

## RESIDENTIAL CUSTOMER BILL OF RIGHTS

**(1) What we will collect:** Athens Services will collect residential refuse and green waste in containers you provide and recyclables in one or more wheeled carts that we will provide, within one week of your sign-up date. Our collection time will be between 6:00 a.m. and 8:00 p.m. We will stop collecting immediately following your direction by phone or in writing as you do have the right to use the services of another company. You must place refuse materials containers (except for up to 4 occasional excess bags and for spring and fall cleanup, described below) and limit the weight of your cans to 60 pounds each. We will not pick up containers or waste materials that pose a health and safety threat to our employees.

**(2) Container Repair and Replacement:** We will add or reduce carts that we provide without charge on the next regularly scheduled collection day following your request. We will replace or repair damaged carts that we supply within 24 hours following your request.

**(3) Recycling Program:** We will provide up to two 90-96 gallon cards for collection of your recyclables without additional charge. You may subscribe to extra carts for nominal charges indicated on your subscription order. Recyclables include newspaper, corrugated cardboard, chipboard, mixed and white paper, newspaper, telephone books, metals, plastic containers marked #1 and #2, and glass containers.

**(4) Yard waste recycling program:** Yard waste is grass clippings, leaves, tree trimmings, weeds, garden waste, branches, dead plants, dead trees, bedding straw and brush that fit in your containers. You are permitted 3 yard waste containers without incurring extra costs and extra containers for additional charges listed on your order confirmation. Yard waste labels are FREE, just call our office at (888) 336-6100. Tree trimmings larger than 6 inches in diameter and palm fronds are not considered yard waste. To avoid contamination of yard waste, DO NOT PUT YARD WASTE INTO PLASTIC OR PAPER BAGS. Trimmings tied and bundled into no more than 4-foot lengths will be collected if placed next to barrels. PALM FRONDS are not considered yard waste and should be placed in trash containers. If yard waste is mixed with other trash, you will be notified, as will the City. If trash is mixed with yard waste, it must be collected as regular rubbish. Set the labeled yard waste cans next to your regular refuse cans on your designated pickup day.

**(5) Hazardous Waste:** State law prohibits disposal of hazardous materials and certain electronic devices in your trash. Most *paints, pesticides, all batteries, fluorescent bulbs, thermostats and petroleum derivatives such as motor oil and solvents* are considered **hazardous**. **Electronic devices** include *cathode ray tubes (as in TV and computer monitors), LCD and plasma screens.* Other items banned from disposal include *computers, telephones, answering machines, radios, stereo equipment, tape players/recorders, phonographs, video cassette players/recorders, calculators, aerosol cans, and certain mercury-containing devices.* If these items are identified in your trash, your container will be tagged and not collected. For safe and lawful disposal options, go the City's website at <http://www.lacanadaflintridge.com> (City/Public Works/Trash Collection) or call the HAZWASTE HOTLINE at (888) CLEAN-LA, or go to [www.AthensServices.com](http://www.AthensServices.com).

**(6) Where we will pick up:** We will pick up at your address listed on the order confirmation form that we will mail to you. You must set your containers at the curb at the address described on your order confirmation. If we agreed to collect on private driveways or pavement, we may ask you to sign the waiver of damage liability and/or indemnification.

**(7) When we will collect:** We will make collections 6:00 a.m. to 8:00 p.m. on the same day of the week indicated on your order confirmation (Monday through Saturday), each week. If your regular trash day should fall on or after the Holiday, your trash pick-up for that week will be one day behind schedule. Annual holidays include Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas or New Year's Day. Should there be a change in your regularly scheduled day of collection, we will notify you in your preceding bill and also publish advance notice in the newspaper. If we fail to pick up your container, you may call us and we will return to pick it up within 24 hours of your call (Except Sundays and holidays), without charge. If you call us within 24 hours of a missed pick-up or other concern, we will resolve your concern(s) within the same time period. Please remember that the City laws provide that you may not put out your containers for collection earlier than 5:00 p.m. on the day before collection. You must retrieve them by 8:00 p.m. on the day of collection or within 2 hours after actual collection (whichever is later). You must store your containers so they are not visible from the street.

**(8) How much we will charge:** We will charge the rates shown on your order confirmation. We will charge all our customers the same fees for the same types of service, such as a basic service and additional cans or cars. We will not require you to pay a security deposit unless you have been delinquent paying your bill.

**(9) When you must pay:** We will bill you quarterly in advance. We will mail your bill on or after the first day of the month. (For example, we will mail our bill on July 1 for a billing period of July, August and September.) Your bill is due no earlier than the last day of the first month. (For example, July 31.) If we do not receive payment by the last day of the second month, your bill will become delinquent. (For example, August 31.) We can ask the City to take action to collect delinquent bills, including placing a lien on property for unpaid amounts plus fees and penalties. We will refund overcharges (including for cancellations) within 30 days, including 10% interest per annum from the date overcharged until the day refunded.

**(10) We will collect extra waste in spring and fall cleanups:** In spring and fall on your regularly scheduled pick up day, we will collect bulky waste that does not fit into your containers. We will notify you of the week of collection in advance. Examples of bulky waste include *discarded furniture (such as chairs, sofas, mattresses, box springs, carpets and rugs); appliances (including, ranges, washers, dryers, water heaters, dishwashers, plumbing, and small household appliances; electronic equipment (including stereos, televisions, computers, and VCR's); residential wastes (including wood waste, tree branches, scrap wood); clothing and tires.* You may also request 2 additional bulky waste pickups each year for additional charges listed on your order confirmation.

**(11) We can bring your container out to the pick up point:** If you are physically handicapped (as recognized by the California Department of Motor Vehicles) or are over 75 years old (as evidenced by birth dates on driver's licenses, birth certificates or other governmental documentation) and are listed as head of household for State income tax purposes on Form 540 or its equivalent, we will manually retrieve your containers from their storage location, bring them to truck for emptying, and return them to their original storage location, all without additional charge. You may also subscribe to this service for the charges listed on your order confirmation.

**(12) No discrimination.** We cannot discriminate: If you are entitled to service, we will not discriminate against you on account of race, color, nationality, ancestry, religion, creed, physical condition, medical condition, marital status, sexual orientation, or as otherwise prohibited by and in accordance with applicable law.

**(13) Privacy.** We will observe and protect your rights of privacy with respect to your account and waste.

**(14) Where you can contact us:** You can reach us at [www.AthensServices.com](http://www.AthensServices.com). You may call us regarding service changes or complaints toll free at 1-888-336-6100 between 8:00 a.m. and 5:00 p.m. weekdays, except holidays, and from 8:00 a.m. to noon on Saturday. You may come to our office located at 14048 Valley Blvd., City of Industry, CA, 91744 during those office hours, or you may mail correspondence to that office address.