

To Our Valued Malibu Garbage Disposal District Customer:

The County of Los Angeles Board of Supervisors awarded Universal Waste Systems Inc. (UWS) a contract to provide trash, recycling, and organic waste collection services in the Malibu Garbage Disposal District.

All property owners in the District are enrolled to receive trash, recycling, and organic waste collection exclusively from Republic Services. Charges for basic-service are collected as part of the annual property taxes paid by property owners. The basic-service level and the amount charged are based on the land use codes assigned to the property by the County of Los Angeles Office of the Assessor. For example, a basic level service for a single-family property is three 96-gallon carts: one for trash, one for recyclables, and one for organic waste. **Please note that the District does not provide basic-service fee reimbursements to property owners who choose to receive services from a different waste hauler.** A Senior Discount of 25% off the additional services fees 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) generate small amounts of waste and use a 32-gallon cart for trash.

To request additional services or if you have any questions or concerns, please contact UWS at (800) 631-7016, Monday through Friday, 7: 00 a.m. to 5:00 p.m. and Saturday, 8:00 a.m. to 12:00 p.m.

Additional Services and Monthly Surcharges beyond basic services:

Recyclables Cart with Gravity Lock (1-time charge)	\$127.34 (\$95.50 with senior discount)
Additional Containers Beyond Basic Service, each:	
For Carts:	
Trash (beyond 1 carts)	\$19.05 (\$14.28 with senior discount)
Recycling (beyond 2 carts)	\$ 7.32 (\$ 5.48 with senior discount)
Organic Waste (beyond 2 carts)	\$16.83 (\$12.63 with senior discount)
For Dumpsters:	
Trash	\$19.05 (for every ½ additional cubic yard)
Recycling	\$ 7.32 (for every ½ additional cubic yard)
Organic Waste	\$ 16.83 (for every ½ additional cubic yard)
Container Size Exchange (beyond 1 per year):	\$20.99 (\$15.74 with senior discount)
Additional bulky, excess trash, excess organic waste (beyond 4 per year):	\$31.45 (\$23.60 with senior discount)
Difficult to Service (e.g., hills, cul-de-sacs, other areas where regular trucks cannot safely drive)	\$62.94 (\$47.20 with senior discount)
Roll-out/backyard service, up to 50 feet: (we'll bring carts to the curb and return them after collection)	\$13.98 (\$8.66 with senior discount) \$0 for qualifying elderly or disabled customers
Manure Service 64-gallon cart:	\$25.46 (\$19.10 with senior discount)
Manure Service 2-cu yd dumpster:	\$159.18 (119.39 with senior discount)

TERMS AND CONDITIONS

What We Will Collect. We will collect trash, recyclables, and green 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 additional safe and legal disposal options, call (888) CLEAN LA or visit www.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.

Difficult to Service. At a charge listed on the rate sheet, this service is available to difficult to service areas, such as cul-de-sacs or hills, where automated collection vehicles cannot safely drive or to any other customer upon request.

On-Call Pickups of Bulky Items and Excess Solid Waste. We will collect up to a total of 3 pickups per year, at no additional charge, items listed below that are set out at the curb on your next regularly scheduled pickup day if you call us at least 24 hours in advance.

Bulky Items. Maximum of 10 items per pickup. Examples of bulky items include discarded furniture (such as chairs, sofas, mattresses, box springs, and rugs); appliances (such as refrigerators, range, washers, dryers, water heaters, dishwashers, plumbing, and other similar items) and construction and demolition debris in up to two 70-pound containers.

Bagged Green Waste. Maximum of 10 bags/bundles per pickup. Green waste must be in bags or bound bundles less than 4 feet in

length. **Bagged Trash.** Maximum of 5 bags per pickup. Trash must be in bags.

Additional On-Call Pickups of Bulky Items and Excess Solid Waste. We will collect bulky items and excess solid waste, in excess of 3 times per year, on your next regularly scheduled pickup day, at the charges listed on your rate sheet, if you call us at least 24 hours in advance.

Holiday Tree Pickups. We will collect your holiday trees (such as Christmas trees and Hanukkah bushes) 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.

Additional Customer Options Regarding Recyclables. Customers may donate or sell any or all of their recyclables to persons other than this waste hauler.

How Much We Will Charge. We will charge all our customers the rates shown on the Rate Sheet for any additional requested services.

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 \$25.00 interruption of service fee will be charged to restart service and a \$25.00 fee will be charged for returned checks.

Customer Termination Rights and Right To Self-Haul. You may terminate additional services without cause at any time by giving us 21-day notice. You also have the right to self-haul your waste instead of subscribing to our service. Please note that the District does not provide service fee reimbursements to property owners who choose to receive services from a different waste hauler.

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, holiday 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. Many properties along Pacific Coast Highway will be required to use the Mandatory Minimum Service to ensure carts are not a safety hazard in the street.

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.

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 7 a.m. and 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 (888-253-2652).