



## **Customer Subscription Order Form**

**Waste Management  
South Bay 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 Waste Management a ten-year exclusive contract to provide commercial trash, recycling and organic waste collection service within the unincorporated communities of South Bay Area starting on October 1, 2022 and ending September 31, 2032. Waste Management 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 Work's 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, 2023). We will bill you monthly.

#### **ADDITIONAL STANDARD SERVICES**

All Customers receive:

- Recycling Containers – One (1) 96-gallon cart for FREE
  - Additional or larger containers and capacity provided at HALF the trash rate
- Organic Waste Containers – One (1) 64-gallon cart for FREE
  - Additional or larger containers and capacity provided at the SAME rate as trash
- 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 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 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 receive:

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

### **DISCOUNT SERVICES**

- 25% Senior Discount

### **EXTRA SERVICES**

- Available Upon Request (Rates available on rate sheet)

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) 774-0222 or visit [WM.com](http://WM.com)