



# Valley Vista Services, Inc.

Waste Disposal and Recycling Division

## Gateway Service Area

### COMMERCIAL TRASH, RECYCLING, AND ORGANIC WASTE COLLECTION SERVICES

#### CUSTOMER SUBSCRIPTION ORDER

To Our Valued Customer: The County of Los Angeles Board of Supervisors (County) awarded Valley Vista Services, Inc. a ten-year exclusive contract to provide commercial trash, recycling and organic waste collection service within the unincorporated community of **Gateway** starting on October 1, 2022, and ending September 31, 2032. Valley Vista Services 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 exclusive commercial franchise contract. Its term is ten (10) years unless you terminate service. You may terminate service at any time by giving us 14 days' notice, your notice must include a reason for the termination. We will refund any advanced payment for service after termination. 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 and a complete list of the service rates, please visit Public Works' website at: [PW.LACounty.gov/go/CF](http://PW.LACounty.gov/go/CF). Please contact your waste hauler if you would like to request a hard copy of the rate sheets.

#### CONTAINER TYPES, SIZES AND STANDARD SERVICE RATES

Please review the rate sheets with your current service level for the new rates that will be charged (on or after October 1, 2024). We will bill monthly.

#### ADDITIONAL STANDARD SERVICES

All Customers receive:

- ◆ Brown Container/Or Black Cart with Black Lid- One (1) Allows for the collection of refuse and recycling materials.
  - Additional or larger containers available upon request at an additional cost
- ◆ Green Container with Black lid/Or Black Cart with Yellow Lid- One (1) limited to the collection of 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.
  - Additional or larger containers available upon request at an additional cost
- ◆ Container Cleanings
  - One (1) free container cleaning or container change out per 12-month period, per container.
- ◆ Container Exchanges
  - One (1) free annual exchange of containers for different sizes

#### Site Visits and Waste Assessments

All customers will receive a site visit and waste assessment upon start of collection services. Ongoing site visits and waste assessments shall be provided every other year thereafter or as needed.

Residential and Multifamily Customers will receive:

- ◆ In-home Food Waste Container (Limited one (1) per occupant)
- ◆ Free Holiday Tree Collection Services and Sharps collection
- ◆ Free annual on-call bulky item collections. The maximum amount of collections allotted depends on the number of units on the premises. (Single-family is considered one (1) unit)

Businesses will receive:

- ◆ Up to six (6) on-call bulky item collections per year.

#### EXTRA SERVICES

- ◆ Available Upon Request

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

#### CUSTOMER SERVICE

Monday thru Friday 8:00 a.m. to 5:00 p.m. at (800) 442-6454 and [CustomerService@myvvs.com](mailto:CustomerService@myvvs.com)

#### Valley Vista Services

17445 E. Railroad Street, City of Industry, CA 91748 • (626) 961-6291 • (800) 442-6454

[ValleyVistaServices.com](http://ValleyVistaServices.com) • [customerservice@myvvs.com](mailto:customerservice@myvvs.com)