

**CITY OF LA CAÑADA FLINTRIDGE
RESIDENTIAL CUSTOMER
CUSTOMER SUBSCRIPTION SERVICE ORDER / CONFIRMATION**

BASIC SERVICE for \$91.11 (Billed Quarterly) INCLUDES:	ADDITIONAL SERVICES (Extra Charges)
Weekly Collection of Refuse, Recyclables, Green Waste: <ul style="list-style-type: none"> • One 96-gallon cart each for refuse, recyclables and green waste (32- or 64-gallon carts on request); • 2nd 64- or 96-gallon cart for recyclables on request; • 2nd 64- or 96-gallon cart for green waste on request; • The equivalent capacity in cans on difficult-to-service streets. 	<ul style="list-style-type: none"> • 2nd or more refuse carts: \$3.00 each • 3rd or more 64- or 96-gallon recyclables carts: no charge • 3rd or more 64- or 96-gallon green waste carts: \$3.00 each
Excess Refuse Collection: <ul style="list-style-type: none"> • 4 refuse tags/year (in your tagged cans, boxes, bags or bundles weighing no more than 60 pounds each) 	
Excess Green Waste Collection: <ul style="list-style-type: none"> • 4 green waste tags/year (up to 60 pounds in your cans, boxes, or bundles – <u>not</u> bags) • Additional Seasonal green waste collection 1 or 2 times/year on dates set by City • Unlimited amounts of green waste during Semi-annual Community Cleanup (Bulky Waste Collection) days 	
Bulky Waste/E-Waste Collection (unlimited amounts): <ul style="list-style-type: none"> • Semi-Annual Community Cleanups • 2 pickups/12-month period, on request 	3 rd and more times / 12 month period, unlimited collection on call, for 27.78 per collection
Christmas Tree Collection	
Container Roll-out for Elderly or Handicapped Customer's location: [insert description, such as "next to garage"]_____	Container roll-out for customer who is <i>not</i> elderly or handicapped: 17.12
	Temporary 3-yard bin service: \$200.00 pending site check and material type.

* CONTRACTOR, CIRCLE CUSTOMER-SELECTED OPTIONS

CUSTOMER BILL OF RIGHTS

WHO: Athens Services. You may contact us:

1. By **phone:** toll-free @ 1-877-764-5551 Mon-Fri 7am-5pm or Saturdays 7am-12pm
2. By **email** @ cswebsite@cs.athensservices.com. You may request that we send your bills and service information to you by email.
3. By **mail** or **in person** @ our office located at 14048 Valley Blvd., La Puente, Ca. 91746 open 8am – 5pm

WHAT:

1. **Refuse** includes all materials not included in Items 2-7 below.
2. **Recyclables** include newspaper, corrugated cardboard, chipboard, mixed and white paper, newspaper, telephone books, metals, plastics marked #1 or #2, glass containers and California Redemption Value containers.
3. **Green Waste** includes any grass clippings, leaves, branches, weeds, garden waste, dead plants, dead trees, bedding straw and brush that will fit in your containers, but not yucca or palm fronds. Place yucca and palm fronds in your refuse container. If you mix refuse with your green waste, we will not collect it, leaving a warning regarding the related Municipal Code infraction, and provide a notice to the City. At our discretion, we will collect contaminated green waste as refuse.
4. **Christmas Trees** in pieces up to 6' long, stripped of tinsel, flocking and artificial ornamentation, placed next to your containers between Dec. 25 and the 3rd weekend in January.
5. **Bulky Waste** includes furniture (such as chairs, sofas, mattresses, box springs, carpets and rugs); appliances (including ovens/ranges, washers, dryers, water heaters, dishwashers, plumbing, and small household appliances); electronic waste (see E-Waste in #6 below); tree branches; scrap wood; and up to 2 tires (auto or light truck, with or without rims).
6. **E-Waste** includes items banned from disposal such as cathode ray tubes (old TV and computer monitors), LCD and plasma screens, computers, telephones, answering machines, radios, stereo equipment, tape players/recorders, phonographs and calculators.
7. **Hazardous Waste: State law prohibits disposal of hazardous materials and certain electronic devices in your trash.** We will not collect materials in your refuse, recyclables or green waste containers if we identify any hazardous waste in them. For safe and lawful disposal options:
 - Go to the City's website @ <http://www.lacanadaflintridge.com> (City/Public Works/Trash Collection),
 - Call the HAZWASTE HOTLINE at (888) CLEAN-LA, or
 - Go to our web site @ AthensServices.com

WHERE: Put all refuse, recyclable and green waste materials inside the appropriate containers. Place excess, tagged refuse and green waste and/or bulky waste for which you have requested service next to your containers.

1. **Curbside** @ the address listed on your order confirmation form.
2. **Roll-out: the storage location** identified on your order confirmation form if this additional service is requested. We will manually retrieve your containers from their storage location, bring them to our truck for emptying, and return them to their original storage location for additional charge, *unless*:
 - you are physically handicapped (as recognized by the California Department of Motor Vehicles) or over 75 years old (as evidenced by birth dates on driver's licenses, birth certificates or other governmental documentation), and
 - represent that neither you or anyone else in your home can wheel carts to the curb.

If we agreed to collect on private driveways or pavement, we may ask you to sign the waiver of damage liability and/or indemnification.

WHEN: 8:00 A.M. TO 8:00 P.M. If your regular collection day falls on or after a holiday, we will pick-up one day later that week. Annual holidays include Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas and New Year's Day.

1. **Weekly** (on the day indicated on your order confirmation): subscribed containers
2. **On-call Bulky Waste:** on your regular collection day
3. **Spring / Fall cleanup days for Bulky Waste (Semi-annual Community Cleanup Collection days)** on your regularly scheduled pick-up day. We will give you advance notice of each Cleanup day.
4. **Seasonal Green Waste Collection days:** up to twice each year, bundled yard waste set next to containers on dates set by City.
5. **Christmas Trees:** from Christmas Day through the 3rd weekend in January, we will collect Christmas trees (up to 6 feet in length, stripped of tinsel, flocking and artificial ornamentation) set out next to your refuse container.

Please remember that **under City laws you may not put out your containers for collection earlier than 5:00 p.m. on the day before collection. You must retrieve them by 8:00 p.m. on the day of collection or within 2 hours after actual collection (whichever is later).** You must store your containers so they are not visible from the street.

- If we fail to pick up your containers, call us and we will return to pick them up within 24 hours (except Sundays and holidays), without charge. We will address your complaints or concern(s) within those 24 hours.
- We will repair or replace damaged carts on our next service day following your request.
- We will stop service immediately following your direction by phone or in writing. You have the right to subscribe to services from another company permitted to collect in the City.

HOW MUCH:

- We will charge the rates shown on your order confirmation. You may request that we email your bills to you and pay them on-line.
- We will charge all our customers the same fees for the same types of service, such as a basic service and additional carts.
- We will not require you to pay a security deposit unless you have been delinquent paying your bill.
- We will bill you quarterly in advance.
 1. We will mail your bill on or after the **first day of the month**. (*For example, we will mail our bill on July 1 for a billing period of July, August and September.*)
 2. Your bill is due no earlier than the **last day of the first month**. (*For example, July 31.*)
 3. If we do not receive payment by the last day of the second month, your bill will become delinquent. (*For example, August 31.*)
- We will refund overcharges within 30 days, including 10% interest per annum from the date overcharged until the day refunded.

No discrimination. If you are entitled to service, we will not discriminate against you on account of race, color, nationality, including for ancestry, religion, creed, physical condition, medical condition, marital status, sexual orientation, or as otherwise prohibited by and in accordance with applicable law.

Privacy. We will observe and protect your rights of privacy with respect to your account and waste.