

recycle

Make
waste
history

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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.



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.



Food Rescue and Materials Reuse in the recycLA Franchise Program

The recycLA Franchise Program includes Food Rescue and Materials Reuse Programs for commercial businesses and multi-family residents in the City of Los Angeles. Since the recycLA program began in 2018, the recycLA Service Providers (RSPs) have been meeting and sometimes surpassing their contractual requirements of partnering with non-profit Food Rescue Organizations or Community Based Organizations to fund food rescue and materials reuse programs. Here’s a snapshot of what we’ve accomplished from January 2018 through December 2023.

	Food Rescue	Material Reuse	Program Total
Total Funding	\$3,479,650	\$752,402	\$4,232,051
Total Pounds donated	61,299,120	6,777,500	68,076,620
Number of Meals donated	51,082,600	N/A	N/A

According to the U.S Environmental Protection Agency, in the United States, food is the single largest category of material placed in municipal landfills, where it emits methane, a powerful greenhouse gas. Municipal solid waste landfills are the third-largest source of human-related methane emissions in the United States, accounting for approximately 14.1 percent of these emissions.

CalRecycle, a California State Agency, states that “Californians throw away nearly 6 million tons of food scraps or food waste each year. This represents about 18 percent of all the material that goes to landfills.”

California Senate Bill (SB 1383) is a short-lived climate pollutants regulation that went into effect on January 1, 2022. The goal of the mandate is to reduce California’s landfilled organic waste by 75 percent by 2025. It also requires that 20 percent of presently disposed surplus edible food be recovered for human consumption by 2025. The City of Los Angeles’ Organics Ordinance No. 187711 became effective on January 18, 2023 to ensure implementation and enforcement of the state-mandated SB 1383.

Your RSP is committed to offering organic services (green bin) to all recycLA customers. Additionally, your RSP actively supports local food rescue initiatives, aimed at gathering surplus edible food suitable for human consumption, thereby bolstering the City's ability to provide for its most vulnerable communities.

If your business is a Tier 1 or Tier 2 edible food generator and you produce surplus edible food, then you are required to establish a contract or written agreement with a local Food Rescue Organization (FRO) or Food Service Provider (FRS) and donate the maximum amount of surplus edible food that would otherwise go to landfills. You must also keep records of all donations that are provided to your FRO/FRS partner and make them available to City staff during a site inspection.

The **TIER 1** and **TIER 2** businesses include:

TIER 1: Wholesale Food Vendor, Food Service Provider, Food Distributor, Grocery Stores and Supermarkets (10,000 sq. ft. or more)

TIER 2: Hotels (with onsite Food Facilities and 200+ Rooms), State Agency Cafeterias (greater than or equal to 5,000 sq. ft. or 250+ seats, Large Venues and Events, Restaurant Facilities (greater than or equal to 5,000 sq. ft. or 250+ seats, and Health Facilities (with onsite Food Facilities and 100+ beds)

To learn more about the California legislation or City Ordinance go to recycLA.com/organics.

If you would like to learn more about the services offered in your Franchise 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

6636 Selma Avenue
Los Angeles, CA 90028
(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.

CITY OF LOS ANGELES

CALIFORNIA



KAREN BASS

MAYOR

March 2023

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TEL: (213) 485-2210
FAX: (213) 485-2979
WWW.LACITYSAN.ORG

OFFICIAL NOTICE

MANDATORY COMMERCIAL ORGANICS RECYCLING

To reduce methane emissions from landfill California Senate Bill 1383 (SB 1383) requires all businesses, schools, and multifamily complexes to subscribe to an organics collection service and must separate into their green organics container all of their green waste, food scraps, and food-soiled paper (100% fiber based).

Further, in accordance with Los Angeles Municipal Code Section 66.03(e), Solid Waste Services Required, *“All commercial establishments and multifamily properties shall have collection services for source-separated recyclables and/or commingled recyclables and Source-Separated Organic Waste”*

To arrange for recycling service please contact our 24-hour Customer Care Center at 1-800-773-2489 and request a waste assessment. Your recycLA service provider will conduct a waste assessment of your property and work with you to determine your optimal level of services for the lowest possible cost. The waste assessment is a thorough walk-through of your property to determine current levels of service, opportunities to increase recycling, establish organics collection, and right-sizing your bins, which means determining the appropriate bin size for your needs as well as selecting the appropriate frequency of service. Remember as you add green bin service you should be able to decrease your black bin service. In addition, as you increase your blue service level you should be able to further decrease your black bin service.

Failure to maintain organics recycling could lead to future fines, in accordance with the requirements under SB 1383.

zero waste • zero wasted water

AN EQUAL EMPLOYMENT OPPORTUNITY - AFFIRMATIVE ACTION EMPLOYER

Recyclable and made from recycled waste





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.

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/

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. In addition, businesses are required to recover and donate the maximum amount of edible food that would otherwise be sent to landfill. 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?

As of 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

- Flower & hedge trimmings
- Grass clippings
- Leaves & branches
- Lumber, scrap wood, & plywood (not painted or treated)
- Weeds

FOOD-SOILED PAPER*

- Food-stained paper
- Paper egg cartons
- Paper napkins & kitchen towels
- Pizza boxes
- Plates
- To-go boxes (no coating)
- Wooden & fiber-based utensils

FOOD SCRAPS

- Bread, rice, & pasta
- Cheese & dairy
- Coffee grounds & filters
- Fruits & vegetables
- Flowers & herbs
- Meat, bones, & poultry
- Seafood & soft shells
- Pet food (non-medicated)

*Must be 100% fiber-based. NO materials with bio-plastic, wax, or petroleum-based 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. For more information, visit AthensServices.com/FoodDonation.

TIER 1 BUSINESSES

Required as of January 1, 2022

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

TIER 2 BUSINESSES

Required as of 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:



To arrange for a free organics recycling assessment, connect with your Athens Recycling Coordinator or call the LASAN Customer Care Center at 1-800-773-2489.

PLASTICS REDUCTION ORDINANCES

● HERE'S WHAT YOU NEED TO KNOW ●

Single-Use Carryout Bag Ban



✗ BANNED!

Single-use Carryout Bag



✓ OK!

Reusable Bag



Recyclable Paper Bag for 10¢

BUSINESSES AFFECTED

- Grocery Stores
- Supermarkets
- Convenience Stores
- Drug Stores
- Pharmacies
- Food or Beverage Facilities
- Liquor Stores
- Hardware Stores
- Apparel Stores
- Open Air Markets
- Farmers Markets

Disposable Plastic Drinking Straws and Foodware Accessories

AVAILABLE ON REQUEST ONLY



BUSINESSES AFFECTED

All food or beverage facilities including:

- Restaurants
- Cafes
- Food Trucks
- Catering Services

Expanded Polystyrene (Styrofoam™ or Foam) Ban

✗ BANNED!



BUSINESSES AFFECTED

All food or beverage facilities and retail establishments

QUESTIONS? VISIT

lacitysan.org/sourcereduction



CALL OR EMAIL

(213) 485-2260
san_sourcereduction@lacity.org



As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities.

Single-Use Carryout Bag Ban

- Ordinance no. 182604
- Ordinance no. 187716

Expanded Polystyrene Ban

- Ordinance no. 187717

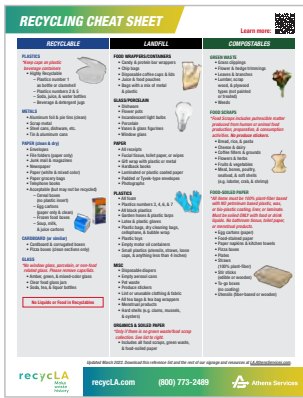
Disposable Plastic Drinking Straws and Foodware Accessories

- Ordinance no. 186028
- Ordinance no. 187030

OUTREACH MATERIALS & RESOURCES



ENCOURAGE PARTICIPATION & INCREASE DIVERSION



TRAININGS & PRESENTATIONS

Athens offers both on-site and virtual, bilingual trainings and presentations for staff and residents. Schedule your **FREE** training by contacting your Recycling Coordinator or call the LASAN Customer Care Center at (800) 773-2489.

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.

EDUCATIONAL VIDEOS AND WEBINARS

Check out our quick, informational videos and webinars. recyclLA 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. Visit LA.AthensServices.com/recyclLA-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.

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.

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.





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.



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 210
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

East Downtown

1955 E. Cesar E Chavez Ave.
Los Angeles, CA 90033



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

SIMPLE GUIDE TO YOUR INVOICE

Athens Services
Waste Collection, Recycling & Disposal Services

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

5

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

6 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

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

- 5** **Itemized Charges:** this section details the various charges for the month.
- 6** **Important Information:** check this area every month for messages and other important information.
- 7** **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.

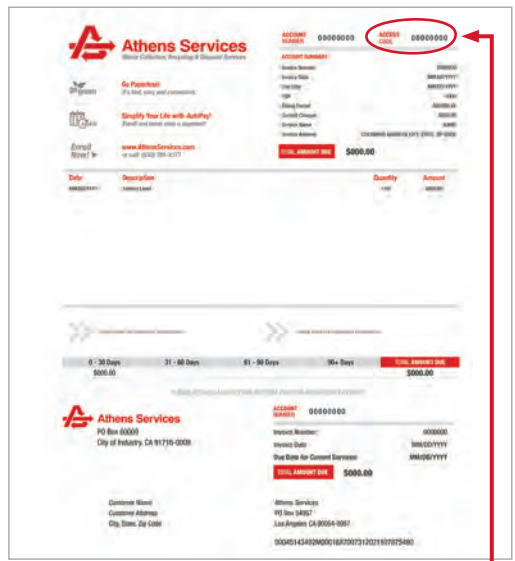
✓ Peace of Mind
Stay organized, eliminate errors, and avoid late fees or service interruptions. Make a one-time payment or set up autopay.

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.



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

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



recycLA.com

(800) 773-2489



2024 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			\$130.24	\$265.29	\$276.60	\$287.90	\$310.51	\$333.14	\$378.37	\$423.59
	Add'l Bins	\$82.14	\$105.04	\$110.42	\$137.09	\$149.88	\$163.24	\$191.65	\$222.31	\$271.08	\$324.35
Two / Week	Primary Bin			\$227.38	\$491.85	\$514.47	\$537.08	\$582.31	\$627.53	\$718.00	\$808.45
	Add'l Bins	\$143.85	\$183.94	\$193.37	\$254.36	\$278.96	\$304.68	\$359.53	\$418.89	\$514.41	\$619.01
Three / Week	Primary Bin			\$324.54	\$718.43	\$752.34	\$786.27	\$854.11	\$921.96	\$1,057.64	\$1,193.33
	Add'l Bins	\$205.56	\$262.84	\$276.33	\$371.65	\$408.04	\$446.13	\$527.39	\$615.45	\$757.76	\$913.65
Four / Week	Primary Bin			\$421.70	\$944.99	\$990.23	\$1,035.46	\$1,125.91	\$1,216.36	\$1,397.28	\$1,578.20
	Add'l Bins	\$267.26	\$341.73	\$359.27	\$488.95	\$537.14	\$587.59	\$695.29	\$812.02	\$1,001.12	\$1,208.31
Five / Week	Primary Bin			\$518.86	\$1,171.58	\$1,228.11	\$1,284.65	\$1,397.71	\$1,510.79	\$1,736.93	\$1,963.08
	Add'l Bins	\$328.97	\$420.64	\$442.23	\$606.23	\$666.20	\$729.03	\$863.15	\$1,008.57	\$1,244.46	\$1,502.97
Six / Week	Primary Bin			\$616.01	\$1,398.14	\$1,465.99	\$1,533.83	\$1,669.53	\$1,805.21	\$2,076.58	\$2,347.95
	Add'l Bins	\$390.68	\$499.54	\$525.17	\$723.51	\$795.30	\$870.49	\$1,031.03	\$1,205.13	\$1,487.81	\$1,797.60
Sunday Rate	Primary Bin			\$195.36	\$397.94	\$414.91	\$431.86	\$465.77	\$499.71	\$567.56	\$635.38
	Add'l Bins	\$123.22	\$157.56	\$165.64	\$205.63	\$224.83	\$244.86	\$287.47	\$333.47	\$406.63	\$486.53
Additional frequency of service	Primary Bin			\$97.16	\$226.57	\$237.87	\$249.19	\$271.80	\$294.41	\$339.64	\$384.88
	Add'l Bins	\$61.71	\$78.90	\$82.94	\$117.29	\$129.08	\$141.44	\$167.88	\$196.56	\$243.34	\$294.65
Extra Pick Up (One time as needed)		\$11.16	\$14.13	\$17.11	\$26.95	\$36.34	\$45.72	\$64.48	\$83.24	\$102.01	\$120.78
Smaller Size Compactor	\$11.46 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

2024 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			\$49.09	\$98.16	\$98.16	\$98.16	\$98.16	\$98.16	\$98.16	\$98.16
	Add'l Bins	No Charge									
Two / Week	Primary Bin			\$93.25	\$186.49	\$186.49	\$186.49	\$186.49	\$186.49	\$186.49	\$186.49
	Add'l Bins	No Charge									
Three / Week	Primary Bin			\$137.42	\$274.84	\$274.84	\$274.84	\$274.84	\$274.84	\$274.84	\$274.84
	Add'l Bins	No Charge									
Four / Week	Primary Bin			\$181.59	\$363.18	\$363.18	\$363.18	\$363.18	\$363.18	\$363.18	\$363.18
	Add'l Bins	No Charge									
Five / Week	Primary Bin			\$225.76	\$451.53	\$451.53	\$451.53	\$451.53	\$451.53	\$451.53	\$451.53
	Add'l Bins	No Charge									
Six / Week	Primary Bin			\$269.94	\$539.87	\$539.87	\$539.87	\$539.87	\$539.87	\$539.87	\$539.87
	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	\$98.50	\$111.03	\$130.24	\$265.29	\$276.60	\$287.90	\$310.51
	Add'l Bins	\$82.14	\$105.04	\$110.42	\$137.09	\$149.88	\$163.24	\$191.65
Two / Week	Primary Bin	\$160.21	\$189.93	\$227.38	\$491.85	\$514.47	\$537.08	\$582.31
	Add'l Bins	\$143.85	\$183.94	\$193.37	\$254.36	\$278.96	\$304.68	\$359.53
Three / Week	Primary Bin	\$221.92	\$268.83	\$324.54	\$718.43	\$752.34	\$786.27	\$854.11
	Add'l Bins	\$205.56	\$262.84	\$276.33	\$371.65	\$408.04	\$446.13	\$527.39
Four / Week	Primary Bin	\$283.63	\$347.74	\$421.70	\$944.99	\$990.23	\$1,035.46	\$1,125.91
	Add'l Bins	\$267.26	\$341.73	\$359.27	\$488.95	\$537.14	\$587.59	\$695.29
Five / Week	Primary Bin	\$345.34	\$426.64	\$518.86	\$1,171.58	\$1,228.11	\$1,284.65	\$1,397.71
	Add'l Bins	\$328.97	\$420.64	\$442.23	\$606.23	\$666.20	\$729.03	\$863.15
Six / Week	Primary Bin	\$407.05	\$505.54	\$616.01	\$1,398.14	\$1,465.99	\$1,533.83	\$1,669.53
	Add'l Bins	\$390.68	\$499.54	\$525.17	\$723.51	\$795.30	\$870.49	\$1,031.03



2024 Rates and Fees



Permanent Rolloff and Compactor Pull Charge

(Rolloffs/Compactors Over 8 cubic yards)

Material	Delivery/ Collection	Disposal/ Processing
Black (non-C&D)	\$386.85	\$103.16
Blue	\$386.85	\$0.00
Green	\$386.85	\$133.97

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)	\$100.30	\$386.85	\$10.03	\$103.16
Blue	\$100.30	\$386.85	\$10.03	\$0.00
Green	\$100.30	\$386.85	\$10.03	\$133.97

Dry run for Rolloff and Compactor	\$143.28 per trip. There is no fee if the service is cancelled no less than 1 hour prior to scheduled pick up
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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)	\$179.10	\$7.16	\$64.48
Blue	\$128.95	\$7.16	\$50.15
Green	\$186.26	\$7.16	\$107.46

Extra Services	Condition Under Which Fee Applies	Total Fee
Locks		
Gravity lock installation – per CONTAINER	CUSTOMER request – one-time fee per CONTAINER	\$143.90 for purchase and installation
Lock bar installation – per CONTAINER	CUSTOMER request – one-time fee per CONTAINER	\$143.90 for purchase and installation
Locks for CONTAINERS – per lock	CUSTOMER request – one-time fee per lock	\$14.32
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	\$14.32
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	\$35.82
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	\$50.15
Blocked Access – Requiring Return or Delay	Driver observation, notify the CUSTOMER within two (2) hours	\$71.63
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.	\$71.63

Supplemental Cleaning

Cart Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$21.50
CONTAINER Pressure Wash/Steam Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$42.98
Graffiti Removal from CUSTOMER-owned CONTAINERS	Driver observation or by request for removing graffiti from the CUSTOMER-owned CONTAINERS	\$35.82
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	\$35.82
COMPACTOR CONTAINER Pressure Washing/Steam Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$214.91
ROLL OFF CONTAINER Pressure Washing/Steam Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$214.91

Extra Services	Condition Under Which Fee Applies	Total Fee
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CONTAINER Replacement/Repair

Repair or Replacement of CUSTOMER Owned CONTAINER(S)	CUSTOMER request; Time and Materials Fee	\$85.97 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	\$85.97 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	\$35.82 per occurrence
Overweight Charge	Driver observation, notify the CUSTOMER within two (2) hours	\$143.90 per occurrence
Contamination Fee	Driver observation, notify the CUSTOMER within two (2) hours	\$71.63 per occurrence
Hazardous, Radioactive, or Biomedical Waste Contamination Charge	Driver observation, notify the CUSTOMER within two (2) hours	\$143.90 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	\$42.98
Idle Time Charge	If driver has to wait due to a CUSTOMER created delay in excess of 15 minutes	\$21.50 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	\$21.50 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	\$35.82
Late Payment Fee (>30 days overdue)	CUSTOMER inaction	\$7.16 or 1.5% of the debt/month, whichever is greater
CONTAINER Removal Fee	CONTAINER is removed from service location due to CUSTOMER non-payment	\$7.16 per CONTAINER
Re-instatement of Account Fee	CUSTOMER request – Fixed Fee	\$100.29 per account
CONTAINER Delivery	Delivery fee for each CONTAINER brought to the CUSTOMER as part of the reinstatement	\$35.82 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.

2024 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.
✓ **\$35.82 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.
✓ **\$143.90 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.
✓ **\$71.63 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:
 - 1st 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.
 - 2nd instance: Same as 1st Instance with the inclusion of a contamination fee.
 - 3rd and subsequent instance: Your RSP will have the option of charging the contamination fee or initiating non-collection procedures.
 - 2nd or 3rd 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.
✓ **\$143.90 per occurrence**

Bulky Waste:

- Materials which are too large to be placed in the black bin.
✓ **\$42.98 per item**





IT'S A GOOD TIME TO RECYCLE!



WHAT GOES IN YOUR BLUE BIN?

Here's your quick guide for common mixed-recyclable items:



PLASTICS



PET

Commonly used in soda and water bottles



HDPE

Laundry soap, lotion & shampoo bottles, milk jugs



POLYPROPYLENE

Retail food containers, such as yogurt, butter, margarine



Ensure that all items are clean and fully emptied **BEFORE** placing them in your bin!

GLASS

Bottles, jars



METAL

Aluminum foil/ trays/ cans, tin, aerosol & paint cans



PAPER

Shredded paper, flyers, newspapers/ magazines, cartons, cardboard boxes



ORGANIC WASTE

These items go into the **GREEN** bin.

Food Waste - fruits & vegetables
Green Waste - yard waste & flowers
Coffee grounds & filters

Pizza boxes
Dirty paper plates & cups*
Food-soiled paper*



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



TRASH IT!

These items are considered contaminants and go into the **BLACK** bin.

Film Plastics/ Plastic bags
Disposable Coffee Cups
Hoses

Candy/ Snack Wrappers
Diapers
Animal Waste

Padded or Tyvek envelopes
Cloth/ Fabric
Crockery

Foam take out containers
Treated Wood



recycla.com
1-800-773-2489

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and upon request will provide reasonable accommodation to ensure equal access to its programs, services and activities.



City of Los Angeles Organics Waste Ordinance

Los Angeles Municipal Code Ordinance No. 187711

The City of Los Angeles passed Ordinance 187711, which states that effective January 18, 2023, all businesses, schools, and multifamily complexes are required to subscribe to an organics collection service and must separate into their green organics container ALL of their green waste, food scraps and food-soiled paper (100% fiber based).

In addition, 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.

For more information on organics recycling, please visit: recycLA.com/organics

Scan below to access Ordinance 187711.





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