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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](http://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:

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

## **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](http://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](http://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](http://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](http://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

6636 Selma Avenue  
Los Angeles, CA 90028  
(323) 897-9696  
[hello@foodcyclela.org](mailto:hello@foodcyclela.org)  
[FoodcycleLA.org](http://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](mailto:theexchange@hofoco.org)  
[HoFoCo.org](http://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](http://LA.AthensServices.com/reuse)



#### L.A. SHARES

Donations Department  
(213) 485-1097 / [Donate@lashares.org](mailto:Donate@lashares.org) / [LASHares.org](http://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:** As of January 1, 2022, all businesses and multi-family residential dwellings are required to follow the SB 1383 regulations.

### 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 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.

#### 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/](http://www.calrecycle.ca.gov/recycle/)

# SB 1383: CALIFORNIA'S SHORT-LIVED CLIMATE POLLUTANT REDUCTION LAW

## Tackling Greenhouse Gas Emissions by Recycling Organics Waste

SB 1383 targets the reduction of methane emissions from landfills. The law establishes a target of 50% by 2020 and 75% by 2025 in the reduction of statewide disposal of organics waste. It also requires that 20% of currently disposed edible food be recovered for human consumption by 2025. Landfills are the third largest source of methane in California. Organics waste emits 20% of the state's methane; a climate super pollutant up to 84 times more potent than carbon dioxide.



### Who & When Must Customers Comply?

Starting January 1, 2022, all residents and businesses in California must separate organics waste into a separate green organics container.



### How Do I Comply?

SB 1383 requires residents and businesses to arrange for organics waste recycling services.



### What is Organics Waste?

Organics waste includes food scraps, yard trimmings, and 100% fiber-based food-soiled paper.

## ACCEPTABLE ORGANICS WASTE

GREEN WASTE	FOOD-SOILED PAPER*	FOOD SCRAPS
<ul style="list-style-type: none"> <li>Flower &amp; hedge trimmings</li> <li>Grass clippings</li> <li>Leaves &amp; branches</li> <li>Lumber, scrap wood, &amp; plywood (not painted or treated)</li> <li>Weeds</li> </ul>	<ul style="list-style-type: none"> <li>Food-stained paper</li> <li>Paper egg cartons</li> <li>Paper napkins &amp; kitchen towels</li> <li>Pizza boxes</li> <li>Plates</li> <li>To-go boxes (no coating)</li> <li>Wooden &amp; fiber-based utensils</li> </ul>	<ul style="list-style-type: none"> <li>Bread, rice, &amp; pasta</li> <li>Cheese &amp; dairy</li> <li>Coffee grounds &amp; filters</li> <li>Fruits &amp; vegetables</li> <li>Flowers &amp; herbs</li> <li>Meat, bones, &amp; poultry</li> <li>Seafood &amp; soft shells</li> <li>Pet food (non-medicated)</li> </ul>

\*Must be 100% fiber-based. NO materials with petroleum based plastic, wax, or bio-plastic coating, liner, or laminate.

\*\*Plastic and bioplastic "compostable" bags are accepted in the organics container, but must be CLEAR or translucent-green, and bag contents must be visible. Acceptable organics will be processed, but the bags will not be recycled or composted.

## DO NOT INCLUDE

- All plastics\*\*
- Cacti, succulents, & yucca
- Compostable plastics (bioplastics)\*\*
- Coffee cups & pods
- Fats, oils, & grease
- Food stickers (please remove)
- Gloves
- Hard shells (clams, mussels, oysters)
- Medication
- Palm fronds
- Paper napkins & towels with cleaning chemicals
- Parchment & wax paper
- Pet waste
- Rocks & soil
- Rubber bands & twist ties
- Tea bags
- Textiles
- Tissues & wet wipes

Edible Food Generators (considered Tier 1 and Tier 2) must recover the maximum amount of edible food that would otherwise be disposed of, arrange for food donation and collection through contracts or written agreements with food recovery organizations or services, and maintain food donation records.

### TIER 1 BUSINESSES

Effective January 1, 2022

- Food distributors
- Wholesale food vendors
- Food service providers
- Grocery stores and supermarkets (10,000 square feet or greater)

### TIER 2 BUSINESSES

Effective January 1, 2024

- Hotels with at least 200 rooms and an on-site food facility
- Restaurant facilities (5,000 square feet or larger, or seating more than 250)
- Local education agencies with an on-site food facility
- Healthcare facilities with an on-site food facility and 100+ beds
- Large venues (including shopping centers and malls) and events with 2,000+ daily visitors

### SCAN TO LEARN MORE:



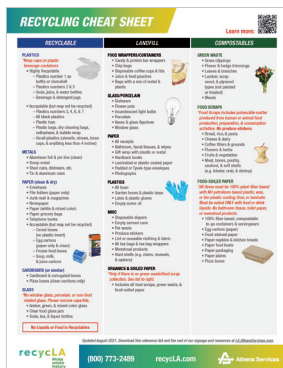
Call (888) 336-6100 to arrange for a free organics recycling assessment for your business.



# OUTREACH MATERIALS & RESOURCES



## ENCOURAGE PARTICIPATION & INCREASE DIVERSION



### SIGNAGE & EDUCATION MATERIALS

Our posters are designed to help businesses, customers, and multifamily residents properly sort their recycling, organics, and trash material. Print and place signage on and above all your corresponding waste containers. Additional signage for download includes our recycling cheat sheet, 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](https://LA.AthensServices.com/Signage).

### EDUCATIONAL VIDEOS AND WEBINARS

Check out our quick, informational videos and webinars. recycLA University is a 7-part webinar series designed to help implement successful recycling and waste reduction programs. Additionally, we offer videos for businesses and apartments on organics implementation, zero waste tips, and best practices. [LA.AthensServices.com/recycLA-university/](https://LA.AthensServices.com/recycLA-university/)

### REUSE: REPURPOSE, REPAIR, DONATE

Before you recycle, **first consider reuse!** Many unwanted, still usable items could have a second life if given the chance. Athens has compiled a list of reuse options including DIY activities; donation options; repair shops; thrift stores; and online giveaway, swap, or sell sites. Visit [AthensServices.com/MaterialReuse](https://AthensServices.com/MaterialReuse).

### DIVERSION TIPS

#### For The Home

These tips are a great introduction to four R's – Reduce, Reuse, Recycle, and Rot. Encourage your residents to review and implement these practices to help reduce waste at home and encourage proper recycling! Visit [AthensServices.com/Home-Tips](https://AthensServices.com/Home-Tips).

#### For A Business

Having good systems in place for collecting recycling and organics can help your business lower costs and reduce your environmental footprint. Athens has compiled some tips to help you get started, from forming a Green Team to standardizing waste collection setups throughout a business. Visit: [AthensServices.com/Office-Tips](https://AthensServices.com/Office-Tips).





## 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)

**WELCOME**  
**TO recycLA**

## ATHENS SERVICES FACT SHEET



## 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](http://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](http://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

# SIMPLE GUIDE TO YOUR INVOICE


**Athens Services**  
 Waste Collection, Recycling & Disposal Services


**Go Paperless!**  
 It's fast, easy and convenient.


**Simplify Your Life with AutoPay!**  
 Enroll and never miss a payment!

**Enroll Now!**

[www.AthensServices.com](http://www.AthensServices.com)  
 or call 800-327-3807

**1 ACCOUNT NUMBER** 00000000

**7 ACCESS CODE** 00000000

**2**

ACCOUNT SUMMARY	
Invoice Number	0000000
Invoice Date	MM/DD/YYYY
Due Date	MM/DD/YYYY
PO#	0000
Billing Period	MONTH ##
Current Charges	\$000.00
Service Name	NAME
Service Address	CUSTOMER ADDRESS, CITY, STATE, ZIP CODE

**4 TOTAL AMOUNT DUE** \$000.00

Date	Description	Quantity	Amount
MM/DD/YYYY	Service Level	1.00	\$000.00


**6**

Check here for important information.

Check here for important information.

0 - 30 Days	31 - 60 Days	61 - 90 Days	90+ Days	TOTAL AMOUNT DUE
\$000.00				\$000.00

PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT


**Athens Services**  
 PO Box 60009  
 City of Industry, CA 91716-0009

**3**
 Customer Name  
 Customer Address  
 City, State, Zip Code

**ACCOUNT NUMBER** 00000000  
 Invoice Number: 0000000  
 Invoice Date: MM/DD/YYYY  
 Due Date for Current Services: MM/DD/YYYY  
**TOTAL AMOUNT DUE** \$000.00  
 Athens Services  
 PO Box 54957  
 Los Angeles CA 90054-0957  
 00045143492M0001887007312021107675490

- Account Number:** please refer to it when you call us so that we may better serve you.
- Important Dates:** displayed in this box is your invoice date and the date your payment is due.
- Service Address:** located here is the address for which this invoice pertains.
- Total Amount Due:** this is a summary of your monthly activities.

- Itemized Charges:** this section details the various charges for the month.
- Important Information:** check this area every month for messages and other important information.
- Access Code:** this is the number required to complete your online bill pay transaction.

# Get an Advantage with many ways to pay!

## ATHENS AUTOPAY SERVICE

### Take advantage of Athens AutoPay Service!



#### Control

Take control and conveniently manage your bill almost anywhere, anytime. Choose your way.



#### Security

More identity theft is linked to sending checks in the mail than paying your bills online.



#### Peace of Mind

Stay organized, eliminate errors, and avoid late fees or service interruptions. Make a one-time payment or set up autopay.

### IT'S AS EASY AS.....

**1.** Go to **Billing.AthensServices.com** and click on Register Now.

**2.** Enter the required information.

**3.** Once you receive the verification email, click on the link to activate your account and sign in with your credentials.

#### ARE YOU A NEW USER?

Click on the button below to register now!

Please have your customer number and access code ready.

REGISTER NOW

Online Bill Pay Registration

Please enter the customer number and access code found on your statement or invoice.

Customer Number:  -  -

**Customer Number Entry Instructions**

If your account number appears on your bill like: 01-125

01  125

If your account number appears on your bill like: 01-125-4 or 01-125 4

01  125  4

Access Code:

E-Mail Address:

Confirm E-Mail Address:

Password:

Confirm Password:

**Athens Services**  
Waste Collection, Recycling & Disposal Services

**Go Paperless!**  
It's fast, easy and convenient.

**Simplify Your Life with AutoPay!**  
Enroll and never miss a payment!

**Enroll Now!**

**ACCOUNT NUMBER:** 00000000 **ACCESS CODE:** 00000000

**ACCOUNT SUMMARY**

Invoice Number:	00000000
Invoice Date:	MM/DD/YYYY
Due Date:	MM/DD/YYYY
PO:	0000
Billing Period:	MONTHLY
Current Charges:	\$000.00
Service Name:	CUSTOMER ADDRESS, CITY, STATE, ZIP CODE
Service Address:	
<b>TOTAL AMOUNT DUE:</b>	<b>\$000.00</b>

Date	Description	Quantity	Amount
MM/DD/YYYY	Service Level	1.00	\$000.00

Check here for important information.

0 - 30 Days	31 - 60 Days	61 - 90 Days	91+ Days	TOTAL AMOUNT DUE
\$000.00				\$000.00

PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT

**Athens Services**  
PO Box 00000  
City of Industry, CA 91716-0000

**ACCOUNT NUMBER:** 00000000

**Invoice Number:** 00000000

**Invoice Date:** MM/DD/YYYY

**Due Date for Current Service:** MM/DD/YYYY

**TOTAL AMOUNT DUE:** \$000.00

Athens Services  
PO Box 04907  
Los Angeles CA 90004-0907  
00045143492M0001007007312021107075490

Customer Name  
Customer Address  
City, State, Zip Code

JOIN THE MOVEMENT.  
GO PAPERLESS!

Your **access code** is located in the description portion of your bill.

For **SERVICE REQUESTS**, please call the City of Los Angeles Customer Care Center at (800) 773-2489 or 311, or visit: [recycLA.com](http://recycLA.com)

For **BILLING INQUIRIES** call Athens Services at (800) 540-5535.

recycLA

[recycLA.com](http://recycLA.com)

(800) 773-2489

Athens Services

## 2022 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			\$118.13	\$240.63	\$250.88	\$261.14	\$281.65	\$302.17	\$343.19	\$384.21
	Addt'l Bins	\$74.50	\$95.27	\$100.16	\$124.34	\$135.95	\$148.06	\$173.83	\$201.64	\$245.88	\$294.20
Two / Week	Primary Bin			\$206.24	\$446.12	\$466.64	\$487.15	\$528.18	\$569.19	\$651.25	\$733.29
	Addt'l Bins	\$130.48	\$166.84	\$175.39	\$230.71	\$253.03	\$276.36	\$326.10	\$379.95	\$466.59	\$561.46
Three / Week	Primary Bin			\$294.37	\$651.64	\$682.40	\$713.17	\$774.71	\$836.24	\$959.31	\$1,082.38
	Addt'l Bins	\$186.45	\$238.41	\$250.64	\$337.10	\$370.11	\$404.65	\$478.36	\$558.23	\$687.31	\$828.70
Four / Week	Primary Bin			\$382.49	\$857.14	\$898.17	\$939.19	\$1,021.24	\$1,103.28	\$1,267.38	\$1,431.47
	Addt'l Bins	\$242.41	\$309.96	\$325.87	\$443.49	\$487.20	\$532.96	\$630.65	\$736.52	\$908.04	\$1,095.98
Five / Week	Primary Bin			\$470.62	\$1,062.65	\$1,113.94	\$1,165.22	\$1,267.77	\$1,370.33	\$1,575.44	\$1,780.57
	Addt'l Bins	\$298.38	\$381.53	\$401.12	\$549.87	\$604.27	\$661.25	\$782.91	\$914.80	\$1,128.76	\$1,363.23
Six / Week	Primary Bin			\$558.74	\$1,268.16	\$1,329.69	\$1,391.23	\$1,514.31	\$1,637.38	\$1,883.52	\$2,129.66
	Addt'l Bins	\$354.36	\$453.10	\$476.35	\$656.25	\$721.36	\$789.56	\$935.18	\$1,093.09	\$1,349.48	\$1,630.48
Sunday Rate	Primary Bin			\$177.20	\$360.95	\$376.33	\$391.71	\$422.47	\$453.25	\$514.79	\$576.31
	Addt'l Bins	\$111.76	\$142.91	\$150.24	\$186.52	\$203.93	\$222.10	\$260.75	\$302.46	\$368.82	\$441.30
Additional frequency of service	Primary Bin			\$88.12	\$205.50	\$215.76	\$226.02	\$246.53	\$267.04	\$308.07	\$349.09
	Addt'l Bins	\$55.97	\$71.57	\$75.23	\$106.38	\$117.08	\$128.29	\$152.27	\$178.29	\$220.72	\$267.26
Extra Pick Up (One time as needed)		\$10.12	\$12.81	\$15.52	\$24.45	\$32.96	\$41.47	\$58.48	\$75.51	\$92.53	\$109.55
Smaller Size Compactor	\$10.39 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**



## 2022 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			\$44.52	\$89.03	\$89.03	\$89.03	\$89.03	\$89.03	\$89.03	\$89.03
	Addt'l Bins	No Charge									
Two / Week	Primary Bin			\$84.58	\$169.15	\$169.15	\$169.15	\$169.15	\$169.15	\$169.15	\$169.15
	Addt'l Bins	No Charge									
Three / Week	Primary Bin			\$124.64	\$249.29	\$249.29	\$249.29	\$249.29	\$249.29	\$249.29	\$249.29
	Addt'l Bins	No Charge									
Four / Week	Primary Bin			\$164.71	\$329.42	\$329.42	\$329.42	\$329.42	\$329.42	\$329.42	\$329.42
	Addt'l Bins	No Charge									
Five / Week	Primary Bin			\$204.77	\$409.55	\$409.55	\$409.55	\$409.55	\$409.55	\$409.55	\$409.55
	Addt'l Bins	No Charge									
Six / Week	Primary Bin			\$244.84	\$489.68	\$489.68	\$489.68	\$489.68	\$489.68	\$489.68	\$489.68
	Addt'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	\$89.35	\$100.70	\$118.13	\$240.63	\$250.88	\$261.14	\$281.65
	Addt'l Bins	\$74.50	\$95.27	\$100.16	\$124.34	\$135.95	\$148.06	\$173.83
Two / Week	Primary Bin	\$145.32	\$172.27	\$206.24	\$446.12	\$466.64	\$487.15	\$528.18
	Addt'l Bins	\$130.48	\$166.84	\$175.39	\$230.71	\$253.03	\$276.36	\$326.10
Three / Week	Primary Bin	\$201.29	\$243.84	\$294.37	\$651.64	\$682.40	\$713.17	\$774.71
	Addt'l Bins	\$186.45	\$238.41	\$250.64	\$337.10	\$370.11	\$404.65	\$478.36
Four / Week	Primary Bin	\$257.26	\$315.41	\$382.49	\$857.14	\$898.17	\$939.19	\$1,021.24
	Addt'l Bins	\$242.41	\$309.96	\$325.87	\$443.49	\$487.20	\$532.96	\$630.65
Five / Week	Primary Bin	\$313.24	\$386.98	\$470.62	\$1,062.65	\$1,113.94	\$1,165.22	\$1,267.77
	Addt'l Bins	\$298.38	\$381.53	\$401.12	\$549.87	\$604.27	\$661.25	\$782.91
Six / Week	Primary Bin	\$369.21	\$458.54	\$558.74	\$1,268.16	\$1,329.69	\$1,391.23	\$1,514.31
	Addt'l Bins	\$354.36	\$453.10	\$476.35	\$656.25	\$721.36	\$789.56	\$935.18



## 2022 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)	\$350.89	\$93.57
Blue	\$350.89	\$0.00
Green	\$350.89	\$121.51

### 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)	\$90.97	\$350.89	\$9.10	\$93.57
Blue	\$90.97	\$350.89	\$9.10	\$0.00
Green	\$90.97	\$350.89	\$9.10	\$121.51

### Dry run for Rolloff and Compactor

\$129.96 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)	\$162.45	\$6.50	\$58.48
Blue	\$116.96	\$6.50	\$45.49
Green	\$168.95	\$6.50	\$97.47

Extra Services	Condition Under Which Fee Applies	Total Fee
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## Locks

Gravity lock installation – per CONTAINER	CUSTOMER request – one-time fee per CONTAINER	\$130.53 for purchase and installation
Lock bar installation – per CONTAINER	CUSTOMER request – one-time fee per CONTAINER	\$130.53 for purchase and installation
Locks for CONTAINERS – per lock	CUSTOMER request – one-time fee per lock	\$12.99
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 <b>Table 7-4</b> below for applicability	\$12.99
Distance / Access	See Extra Collection Services and Associated Fees Clarifications <b>Table 7-5</b> 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	\$32.49
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	\$45.49
Blocked Access – Requiring Return or Delay	Driver observation, notify the CUSTOMER within two (2) hours	\$64.97
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.	\$64.97

## Supplemental Cleaning

Cart Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$19.50
CONTAINER Pressure Wash/Steam Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$38.98
Graffiti Removal from CUSTOMER-owned CONTAINERS	Driver observation or by request for removing graffiti from the CUSTOMER-owned CONTAINERS	\$32.49
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	\$32.49
COMPACTOR CONTAINER Pressure Washing/Steam Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$194.93
ROLL OFF CONTAINER Pressure Washing/Steam Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$194.93

Extra Services	Condition Under Which Fee Applies	Total Fee
<b>CONTAINER Replacement/Repair</b>		
Repair or Replacement of CUSTOMER Owned CONTAINER(S)	CUSTOMER request; Time and Materials Fee	\$77.97 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	\$77.97 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	\$32.49 per occurrence
Overweight Charge	Driver observation, notify the CUSTOMER within two (2) hours	\$130.53 per occurrence
Contamination Fee	Driver observation, notify the CUSTOMER within two (2) hours	\$64.97 per occurrence
Hazardous, Radioactive, or Biomedical Waste Contamination Charge	Driver observation, notify the CUSTOMER within two (2) hours	\$130.53 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	\$38.98
Idle Time Charge	If driver has to wait due to a CUSTOMER created delay in excess of 15 minutes	\$19.50 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	\$19.50 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	\$32.49
Late Payment Fee (>30 days overdue)	CUSTOMER inaction	\$6.49 or 1.5% of the debt/month, whichever is greater
CONTAINER Removal Fee	CONTAINER is removed from service location due to CUSTOMER non-payment	\$6.49 per CONTAINER
Re-instatement of Account Fee	CUSTOMER request – Fixed Fee	\$90.96 per account
CONTAINER Delivery	Delivery fee for each CONTAINER brought to the CUSTOMER as part of the reinstatement	\$32.49 per CONTAINER

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

Entering Secured Building, unlocking and locking gates				
Chargeable to CUSTOMER				
Scenario	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				
Scenario	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.

## 2022 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.  
✓ **\$32.49 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.  
✓ **\$130.53 per occurrence**

### Contamination:

- More than 10% of the material in the blue bin recycling container is solid waste or organic waste.
- More than 10% of the material in the green organics container is solid waste or comingled recyclables.  
✓ **\$64.97 per occurrence**

### Penalty Assessment

- Before you are assessed any fees for not properly separating your waste, the following steps will be taken by your RSP:
  - 1<sup>st</sup> instance: Photos will be taken of the non-conforming container. A written courtesy notice will be provided explaining the special collection needs of the non-conforming material and include information of potential fees.
  - 2<sup>nd</sup> instance: Same as 1<sup>st</sup> Instance with the inclusion of a contamination fee.
  - 3<sup>rd</sup> and subsequent instance: Your RSP will have the option of charging the contamination fee or initiating non-collection procedures.
  - 2<sup>nd</sup> or 3<sup>rd</sup> instances considered as such if they occur within twelve (12) calendar months.

### Hazardous, Radiological or Biochemical Waste Contamination:

- State law prohibits the disposal of hazardous waste and certain electronic waste in the solid waste, comingled recyclables, or organic waste containers.  
✓ **\$130.53 per occurrence**

### Bulky Waste:

- Materials which are too large to be placed in the black bin.  
✓ **\$38.98 per item**

