

October 2, 2021

To: Business Owner or Property Manager

RE: NEW Solid Waste Collection Services Starting December 1, 2021

Dear Valued Athens Customer,

The City of Glendale awarded Athens Services the exclusive contract to provide recycling, organics, and solid waste collection services for businesses and multi-family buildings in your area. ***Starting the week of December 1, 2021, the new waste collection service will commence and new containers, where necessary, will be delivered.***

As part of the new solid waste service program, the City of Glendale is requiring businesses and multi-family buildings to have separate recycling (blue), organics (green), and trash (black) containers, similar to existing residential services. In compliance with California Senate Bill 1383, all businesses and residents will be required to source-separate their recycling, trash, and organics waste (including food scraps).

Service Level Changes

For customers who want to make changes to their current service level, including adding the required recycling and organics containers, please call Athens' Customer Care Center at (888) 336-6100. Container dimensions can be found by visiting AthensServices.com/Container-Sizes.

Bulky Item Collection Change

Customers are allowed four (4) free collections per calendar year; additional collections are subject to charges. Each bulky item collection can include up to four (4) large household items OR up to ten (10) bundles of Green Waste (no more than 4' long and 18" in diameter). Each individual item cannot be larger than what two people can safely handle. Collections will happen on scheduled pick up days and must be reserved at least 2 days in advance. To schedule a bulky item collection call Athens' Customer Care Center at (888) 336-6100.

Outreach Materials & What Goes Where

To download our container signage, recycling cheat sheet, electronic and hazardous waste collection tips, and additional materials, visit AthensServices.com/Outreach-Materials. Athens Services' What Goes Where interactive recycling guide features over 350 items and acts as the go-to resource for correctly reducing, reusing, recycling, composting, and disposing of unwanted waste material. Visit CanIRecycleMy.com.

Sincerely,

Cesar Torres, *Executive Vice President*
Athens Services



HELPFUL RESOURCES

The following resources and more are located on our website at AthensServices.com.

OUTREACH MATERIALS & SIGNAGE

- What Goes Where Recycling Guide - CanIRecycleMy.com.
- View & Download Options - AthensServices.com/Outreach-Materials.
- Signage Tip - Affix laminated prints to surfaces using Velcro tape. (Ideal for easy removal and cleaning.)

ADDITIONAL SERVICES

- Pay Your Bill - Billing.AthensServices.com.
- Bulky-Item Pickup - AthensServices.com/Bulky.
- Donate Food & Get Resources - AthensServices.com/FoodDonation.
- Construction & Demolition Collection - AthensServices.com/Construction.
- Hazardous & Electronic Waste - The City of Glendale offers hazardous waste collection, visit bit.ly/GlendaleHHW for details. LA County disposal and e-waste, visit LADPW.org/EPD/HHW. Athens provides business collection for a fee, to schedule a pick up contact SpecialWaste@AthensServices.com.



Learn more:



TAKE IT A STEP FURTHER

- Donate unwanted items including office supplies and furniture to local nonprofits. AthensServices.com/MaterialReuse.
- Set up a reuse box to share usable office items like supplies or personal things like books.
- Create a printing policy. Print double-sided, print only when necessary, collect scrap paper, and use at least 30% recycled content paper.
- Implement reusable serving-ware and bulk snacks and condiments in your kitchens to cut down on single-use.
- Establish written Zero Waste goals and an Environmental Purchasing Policy.
- Conduct random visual audits of your containers to check for contamination and diversion opportunities.

CONTACT INFORMATION

If you have any questions regarding your Service Level Assessment, please contact Athens' Customer Care Center at (888) 336-6100.

Notes:

RECYCLING CHEAT SHEET

Learn more:



RECYCLABLE

PLASTICS

**Keep caps on plastic beverage containers*

- Highly Recyclable
 - Plastics number 1 as bottle or clamshell
 - Plastics numbers 2 & 5
 - Soda, juice, & water bottles
 - Beverage & detergent jugs
- Acceptable (but may not be recycled)
 - Plastics numbers 4 & 7



METALS

- Aluminum foil & pie tins (clean)
- Scrap metal
- Steel cans, dishware, etc.
- Tin & aluminum cans

PAPER (clean & dry)

- Envelopes
- File folders (paper only)
- Junk mail & magazines
- Newspaper
- Paper (white & mixed color)
- Paper grocery bags
- Telephone books
- Acceptable (but may not be recycled)
 - Cereal boxes (no plastic insert)
 - Egg cartons (paper only & clean)
 - Frozen food boxes
 - Soup, milk, & juice cartons



CARDBOARD (or similar)

- Cardboard & corrugated boxes
- Pizza boxes (clean sections only)

GLASS

**No window glass, porcelain, or non-food related glass. Please remove caps/lids.*

- Amber, green, & mixed-color glass
- Clear food glass jars
- Soda, tea, & liquor bottles

No Liquids or Food In Recyclables

LANDFILL

FOOD WRAPPERS/CONTAINERS

- Candy & protein bar wrappers
- Chip bags
- Disposable coffee cups & lids
- Juice & food pouches
- Bags with a mix of metal & plastic



GLASS/PORCELAIN

- Dishware
- Flower pots
- Incandescent light bulbs
- Porcelain
- Vases & glass figurines
- Window glass



PAPER

- All receipts
- Bathroom, facial tissues, & wipes
- Gift wrap with plastic or metal
- Hardback books
- Laminated or plastic coated paper
- Padded or Tyvek-type envelopes
- Photographs

PLASTICS

- All plastics #3 & #6 (hard & foam)
- All black plastics
- Plastic toys
- Plastic bags, dry cleaning bags, cellophane, & bubble wrap
- Small plastics (utensils, straws, loose caps, & anything less than 4 inches)
- Garden hoses & plastic tarps
- Latex and plastic gloves
- Empty motor oil



MISC

- Disposable diapers
- Empty aerosol cans
- Pet waste
- Produce stickers
- Lint or unusable clothing & fabric
- All tea bags & tea bag wrappers
- Menstrual products
- Hard shells (e.g. clams, mussels, & oysters)

ORGANICS & SOILED PAPER

**Only if there is no green waste/food scrap collection. See list to right.*

- Includes all food scraps, green waste, & food-soiled paper

COMPOSTABLES

GREEN WASTE

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



FOOD SCRAPS

**Check your city page at [AthensServices.com](https://athensservices.com) to confirm acceptability. Food Scraps includes putrescible matter produced from human or animal food production, preparation, & consumption activities. No produce stickers.*

- Bread, rice, & pasta
- Cheese & dairy
- Coffee filters & grounds
- Flowers & herbs
- Fruits & vegetables
- Meat, bones, poultry, seafood, & soft shells (e.g. lobster, crab, & shrimp)



FOOD-SOILED PAPER

**All items must be 100% plant-fiber based with NO petroleum based plastic, wax, or bio-plastic coating, liner, or laminate. Must be soiled ONLY with food or drink liquids. No bathroom tissue, toilet paper, or menstrual products.*

- 100% fiber based, compostable to-go containers & servingware
- Egg cartons (paper)
- Food-stained paper
- Paper napkins & kitchen towels
- Paper food boats
- Paper packaging
- Paper plates & cups
- Pizza boxes

Updated May 2021. For a complete list, visit Athens' What Goes Where Guide at CanIRecycleMy.com.

HAZARDOUS WASTE DISPOSAL

Hazardous material and electronic waste cannot be disposed of in your recycling, organics and/or trash containers, nor in the environment, down drains, and/or gutters. The following list includes the most common Household Hazardous Waste (HHW) items.

Residents: For a complete list of acceptable items, drop-off locations, and collection events, visit LADPW.org/EPD/HHW.

Businesses: The County of Los Angeles S.A.F.E. Collection Centers accepts small business quantities by appointment only. To schedule an appointment, call 1-888-CLEANLA (253-2652) or email srcrd@LACity.org. Large businesses can schedule a hazardous or electronic waste collection by emailing SpecialWaste@AthensServices.com or by calling Athens' Customer Care Center at (888) 336-6100.

Automotive Products

- Carburetor & fuel injection cleaners
- Air conditioning refrigerants
- Transmission & brake fluid
- Automotive batteries
- Starter fluids
- Motor oil & filters
- Fuel additives
- Antifreeze



Cleaning Products

- Wood/metal cleaners & polishes
- Tub, tile, & shower cleaners
- Drain cleaners
- Oven cleaners
- Toilet cleaners
- Bleach (laundry)
- Pool chemicals



Lawn & Garden Products

- Herbicides
- Insecticides
- Fungicides/wood preservatives



Other Flammable Products

- Propane tanks & other compressed gas cylinders
- Kerosene
- Home heating oil
- Diesel fuel
- Gas/oil mix
- Lighter fluid



Indoor Pesticides

- Ant sprays & baits
- Cockroach sprays & baits
- Flea repellents & shampoos
- Bug sprays
- Houseplant insecticides
- Moth repellents
- Mouse/rat poisons & baits



Electronics & Small Appliances

- Cell phone & tablets
- Computer monitors, towers, & laptops
- Desktop, printer, & scanner
- DVD, VCR, & music players
- Keyboard, mouse, & external hard drive
- Microwaves & small appliances
- TVs & gaming consoles
- Related cords



Workshop/Painting Supplies

- Adhesives & glues
- Furniture strippers
- Oil or enamel based paint
- Stains & finishes
- Paint thinners & turpentine
- Paint strippers & removers
- Photographic chemicals
- Fixatives & other solvents



Miscellaneous

- Batteries
- Mercury thermostats & thermometers
- Fluorescent light bulbs & tubes
- Driveway sealer



Medical

- Over-the-counter & prescription medications
- Medicated lotions & ointments
- Pet medications
- Schedule II - V controlled substances
- Sharps, needles, & lancets (if in FDA approved, rigid, puncture-resistant container)



HOW TO HANDLE BATTERIES

It is illegal to place batteries in your waste bins. Batteries should be disposed of as hazardous waste. They can spark fires or create an unsafe environment for waste workers. If properly collected, battery recyclers can repurpose the metal.

Storage tips to avoid short-circuiting and fires:

- Place a piece of non-conductive tape or duct-tape on the ends. **Do not cover the brand name or chemistry of the battery.**
- Store batteries in a container that does not conduct electricity (like plastic, cardboard, or glass).





CITY OF GLENDALE, CALIFORNIA

Public Works
Administration

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NOTICE OF IMPLEMENTATION OF A WASTE HAULING FRANCHISE REQUIREMENT FOR THE SERVICING OF COMMERCIAL ACCOUNTS IN THE CITY OF GLENDALE

Dear City of Glendale Business/Property Owner:

This letter is to notify you that an exclusive franchise system for collection and hauling of solid waste for all commercial properties (including all businesses and multi-family buildings with five or more units) in the City of Glendale has been implemented citywide with an effective completion date to transition to the new franchise hauler by **December 1, 2021**.

This change follows an extensive planning period started in July 2013 in anticipation of State mandates that require recycling and organics diversion at all properties. Public outreach and community forums began to take place over the summer of 2017, and the commercial franchise system was discussed in a public forum by the Glendale City Council on five separate occasions between September - July 2021. On July 27, 2021, the Glendale Municipal Code (GMC Chapter 8.56) was amended to establish an exclusive franchise system for solid waste collection service of commercial establishments and multi-family residential properties. The exclusive franchise system will further sustainability goals, bring improvement to the environment by reducing solid waste traffic, emissions, and street impacts, and allow the City to meet additional mandates by the State of California related to recycling and organics diversion.

What does this mean for you? Refuse, recycling, and organics collection services for commercial properties will be provided by the franchise hauler that was assessed and selected by the City through a competitive process.

Your current hauler has been formally notified of this change, and should be cooperating with your new hauler to ensure a smooth transition between service providers.

You are in Franchise Zone B. Your new franchised hauler is Athens Services, and you are required to subscribe to service with them no later than November 30, 2021 with your new service beginning on December 1, 2021. Athens Services will be charging you rates limited to a maximum set by the City, and attached to this letter (See Attachment 1). New and expanded programs and services are included under this new franchise and rollout of these services will occur in the near future.

This hauler has been serving the City independently for many years and will take great pride in enhancing the quality of your collection services. As part of the new franchise agreement with the City, you are eligible to receive a free, on-site consultation to ensure the best possible level of service and assist your business/property to comply with recently-enacted State mandates to reduce waste and increase sustainability efforts.

Recycling and organics service is required for all customers in Glendale, in accordance with the City's municipal code and State law. You may be able to reduce the size or frequency of your refuse service when you sign up for recycling and organics service; please work with your new hauler to ensure that you have enough service to properly sort your materials into the refuse, recycling, and organics containers and so that there is no overflow from your containers.

If you have any questions, please feel free to contact your new hauler directly through e-mail at cs@athensservices.com.

Maximum Rate Table

Refuse/Organics Monthly Rates

Line	Size	CY	ECU	Pickups Per Week							Each Addl Pickup (per Bin)
				1	2	3	4	5	6	7	
1	64 - 65 Gal	0.32	1.00	\$ 24.70	\$ 49.35	\$ 74.05	\$ 98.70	\$ 123.40	\$ 148.05	\$ 172.70	\$ 24.70
2	96 Gal	0.48	1.00	\$ 26.75	\$ 53.50	\$ 80.25	\$ 107.00	\$ 133.75	\$ 160.50	\$ 187.25	\$ 26.75
3	1 yd	1.00	6.00	\$ 135.42	\$ 270.84	\$ 406.26	\$ 541.68	\$ 677.10	\$ 812.52	\$ 947.94	\$ 135.42
4	1.5 yd	1.50	6.00	\$ 142.19	\$ 284.38	\$ 426.57	\$ 568.76	\$ 710.96	\$ 853.15	\$ 995.34	\$ 142.19
5	2 yd	2.00	6.00	\$ 148.96	\$ 297.92	\$ 446.89	\$ 595.85	\$ 744.81	\$ 893.77	\$ 1,042.73	\$ 148.96
6	3 yd	3.00	6.00	\$ 162.50	\$ 325.01	\$ 487.51	\$ 650.02	\$ 812.52	\$ 975.02	\$ 1,137.53	\$ 162.50
7	4 yd	4.00	6.00	\$ 176.05	\$ 352.09	\$ 528.14	\$ 704.18	\$ 880.23	\$ 1,056.28	\$ 1,232.32	\$ 176.05
8	5 yd	5.00	6.00	\$ 189.59	\$ 379.18	\$ 568.76	\$ 758.35	\$ 947.94	\$ 1,137.53	\$ 1,327.12	\$ 189.59
9	6 yd	6.00	6.00	\$ 203.13	\$ 406.26	\$ 609.39	\$ 812.52	\$ 1,015.65	\$ 1,218.78	\$ 1,421.91	\$ 203.13

Recycling Monthly Rates

Line	Size	CY	ECU	Pickups Per Week							Each Addl Pickup (per Bin)
				1	2	3	4	5	6	7	
1	64 - 65 Gal	0.32	1.00	\$ 12.35	\$ 24.68	\$ 37.03	\$ 49.35	\$ 61.70	\$ 74.03	\$ 86.35	\$ 12.35
2	96 Gal	0.48	1.00	\$ 13.38	\$ 26.75	\$ 40.13	\$ 53.50	\$ 66.88	\$ 80.25	\$ 93.63	\$ 13.38
3	1 yd	1.00	6.00	\$ 67.71	\$ 135.42	\$ 203.13	\$ 270.84	\$ 338.55	\$ 406.26	\$ 473.97	\$ 67.71
4	1.5 yd	1.50	6.00	\$ 71.10	\$ 142.19	\$ 213.29	\$ 284.38	\$ 355.48	\$ 426.57	\$ 497.67	\$ 71.10
5	2 yd	2.00	6.00	\$ 74.48	\$ 148.96	\$ 223.44	\$ 297.92	\$ 372.41	\$ 446.89	\$ 521.37	\$ 74.48
6	3 yd	3.00	6.00	\$ 81.25	\$ 162.50	\$ 243.76	\$ 325.01	\$ 406.26	\$ 487.51	\$ 568.76	\$ 81.25
7	4 yd	4.00	6.00	\$ 88.02	\$ 176.05	\$ 264.07	\$ 352.09	\$ 440.12	\$ 528.14	\$ 616.16	\$ 88.02
8	5 yd	5.00	6.00	\$ 94.79	\$ 189.59	\$ 284.38	\$ 379.18	\$ 473.97	\$ 568.76	\$ 663.56	\$ 94.79
9	6 yd	6.00	6.00	\$ 101.57	\$ 203.13	\$ 304.70	\$ 406.26	\$ 507.83	\$ 609.39	\$ 710.96	\$ 101.57

Extra Services & Fees

Extra Service	Condition Under Which Fee Applies	Total Fee
Bin Wheel Out Service	Customer request – Recurring rate per Bin per weekly number of pickups	\$31.43
Scout Service	As required for service – Monthly rate per Bin per weekly pickup	\$56.61
Bin Lock Service	Customer request – Monthly rate per Bin per weekly pickup	\$16.11
Bin Replacement	Customer request – per request (> once per year)	\$127.86
Cart Replacement	Customer request – per request (> once per year)	\$127.86
Container cleaning/graffiti removal	Customer or City request, or as necessary to prevent a nuisance (> once per year)	\$35
Empty Rolloff Box Delivery	Customer Request – Fixed fee per occurrence	\$141.25
Horse Accounts	Customer request – Monthly rate	First horse \$114.22; each additional horse \$81.64
Rolloff Pull Charge – Open top	As required for service – Rate per load	10-19 CY \$281.25 20-29 CY \$281.25 30-39 CY \$281.25 40+ CY \$281.25
Rolloff Pull Charge – Compactor	As required for service – Rate per load	10-19 CY \$370.63 20-29 CY \$370.63 30-39 CY \$370.63 40+ CY \$370.63
Service Renewal Fee – for Non-payment	Customer Request – Per Account	\$79.97
Bulky Item Pickup Charge for bulky pickups in excess of four (4) per calendar year	Per Pickup	\$100.00
Bulky Item Unit Charge for each item in excess of four (4) items	Per Item	\$25.00
Tipping Fee for Regular Rolloff Collection Service	Per ton	\$80.79
Dry Run for Regular Rolloff Collection Service		\$150.00
Emergency Service – Front-loader with driver	Hourly Rate	\$200.00
Emergency Service – Rolloff truck with driver	Hourly Rate	150.00
Contamination Fee	Per Occurrence of Contamination (>2, according to tagging procedures in Section 6.1.5)	50.00 for the first occurrence; \$100 for any subsequent occurrence with the same 12-month period