAN LA or visit www.CleanLA.com.

When We Will Collect. We will make collections once a week between the hours of 6:00 a.m. to 7:00 p.m. on the same day of the week indicated on your invoice (Monday through Friday) each week. If your scheduled collection day falls on or after a holiday, during a holiday week, collection will be delayed 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. and the next business day if call is received after 12:00 p.m.

Where We Will Pick Up. You must set your carts at the curb unless you have valet service. If we agreed to collect on private driveways or pavement, we will ask you to sign a waiver of damage liability and/or indemnification. We must repair or replace, to your satisfaction, damaged property, and reimburse you for cost of personal injury, caused by our negligence or willful acts or omissions. In addition to enforcing your rights under the franchise agreement, you may institute civil suits allowed under law.

We Can Bring Your Carts Out To The Pickup Point (Valet Service). We will provide valet services (on-premise collection) of all weekly collection services: refuse, recyclable materials, and green waste collection, as well as the annual curbside clean-up event, holiday tree pick-ups, and additional on-call pickups at no additional charge, for residential customers who certify they are not able-bodied or are elderly (over the age of 62). These services are also available to any other customer upon request at the charge listed on your subscription order.

Alternatives To Fully Automated Carts. If you have space restrictions at your container storage or set-out site, you may request alternatives to 96 gallon carts, in the same aggregate capacity, free of charge.

Weight Limitations Of Carts. The weight limit for each automated cart is as follows: 96 gallon Cart = 336 lbs., 65 gallon cart = 227 lbs., 35 gallon cart = 122 lbs.

Replacement/Removal/Repair. At no charge, lost or stolen carts will be replaced within one business day; repair or replacement of damaged carts within 2 business days. Carts with graffiti removal will be replaced within 2 business days.

Annual Curbside Clean-Up Event. We will conduct a curbside Clean-Up Event once a year on your scheduled collection day. We will collect bulky items, excess solid waste and certain electronic devices free of charge. The maximum each residence may dispose of is 3 cubic yards (approx. 24 trash bags or 3'x3'x9'). We will notify you of the annual Clean-Up Event at least two weeks in advance.

Holiday Tree Pickups. At your request, we will collect your holiday trees (such as Christmas trees and Hanukkah bushes) placed at the curb on your regularly scheduled collection day between December 26th through the second Sunday in January. You must remove all ornaments, garlands, tinsel, and stands.

Extra Holiday Trash Collection. We will collect extra refuse set out at the curb that does not fit into your carts in bags, boxes or barrels during the two weeks starting December 26th, to be collected on your regular service day.

Medical SHARPS Mail-back Collection and Disposal: You may request up to four containers per year for safe SHARPS mail-back disposal at no additional cost. Contact our customer service to request a container.

Two On-Call Overage Pickups: We will collect extra refuse set out at the curb that does not fit into your carts in bags, boxes or barrels; two times per year, at no additional charge, on your next regularly scheduled pickup day if you call or email at least 24 hours in advance.

Semi-Annual Paper Shredding: Twice per year we will provide paper shredding during the bulky item sweepstakes events. A maximum of five (5) "Bankers" boxes of paper or media suitable for shredding will be accepted. We will notify you of the event at least two weeks in advance.

Quarterly Bulky Sweepstakes Events: Every quarter residents may bring to a designated location an unlimited number of bulky items and will have the chance to win prizes. We will notify you of the event at least two weeks in advance.

Schedule Your Pickups Of Bulky Items And Certain Electronic Devices: For single family homes and planned unit developments, you may request 20 items for pickup of bulky items and certain electronic devices each year at no charge on your next regularly scheduled pickup day if you call us at least 24 hours in advance. Please call or e-mail vvbulky@myvvs.com. For multi-family units, you may request 4 items per unit per year. Examples of bulky items include discarded furniture (such as chairs, sofas, mattresses, box springs, toilets, and rugs); appliances (such as refrigerators, range, washers, dryers, water heaters, dishwashers, plumbing, and other similar items). We will accept the following electronic devices: cathode ray tube (CRT) devices (including televisions and computer monitors); LCD devices (desktop monitors, laptop computers and televisions); plasma televisions. Please schedule by phone at (800) 442-6454 or email 24 hours in advance vvbulky@myvvs.com.

Additional Pickups Of Bulky Item And Certain Electronic Devices Provided at Additional Cost: You may also request pickups of bulky items and electronic devices, as described above, in excess of amounts above on your next regularly scheduled pickup day, at the charges listed above, please schedule 24 hours in advance by phone or email vvbulky@myvvs.com.

Additional Customer Options Regarding Recyclables: Customers may donate or sell any or all of their recyclables to persons other than Valley Vista Services.

When You Must Pay. Valley Vista Services bills residential services three months in advance. We mail you your bill on or after the first day of your billing period, for example, on April 1st for the billing period of April, May, and June. Your bill is due upon receipt. 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 1.5% per month will be added to the balance – after the second late notice, an additional \$5.00 late processing fee will be added to the balance.

Where You Can Contact Us. You may call us regarding service or complaints toll free at 1-800-442-6454 between 7:00 a.m. and 5:00 p.m. weekdays, except holidays and from 8am to 1pm on Saturday. You may come to our office located at 10822 Valley Mall, El Monte or you may mail correspondence to our office address. If we do not satisfactorily resolve any complaint, you may call the City of El Monte at 626-580-2001.

We Do Not Discriminate. If you are entitled to service, we will not discriminate against you on account of race, creed, color, sex, gender, national origin, ancestry, religion, age, physical or mental disability, marital status, or political affiliation.

Rights Of Privacy. We will observe and protect your rights of privacy and trade secrets. Unless you give us permission, we will not reveal any information identifying you or the composition or contents of your solid waste to any person except the City of El Monte or if required by law.

Thank You for allowing Valley Vista Services, Inc. to Serve You!