

recycle

Make
waste
history

TABLE OF CONTENTS

(Click on each title to be directed to the corresponding section.)

recycLA Customer Letter	03
Customer Rights and Responsibilities	04-06
Food Rescue and Material Reuse Announcement	07
Food Rescue and Material Reuse Partners	08
California State Mandates	09
Signage and Outreach Material	10
Athens Services Fact Sheet	11
Athens Autopay Directions	12
Rates and Fees	13-15
Extra Services	16-18
Additional Customer Fees & Charges	19-20

Dear recycLA customer,

In July 2017, the City of Los Angeles (City) launched recycLA, a public-private partnership that, for the first time in the history of the City, offers customer-friendly and efficient waste and recycling collection services to commercial/industrial businesses and large multifamily buildings. recycLA will help move the City closer to achieving its zero waste goals through its pioneering waste reduction, reuse, recycling, and recovery programs.

recycLA offers a host of benefits to those who work and live in Los Angeles including but not limited to clean fuel vehicles, recycling at 100% of customer sites, annual landfill reduction targets of one million tons, and recycling infrastructure investment and development.

recycLA also offers a host of benefits to its customers which includes standardized and transparent rates, customizable waste and recycling services, 24/7 customer service support, and enforcement of customer service standards.

As a potential recycLA customer, you are receiving this notice as part of the recycLA customer onboarding process. Commercial and Multi-Family businesses must work with their designated recycLA Service Provider (RSP) for their waste and recycling services. Signing up for recycLA waste and recycling collection services requires a Waste Assessment wherein you will work with your designated RSP to customize your waste and recycling services. Appointments for Waste Assessments can be made by calling LA Sanitation's (LASAN) 24/7 Customer Care Center at 1-800-773-2489.

Please be advised that Commercial and Multi-Family Businesses are required to have waste and recycling collection services in accordance with the Los Angeles Municipal Code (LAMC) section 66.33.2. Failure to subscribe to and maintain active recycLA waste and recycling collection services is a violation of the City's ordinance and may lead to prosecution.

Thank you in advance for your cooperation and participation in the recycLA customer onboarding process. If you would like more information about recycLA, please visit recycLA.com.



CUSTOMER RIGHTS AND RESPONSIBILITIES

CUSTOMER SERVICE AGREEMENT/LEVEL OF SERVICE

- Your recycLA Service Provider (RSP) will provide you with a Service Agreement Form that identifies all the services provided to you along with all the associated costs including any Extra services.
- You will be provided with solid resources containers (Black, Blue, and Green Bins) of sufficient size, type and number to ensure that all solid resources are properly stored and contained until they are removed for disposal or processing.
- If you submit a request for a change in service level which results in a lower rate, your billing amount will be adjusted within seven (7) days of the date of request regardless of whether or not the correct containers or changes in service level is provided within that timeframe. All billings shall be prorated to reflect changes in service level.

COLLECTION FREQUENCY/HOLIDAYS/EXTRA SERVICES

- Your collection service will include at a minimum one 96 gallon Black refuse/garbage Bin and one 96 gallon Blue comingled recycling Bin that will be collected at least once a week.
- Days of collection will be Monday thru Saturday. You can request for a Sunday collection for an additional service fee. If your scheduled collection day falls on a holiday, your RSP will provide collection service on the day before the holiday, if requested, or within one (1) day of the scheduled collection. Sunday collection service is excluded if the holiday falls on a Saturday.
- Extra Services may be applicable to your situation. See the separate Additional Customer Fees and Charges list of Extra Services and associated fees and charges.

WHAT WILL BE COLLECTED

- Your RSP will collect commercial and multi-family refuse/garbage in Black Bins, recyclable materials in Blue Bins and organic waste in Green Bins. If applicable, Horse Manure will be collected in Brown Bins. Refer to LAMC Sec. 66.03
- You will provide full access to your containers on your designated collection day(s). The RSPs cannot remove obstructions to access your containers.

NEVER PUT THESE MATERIALS IN YOUR BINS

• **State law prohibits the disposal of hazardous waste and certain electronic waste in your containers.**

These wastes includes but are not limited to:

Certain Mercury-containing Devices (i.e.: Batteries, Thermometers)	Construction and Demolition Waste (i.e.: Concrete, Wood, Asphalt)	Electronic Waste – Items with an Electrical Cord (i.e.: Large Appliances, TVs, DVDs, VCRs)
Fluorescent Light Tubes/Bulbs	Radiological Waste	Medical Waste
Pharmaceuticals/Over-the-Counter Medicines	Paints	Pesticides
Sharps	Used Motor Oil	Solvents

MISSED COLLECTION

- If your RSP is at fault for a missed collection and you report it before 2:00 PM on your scheduled collection day, your RSP will provide the collection by 6:00 PM on the same day. All missed collections reported after 2:00 PM on the day of collection will be collected by 10:00 AM on the next regular service day, Monday-Saturday. If a missed collection is resolved on a Sunday, you will not be charged additional fees for this collection.
- To report a missed collection call 311, 1-800-773-2489 or go to recycLA.com.

CONTAINER REPAIR/REPLACEMENT/SERVICE

- Your RSP will repair or replace your containers as the result of normal wear and tear, resulting from proper use, or damage resulting from the RSP's actions at no cost to you.
- You will be responsible for the cost of repair or replacement of containers that are damaged as a result of your negligence or misuse, including overfilling or depositing of prohibited materials.
- You are entitled to one (1) free steam cleaning per twelve (12) month period per container upon request. You can request additional steam cleanings for an additional fee.
- Your RSP is responsible for removing graffiti from RSP-supplied containers upon request at no charge up to three (3) times per twelve (12) month period. Any additional requests, within the twelve (12) month period will be an additional fee. Your RSP will remove graffiti reported within five (5) business days of notification. For containers owned by you, you may request graffiti removal by your RSP for an additional fee.
- Your RSP will be responsible for all costs associated with the repair or replacement of property that has been damaged by the RSP's equipment, employees or agents.

MULTI-FAMILY VALET SERVICE

- Your RSP will continue to provide valet service to all multi-family establishments that were enrolled in the CITY's Multifamily Residential Recycling Program (MFRP) at no additional cost. You may choose to continue your current collection program. The following changes in service level may result in the cancellation of the valet service:
 - ✓ An increase in the frequency of collection of the Blue Bin(s); or
 - ✓ A change in container size or type (i.e., replacing 96 gallon carts with a 3 cubic yard bin).

REASONS FOR NON-COLLECTION

- Should your RSP not be able to collect a container due to the following reasons, a written Non-Collection Notice will be left indicating the reason(s) such as:
 - ✓ Container(s) is determined to contain hazardous waste, medical waste, electronic waste, exempt materials, or construction and demolition materials.
 - ✓ Blue Bin(s), Green Bin(s), or Brown Bin(s) are determined to be contaminated after the RSP has left the required number of notifications.
 - ✓ Container(s) is overweight and cannot be safely moved and/or emptied by RSP personnel and/or equipment
 - ✓ Container(s) contents will not empty after tipping
 - ✓ Container(s) is overfilled
 - ✓ Container(s) is blocked or inaccessible. The RSP cannot remove obstructions to access your containers.
- Non-collection will result in an additional charge.

BILLING

- Your RSP will bill you on a monthly basis that will cover the following month's service.
- You will have the option to pay your monthly bill by mail, online, and phone or at your RSP's Customer Service Center. You will also have the option of receiving proof of payment via paper, electronic or both methods for all transactions.
- If you are billed an amount greater than appropriate for the service you are enrolled at any time during the term of the agreement and for any reason, your RSP will promptly credit your account for the full amount that was overbilled. You will have the choice of your refund to be in the form of check or credit.
- Monthly payments are due 15 days after you receive your bill. Bills not paid by the due date will be considered delinquent and may result in late fees, missed collection, and eventual suspension of services.
- Rates will be adjusted on an annual basis at the beginning of each year.



ANNOUNCEMENT CITY OF LOS ANGELES

Food Rescue and Materials Reuse in the new recycLA Franchise Program

The new recycLA Franchise Program includes Food Rescue and Materials Reuse Programs for commercial businesses and multi-family residents in Los Angeles.

Your recycLA Service Provider (RSP) will provide Green Bin organic material recycling services to all customers that qualify for and request it. Your RSP is also required to establish a Food Rescue Program that will assist in the collection (“rescue”) of edible food, fit for human consumption, and to create or develop the necessary network for delivering the food to those who need it the most.

40% of all food in the United States is wasted; California alone wastes approximately 6 million tons of food a year. With over one million people in Los Angeles County suffering from food insecurity, the recycLA Program’s food rescue effort is an ethical and environmental necessity.

Additionally, food that is disposed as trash is an incredible drain on resources. Nationally one fifth of our fresh water is wasted on crops that go directly to landfills, and one fifth of a typical landfill is filled with wasted food. Each year, organic waste landfilled in California releases approximately 8.3 million tons of greenhouse gases.

Your RSP will also provide resources to assist in the collection of new and/or used goods and materials that can be reused. Examples of reusable materials include manufacturing overages, discontinued or surplus items, and other gently used items (furniture, clothing, appliances, and more).

If you would like to learn more about the services offered in your recycLA Zone, please contact your RSP.

For questions or concerns, contact the LA Sanitation Customer Care Center at 1-800-773-2489.



FOOD RESCUE AND MATERIALS REUSE

SERVICES FOR BUSINESSES



Athens Services has collaborated with the following nonprofit organizations to help businesses donate their edible food and reusable materials that would otherwise go to waste. Please contact these organizations to learn more about their programs.

FOOD DONATION

By participating in a food rescue program, a business can reduce their waste, while supporting the social, economic, and environmental well-being of Angelenos.

Athens Services' food recovery partners will assist your business with its food donation setup, needs, and concerns. Prior to donating, arrange an initial meeting to discuss partnership logistics. For additional resources and tips visit LA.AthensServices.com/reuse

DONATIONS ARE LEGALLY PROTECTED

Food donations are legally protected and supported by the California Department of Public Health. The California Good Samaritan Food Donation Act (AB 1219) provides liability protections for entities that make good faith donations of surplus food. The federal Bill Emerson Good Samaritan Food Donation Act also protects businesses from civil and criminal liability, should donated products cause any harm to the recipient. For further information, please contact an Athens Services food recovery partner or your county's Department of Public Health.



Food Forward

5600 Rickenbacker Rd. Suite 2E
Bell, CA 90201
(562) 565-9815
foodforward.org

Accepts wholesale produce, bulk quantities of fruits and vegetables. Donors should contact them and discuss donations on a case-by-case basis. For immediate requests, contact Leo Paz, Wholesale Recovery Manager at (323) 422-0132.



St. Francis Center

1835 S. Hope St.,
Los Angeles, CA 90015
(213) 747-5347
sfcla.org

Accepts produce and nonperishable, perishable, and prepackaged prepared foods. Food must not be expired and must meet serv-safe approved standards of care and handling.



FOODCYCLE LA

FoodCycle LA

1949 N. Wilton Place,
Los Angeles, CA 90068
(323) 897-9696
hello@foodcyclela.org
foodcyclela.org

Accepts all types of food and has no limitations on the amount that can be donated. They work with over 134 different agencies in Los Angeles and are able to match all donations with organizations that need food.



Hollywood Food Coalition

5939 Hollywood Blvd,
Los Angeles, CA 90028
(323) 462-2032
theexchange@hofoco.org
hofoco.org

Accepts all properly handled, unexpired food, including prepared foods from businesses and organizations. They accept unopened and unexpired food from individual donors.

MATERIAL REUSE PARTNERS

Donate new and gently used items that are in good working order. Reach out to our partner L.A. Shares or for additional donation resources, please see our website at: LA.AthensServices.com/reuse



L.A. SHARES

Donations Department
(213) 485-1097 / Donate@lashares.org / lashares.org

L.A. SHARES is a nonprofit materials reuse program. Through their interactive website, they are able to take donations of reusable goods and materials (both new and used) from Los Angeles businesses and then redistribute the items FREE-OF-CHARGE to nonprofits and schools in the City of Los Angeles.

To donate or receive material, please register on their website and review what can and cannot be accepted.

If you need further assistance with food and/or material donations, please contact Athens Services at (800) 327-3807.



recyclA

CA STATE RECYCLING MANDATES

CA STATE ASSEMBLY BILL 1826

MANDATORY COMMERCIAL ORGANICS RECYCLING

**Businesses and Multi-family Residential Dwellings
MUST HAVE an organics recycling program in place by:**

January 1, 2019

Generators of **4 or more** cubic yards of solid waste, including trash, recycling, and organics **per week**.

December 31, 2020

Generators of **2 or more** cubic yards of solid waste **per week**, including trash, recycling, and organics.

Note: Multi-family residential dwellings are **NOT** required to recycle food waste at this time.

How to Comply

- Subscribe to Green Container organic waste services from your recyclA Service Provider.
- Recycle all of your organic waste onsite or through a Landscaping Contractor.

Organics

Defined by the State as food waste, green waste, landscape and pruning waste, nonhazardous wood waste, and food-soiled paper waste that is mixed in with food waste.

CA STATE ASSEMBLY BILL 341

MANDATORY COMMERCIAL RECYCLING

You are required to have recycling service if you are either:

**A business that
regularly disposes
of solid waste.**

OR

**A multi-family
dwelling of
5 units or more.**

How to Comply

- Subscribe to Blue Container Recycling service from your recyclA Service Provider.
- Separate your recyclable materials from your trash and take them to a recycling center.

Reduce the greenhouse gas emissions in California and help the City achieve Zero Waste.
For more information: www.calrecycle.ca.gov/recycle/

ENCOURAGE PARTICIPATION

DOWNLOAD AND PRINT SIGNAGE



Proper signage is essential to increasing waste diversion. These posters are designed to help businesses, customers, and multifamily residents sort their recycling, organics, and landfill material accurately. To ensure participation, print and place signage on and above all your corresponding waste containers. Additional signage for download includes business specific recycling fliers, electronic and hazardous waste collection tips, proper cardboard disposal, notification to close container lid, and a reminder to “Bring Down Your Recyclables.”

Signage can be downloaded at: LA.AthensServices.com/Signage

RECYCLABLES ONLY
SOLO RECICLABLES

NO LIQUIDS OR FOOD!
NO LIQUIDOS O COMIDA

*Bagged shredded paper / papel triturado en bolsa

X NO! / ¡NO!

recyclA Make waste history (800) 773-2489 recyclA.com Athens Services

FOOD & COMPOSTABLES
ALIMENTOS Y COMPOSTABLES

✓ FOOD-SOILED PAPER / PAPEL DE COMIDA SUCIA

*Paper straws only / papeletes de papel

X NO! / ¡NO!

No plastic / no plástico
No gloves / no guantes
No pet waste / no residuos de mascotas
FOAM
No glass / no cristal
No metal / no metal
No tires / no productos de caucho

recyclA Make waste history (800) 773-2489 recyclA.com Athens Services

LANDFILL ONLY
SOLO BASURA PARA EL VERTEDERO

X NO! / ¡NO!

recyclA Make waste history (800) 773-2489 recyclA.com Athens Services



RECYCLA WASTE FRANCHISE AGREEMENT

recyclA is a new public private partnership designed to address the 3-million tons of waste disposed annually in the City of Los Angeles by commercial and industrial businesses, institutions, and large multifamily buildings through establishing an innovative recycling and waste collection program.

In 2016, the City of Los Angeles selected Athens Services as its top ranked waste franchise contractor, designated to serve 22,000 accounts in West L.A., North Central and Harbor. Athens will be offering recycling, landfill, and organics collection to commercial accounts and apartment complexes of 5 or more units.



ABOUT ATHENS SERVICES

Athens Services is a local, family-owned recycling and waste collection company that has been a fixture in the greater Los Angeles community for the past 60 years. We provide consistent and quality environmental services to over 200,000 customers in 50+ communities. Through reuse, recycling and composting services, Athens diverts valuable resources from landfill.



ATHENS' PROCESSING LOCATIONS

Compost Facility

- American Organics, Victorville, CA

Material Recovery Facilities

- Sun Valley MRF, Los Angeles, CA
- Crown Recycling, Los Angeles, CA
- Industry MRF, City of Industry, CA
- Irwindale, CA (In Development)



THE ATHENS WAY

Service | People | Environment
We focus on providing excellent service by hiring and developing great people, while fostering a safe, healthy, and sustainable environment.



INQUIRIES

Pay Your Bill

To pay your bill or for questions regarding billing, please contact Athens Services at (800) 540-5535 or visit our website site at billing.athensservices.com

Service Requests or Questions

For all customer service requests, contact the City of Los Angeles Customer Care Center at (800) 773-2489 or 311, or visit recyclA.com



LOCAL CUSTOMER SERVICE CENTERS

Operating Hours

Monday – Friday, 8:00 a.m. to 5:00 p.m. and Saturday 8:00 a.m. to 12:00 p.m.

West L.A.

1964 Westwood Blvd., Suite 450
Los Angeles, CA 90025

North Central

3325 Wilshire Blvd., Suite 948
Los Angeles, CA 90010

Harbor

350 W. 5th Street., Suite 210
San Pedro, CA 90731

2021 Rates and Fees



MONTHLY SERVICE RATES

Days/week	Bin	32 Gal	64 Gal	96 Gal	1 Yd	1.5 Yd	2 Yd	3 Yd	4 Yd	6 Yd	8 Yd
One / Week	Primary Bin			\$109.58	\$223.22	\$232.73	\$242.24	\$261.27	\$280.30	\$318.36	\$356.41
	Add'l Bins	\$69.11	\$88.38	\$92.91	\$115.35	\$126.11	\$137.35	\$161.25	\$187.05	\$228.09	\$272.91
Two / Week	Primary Bin			\$191.32	\$413.84	\$432.88	\$451.90	\$489.96	\$528.01	\$604.12	\$680.23
	Add'l Bins	\$121.04	\$154.77	\$162.70	\$214.02	\$234.72	\$256.36	\$302.51	\$352.45	\$432.83	\$520.83
Three / Week	Primary Bin			\$273.07	\$604.49	\$633.02	\$661.57	\$718.65	\$775.73	\$889.90	\$1,004.06
	Add'l Bins	\$172.96	\$221.16	\$232.50	\$312.71	\$343.33	\$375.37	\$443.75	\$517.84	\$637.58	\$768.74
Four / Week	Primary Bin			\$354.82	\$795.12	\$833.18	\$871.24	\$947.34	\$1,023.45	\$1,175.67	\$1,327.90
	Add'l Bins	\$224.87	\$287.54	\$302.29	\$411.41	\$451.95	\$494.40	\$585.02	\$683.23	\$842.34	\$1,016.67
Five / Week	Primary Bin			\$436.57	\$985.76	\$1,033.34	\$1,080.91	\$1,176.04	\$1,271.18	\$1,461.45	\$1,651.73
	Add'l Bins	\$276.79	\$353.92	\$372.09	\$510.08	\$560.54	\$613.41	\$726.26	\$848.61	\$1,047.09	\$1,264.60
Six / Week	Primary Bin			\$518.31	\$1,176.40	\$1,233.48	\$1,290.56	\$1,404.74	\$1,518.91	\$1,747.24	\$1,975.57
	Add'l Bins	\$328.72	\$420.31	\$441.88	\$608.77	\$669.16	\$732.43	\$867.51	\$1,014.00	\$1,251.84	\$1,512.50
Sunday Rate	Primary Bin			\$164.38	\$334.83	\$349.10	\$363.36	\$391.90	\$420.46	\$477.54	\$534.61
	Add'l Bins	\$103.68	\$132.57	\$139.37	\$173.02	\$189.17	\$206.03	\$241.88	\$280.58	\$342.13	\$409.37
Additional frequency of service	Primary Bin			\$81.75	\$190.63	\$200.15	\$209.67	\$228.69	\$247.72	\$285.78	\$323.83
	Add'l Bins	\$51.92	\$66.39	\$69.79	\$98.69	\$108.61	\$119.01	\$141.25	\$165.39	\$204.75	\$247.92
Extra Pick Up (One time as needed)		\$9.39	\$11.89	\$14.39	\$22.68	\$30.57	\$38.47	\$54.25	\$70.04	\$85.83	\$101.63
Smaller Size Compactor	\$9.64 x the number of cubic yards x the number of collections in a month + the base rates										

Cost Includes Solid Waste Black Bin + Recycling Blue Bin Rates for Non Compacted Containers

2021 Rates and Fees



Additional Recycling Blue Bin Container Frequency (Monthly Maximum Rate)

Days/week	Bin	32 Gal	64 Gal	96 Gal	1 Yd	1.5 Yd	2 Yd	3 Yd	4 Yd	6 Yd	8 Yd
One / Week	Primary Bin			\$41.30	\$82.59	\$82.59	\$82.59	\$82.59	\$82.59	\$82.59	\$82.59
	Add'l Bins	No Charge									
Two / Week	Primary Bin			\$78.46	\$156.91	\$156.91	\$156.91	\$156.91	\$156.91	\$156.91	\$156.91
	Add'l Bins	No Charge									
Three / Week	Primary Bin			\$115.62	\$231.25	\$231.25	\$231.25	\$231.25	\$231.25	\$231.25	\$231.25
	Add'l Bins	No Charge									
Four / Week	Primary Bin			\$152.79	\$305.58	\$305.58	\$305.58	\$305.58	\$305.58	\$305.58	\$305.58
	Add'l Bins	No Charge									
Five / Week	Primary Bin			\$189.96	\$379.92	\$379.92	\$379.92	\$379.92	\$379.92	\$379.92	\$379.92
	Add'l Bins	No Charge									
Six / Week	Primary Bin			\$227.13	\$454.25	\$454.25	\$454.25	\$454.25	\$454.25	\$454.25	\$454.25
	Add'l Bins	No Charge									

Food Waste and Green Waste Green Bin for Non Compacted Containers (Monthly Maximum Rate)

Days/week	Bin	32 Gal	64 Gal	96 Gal	1 Yd	1.5 Yd	2 Yd	3 Yd
One / Week	Primary Bin	\$82.88	\$93.42	\$109.58	\$223.22	\$232.73	\$242.24	\$261.27
	Add'l Bins	\$69.11	\$88.38	\$92.91	\$115.35	\$126.11	\$137.35	\$161.25
Two / Week	Primary Bin	\$134.80	\$159.81	\$191.32	\$413.84	\$432.88	\$451.90	\$489.96
	Add'l Bins	\$121.04	\$154.77	\$162.70	\$214.02	\$234.72	\$256.36	\$302.51
Three / Week	Primary Bin	\$186.73	\$226.20	\$273.07	\$604.49	\$633.02	\$661.57	\$718.65
	Add'l Bins	\$172.96	\$221.16	\$232.50	\$312.71	\$343.33	\$375.37	\$443.75
Four / Week	Primary Bin	\$238.65	\$292.59	\$354.82	\$795.12	\$833.18	\$871.24	\$947.34
	Add'l Bins	\$224.87	\$287.54	\$302.29	\$411.41	\$451.95	\$494.40	\$585.02
Five / Week	Primary Bin	\$290.57	\$358.98	\$436.57	\$985.76	\$1,033.34	\$1,080.91	\$1,176.04
	Add'l Bins	\$276.79	\$353.92	\$372.09	\$510.08	\$560.54	\$613.41	\$726.26
Six / Week	Primary Bin	\$342.50	\$425.37	\$518.31	\$1,176.40	\$1,233.48	\$1,290.56	\$1,404.74
	Add'l Bins	\$328.72	\$420.31	\$441.88	\$608.77	\$669.16	\$732.43	\$867.51

2021 Rates and Fees



Permanent Rolloff and Compactor Pull Charge

(Rolloffs/Compactors Over 8 cubic yards)

Material	Delivery/ Collection	Processing (per ton)
Black (non-C&D)	\$325.50	\$86.80
Blue	\$325.50	\$0.00
Green	\$325.50	\$112.72

Temporary Rolloff Pull Charge (Non-permanent service of no more than 30 consecutive days at customer's site)

(Rolloffs/Drop Boxes Over 8 cubic yards)

Material	Delivery	Collection	Daily Rental (after first 7 days)	Disposal/ Processing (per ton)
Black (non-C&D)	\$84.39	\$325.50	\$8.44	\$86.80
Blue	\$84.39	\$325.50	\$8.44	\$0.00
Green	\$84.39	\$325.50	\$8.44	\$112.72

Dry run for Rolloff and Compactor

\$120.55 per trip. There is no fee if the service is cancelled no less than 1 hour prior to scheduled pick up

Temporary 3 Cubic Yard Bin Service

(Non-permanent service of no more than 30 consecutive days at customer's site)

Material	Delivery/ Collection	Daily Rental (after first 7 days)	Collection Extra Pick-up
Black (non-C&D)	\$150.69	\$6.03	\$54.25
Blue	\$108.50	\$6.03	\$42.19
Green	\$156.72	\$6.03	\$90.42

Extra Services	Condition Under Which Fee Applies	Total Fee
Locks		
Gravity lock installation – per CONTAINER	CUSTOMER request – one-time fee per CONTAINER	\$121.08 for purchase and installation
Lock bar installation – per CONTAINER	CUSTOMER request – one-time fee per CONTAINER	\$121.08 for purchase and installation
Locks for CONTAINERS – per lock	CUSTOMER request – one-time fee per lock	\$12.05
Unlocking and locking CONTAINERS – per CONTAINER	CUSTOMER request – per CONTAINER per collection event	No charge
Distance / Access		
Entering Secured Building, unlocking and locking gates	Per collection event See Extra Collection Services and Associated Fees Clarifications Table 7-4 below for applicability	\$12.05
Distance / Access	See Extra Collection Services and Associated Fees Clarifications Table 7-5 below for applicability	
Distance Charge, between 100-200 ft, as measured from the CUSTOMER'S property line to the BINS' permanent location	Site requirement per CONTAINER per collection event	\$30.14
Distance Charge, over 200 ft, as measured from the CUSTOMER'S property line to the BINS' permanent location	Site requirement per CONTAINER per collection event	\$42.20
Blocked Access – Requiring Return or Delay	Driver observation, notify the CUSTOMER within two (2) hours	\$60.27
Blocked Access (Accessing Via Intercom or Security Office) – Requiring a Return	If driver has to wait due to a CUSTOMER created delay in excess of 5 minutes.	\$60.27
Supplemental Cleaning		
Cart Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$18.09
CONTAINER Pressure Wash/Steam Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$36.16
Graffiti Removal from CUSTOMER-owned CONTAINERS	Driver observation or by request for removing graffiti from the CUSTOMER-owned CONTAINERS	\$30.14
Graffiti Removal from CONTRACTOR-owned CONTAINERS	CUSTOMER request to removing graffiti from the CONTRACTOR-owned CONTAINERS in excess of three times per every 12 months	\$30.14
COMPACTOR CONTAINER Pressure Washing/Steam Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$180.83
ROLL OFF CONTAINER Pressure Washing/Steam Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$180.83

Extra Services	Condition Under Which Fee Applies	Total Fee
CONTAINER Replacement/Repair		
Repair or Replacement of CUSTOMER Owned CONTAINER(S)	CUSTOMER request; Time and Materials Fee	\$72.33 per repair hour plus materials, no charge for pick up and delivery
Repair or Replacement of CONTRACTOR Owned CONTAINER(S) – CUSTOMER Error	CUSTOMER request or CONTRACTOR decision	\$72.33 per repair hour plus materials, no charge for pick up and delivery
Repair or Replacement of CONTRACTOR Owned CONTAINER(S) – Normal Wear and Tear	CUSTOMER request or CONTRACTOR decision	No charge
Changing CONTAINERS for an Increase or Decrease in Level of Service		No charge

Overflow of Materials and Contamination

Overfill Charge	Driver observation, notify the CUSTOMER within two (2) hours	\$30.14 per occurrence
Overweight Charge	Driver observation, notify the CUSTOMER within two (2) hours	\$121.08 per occurrence
Contamination Fee	Driver observation, notify the CUSTOMER within two (2) hours	\$60.27 per occurrence
Hazardous, Radioactive, or Biomedical Waste Contamination Charge	Driver observation, notify the CUSTOMER within two (2) hours	\$121.08 per occurrence

Other Fees

Collection of Bulky Waste from COMMERCIAL ESTABLISHMENT not subject to CITY Multifamily Bulky Item Fee – Per Item	CUSTOMER request – Fixed Fee Per Item	\$36.16
Idle Time Charge	If driver has to wait due to a CUSTOMER created delay in excess of 15 minutes	\$18.09 per every 15 minutes
Idle Time Charge – Accessing Via Intercom or Security Office	If driver has to wait due to a CUSTOMER created delay in excess of 5 minutes	\$18.09 per every 15 minutes
Sunday Service	CUSTOMER Request	See Monthly Service Rate Sheet

Administrative Fees

Return Payment Fee	CUSTOMER remits payment using check rejected due to insufficient funds or remits payment using a credit card or electronic payment that is declined	\$30.14
Late Payment Fee (>30 days overdue)	CUSTOMER inaction	\$6.02 or 1.5% of the debt/month, whichever is greater
CONTAINER Removal Fee	CONTAINER is removed from service location due to CUSTOMER non-payment	\$6.02 per CONTAINER
Re-instatement of Account Fee	CUSTOMER request – Fixed Fee	\$84.38 per account
CONTAINER Delivery	Delivery fee for each CONTAINER brought to the CUSTOMER as part of the reinstatement	\$30.14 per CONTAINER

Table 7-4: Extra Collection Services and Associated Fees Clarifications.

Entering Secured Building, unlocking and locking gates	Chargeable to CUSTOMER			
	BLACK BIN	BLUE BIN*	GREEN BIN	BROWN BIN
1. Opening a locked or closed gate by use of a remote, clicker or other electronic device.	Yes	No	Yes	Yes
2a. Accessing locked or secured premises that have been unlocked by the CUSTOMER regardless of whether a gate is present so long as the CONTRACTOR'S vehicle has unimpeded access to the premises.	No	No	No	No
2b. Accessing an unlocked gate that is partially closed and the CONTRACTOR'S collection vehicle cannot enter the property without having to exit the vehicle to address the gate or secured premises to provide for vehicle access	Yes	No	Yes	Yes
3. Accessing a locked gate when manual push out (no scout service) is required.	Yes	No	Yes	Yes
4. Accessing via intercom a security office that does not require the driver to leave his or her vehicle.	No	No	No	No

Table 7-5: Extra Collection Services and Associated Fees Clarifications.

Distance/Access	Chargeable to CUSTOMER			
	BLACK BIN	BLUE BIN*	GREEN BIN	BROWN BIN
1. Distance charges on BLUE BINS/blue CONTAINERS.	N/A	No	N/A	N/A
2. Properties at which the collection vehicle does drive within 100 feet of the container.	Yes	No	Yes	Yes

* The new Removing Barriers to Recycling Program will eliminate, through credits to customers, extra service charges for access and distance fees on the blue bins effective April 1, 2019. Customers will see these charges and credits on their monthly invoice for the duration of the Removing Barriers to Recycling Program.

2021 ADDITIONAL CUSTOMER FEES & CHARGES

The following are fees established by the City of Los Angeles that the recycLA Service Provider (RSP) may charge their customers if they are unable to service the solid waste, comingled recyclables, or organic waste containers for any of these reasons:

Overfilled:

- The solid waste, comingled recyclables, or organic waste materials are observed to extend above the rim of the container and the lid will not completely close.
- The solid waste materials are placed outside of a full container and prevent the container from being safely collected.
✓ **\$30.14 per occurrence**

Overweight:

- The amount of solid waste, comingled recyclables or organic waste material exceeds a collection truck's ability to collect it or creates unsafe conditions for collection personnel.
✓ **\$121.08 per occurrence**

Contamination:

- More than 20% of the material in the blue bin recycling container is solid waste or organic waste.
- More than 20% of the material in the green organics container is solid waste or comingled recyclables.

Penalty Assessment

- Before you are assessed any fees for not properly separating your waste, the following steps will be taken by your RSP:

1st Instance

- Your collection driver is required to take a photo of your contaminated Blue Bin and keep it on file
- Your RSP will contact you by phone, and/or by email, to explain why the Blue Bin is contaminated, and to offer you an in-person or on-site visit for recycling training and education
- Your container will be collected and serviced as trash after you have communicated with your RSP
- There is no charge for this collection

2nd Instance - Within 90 days of the 1st instance

- Your collection driver is required to take a photo of your contaminated Blue Bin and keep it on file
- Your RSP will contact you by phone and/or by email to explain why the Blue Bin is contaminated, and to offer you an in-person or on-site visit for recycling training and education



- Your container will be collected and serviced as trash after you have communicated with your RSP
- There is no charge for this collection

3rd Instance - Within 90 days of the 2nd instance

- Your collection driver is required to take a photo of your contaminated Blue Bin and keep it on file
- Your RSP will contact you by phone and/or by email **and** by an in- person (or on-site) visit to explain why the Blue Bin is contaminated, plus your RSP will offer you a site visit for recycling training and education
 - At the 3rd instance, the RSP increases its customer notification to explain why the Blue Bin was contaminated with an in-person/on-site visit to explain the contamination and on-site recycling training and education.
- Your container will be collected and serviced as trash after you have communicated with your RSP
- There is no charge for this collection

4th Instance

- Your collection driver is required to take a photo of your contaminated Blue Bin and keep it on file
- You will be contacted by your RSP by phone, by email **and** by in-person (or on-site) visit to explain why the Blue Bin is contaminated
- At the RSP's choice, you may be requested to remove the contaminated waste from your Blue Bin before it is collected, **OR**, you will be charged a onetime service fee to have the contaminated Blue Bin collected as trash and your Blue Bin(s) will be removed for a minimum of 90 days and the RSP must notify you about the removal.

Hazardous, Radiological or Biochemical Waste Contamination:

- State law prohibits the disposal of hazardous waste and certain electronic waste in the solid waste, commingled recyclables, or organic waste containers.
 - ✓ **\$121.08 per occurrence**

Bulky Waste:

- ✓ Materials which are too large to be placed in the black bin.
- ✓ **\$36.16 per item**





recycLA
Make
waste
history



environment
LA SANITATION
CITY OF LOS ANGELES

 **Athens
Services**