



Valley Vista Services of Orange County

Subscription Order - Effective July 1, 2015

City of Cypress RESIDENTIAL SERVICE RATES

To Our Valued Cypress Customer:

The City of Cypress has awarded Valley Vista Services of Orange County, a franchise to provide trash collection services in the Cypress community that will commence on July 1, 2015. Valley Vista Services of Orange County takes great pride in the work we do to keep the environment clean and protected for our future. Your participation in waste reduction practices and buying products made from recycled content are integral components of a sustainable society, and we thank you for your efforts.

Please take a moment to note the standard as well as the additional rates and services offered below. The standard services and corresponding rates listed below are for services for which you subscribe beginning July 1, 2015. To request additional services or if you have any questions or concerns, please do not hesitate to call Valley Vista Services of Orange County, customer service department, Monday thru Friday 8:00 am to 5:00 pm at (714) 380-5450.

Standard Services (billed bi-monthly in your water bill)\$15.07/month

Standard household family services include:

- Once-a-week automated refuse, green waste, and recyclables collection service
- One 96-gallon refuse cart
- One 96-gallon green waste cart
- One 96-gallon commingled recyclables cart
- Smaller containers upon request. If you have space limitations, you may request 64 or 32 gallon containers
- Additional recyclable containers free of charge, upon request
- One extra green waste container free of charge, upon request
- Free Holiday Tree collection services
- Free on-call bulky item and electronic waste collections (2 items per year)
- Free SHARPS containers and disposal services, upon request
- Weekly household batteries and cell phone collection
- Free Used Motor Oil drop-off program
- Two citywide household hazardous and electronic waste collection events per year
- Two citywide Free Disposal Day Events

ADDITIONAL SERVICES: Available Upon Request (billed directly through Valley Vista Services of Orange County)

Additional Containers:	Trash:.....	\$17.43/quarter
	Green Waste:.....	FREE

Additional (more than 2 items/year) on-call collection of Bulky items and certain electronic devices:\$58.10 per item

Roll-out/backyard service: This service means Valley Vista Services, Inc., brings containers to the curb to be serviced by collection vehicle and returned to the back yard or other designated location.

For qualifying Disabled customers:.....	FREE
For all other customers:.....	\$87.15/ quarter

**Residential Bin Rentals (3 YD thru 40 YD) and Temporary Roll-Off Services:
Please Call for Pricing**

CUSTOMER BILL OF RIGHTS

What We Will Collect. We will collect residential refuse, green waste, and commingled recyclables in carts we provide, within one week of your requesting services. You must place refuse, recyclable materials, and green waste in the appropriate carts. Materials placed outside of carts will not be picked up unless previous arrangements have been made as described below. Please remember that the City requires you to put out carts for collection no earlier than 6:00 pm on the day before scheduled collection and retrieve them no later than 7:00 pm on the day of collection or 2 hours after collection, whichever is later.

When We Will Collect. We will make collections once a week between the hours of 6:00 a.m. to 7:00 p.m. on the same day of the week indicated on your invoice (Monday through Friday) each week. If your scheduled collection day falls on or after a holiday, collection will be delayed during the holiday week by one day (Friday customers will have their collection on Saturday). The holidays we observe are Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas and New Year's Day. Should there be a permanent change in your scheduled collection day, we will notify you in advance. If we miss your collection, please call us and we will return to pick it up, without charge, on the same day if you call before 3:00 p.m. or on the next collection day if you call after 3:00 p.m. We will resolve any other complaints within the same time period.

How Much We Will Charge. We will charge all our customers the rates shown on the Subscription Order Form for standard services and any additional requested services. Standard service rates will be charged on bi-monthly water bill and additional services will be billed directly on a quarterly basis through Valley Vista Services of Orange County.

Where We Will Pick Up. You must set your carts at the curb at least two (2') feet apart from each other, in the street with wheels next to the curb, and three (3') feet from parked vehicles, unless you have roll-out service. If we agreed to collect on private driveways or pavement, we will ask you to sign a waiver of damage liability and/or indemnification. We must repair or replace, to your satisfaction, damaged property, and reimburse you for cost of personal injury, caused by our negligence or willful acts or omissions. In addition to enforcing your rights under the franchise agreement, you may institute civil suits allowed under law.

We Can Bring Your Carts Out To The Pickup Point (Roll-Out Service). At no additional charge, for residential customers who certify they are not able-bodied or have no able-bodied person residing in their household, we will provide roll-out services (on-premise collection) of all weekly collection services: refuse, recyclable materials, and green waste collection, as well as the annual curbside clean-up event, holiday tree pick-ups, and additional on-call pickups. These services are also available to any other customer upon request at the charge listed on your subscription order.

Alternatives To Standard Carts. If you have space restrictions at your container storage or set-out site, you may request alternatives to 96-gallon carts free of charge. For difficult to service areas, such as cul-de-sacs or hills, where automated collection vehicles cannot safely drive, we will provide manual scooter service and containers that are of the same capacity at the charge listed on your subscription order. We will also provide this service to any other customer upon request.

Weight Limitations Of Carts. The weight limit for each automated cart is as follows: 96-gallon cart = 336 lbs., 64-gallon cart = 227 lbs., 32-gallon cart = 122 lbs.

Replacement/Removal/Repair. At no charge, we will deliver or exchange containers within 5 business days of your request, remove containers within 5 business days of your request, and repair or replace damaged or stolen containers within 5 business days of your request. (We may charge to replace a stolen cart if you do not report the theft to the police.) We will remove graffiti from containers within 1 business day of your request.

Holiday Tree Pickups. We will collect your holiday trees (such as Christmas trees and Hanukkah bushes) placed at the curb on your regularly scheduled collection day between December 26th and January 14th. You must cut trees into lengths no longer than six feet (6') strip them of ornaments, garlands, tinsel, flocking and stands.

Weekly Household Batteries and Cell Phone Collection: We will collect household batteries and cell phones that are sealed in plastic bags and placed on top of blue recycling carts on your regularly scheduled collection day.

Semi-Annual City-Wide Household Hazardous and Electronic Waste Collection Events: Twice per year we will collect without cost to you, unlimited amounts of Residential Household Hazardous Waste and Electronic waste at a drop-off site in your community. We will notify you of the events two weeks in advance. State law prohibits disposal of hazardous materials and certain electronic devices in your trash. These include: most paints, pesticides, petroleum derivatives such as motor oil and solvents, electronic devices such as cathode ray tubes (as in TV and computer monitors), LCD and plasma screens. Other items banned from disposal include: batteries, thermostats, computers, telephones, answering machines, radios, stereo equipment, tape players/recorders, phonographs, videocassette players/recorders, calculators, aerosol cans, fluorescent lights, and certain mercury-containing devices. If these items are identified in your trash, your cart will be tagged and not collected. Certain electronic devices may be separately collected as described below. For additional safe and legal disposal options, call (714) 834-6752 or visit www.oilandfills/hazardous.com

Used Motor Oil Disposal Drop-off: You may drop off Used Motor Oil for proper disposal and recycling at the Operations Yard in Orange County, at no additional charge, between 9am- 5pm weekdays.

Semi-Annual City-Wide Free Disposal Day Events: Twice per year you will have the opportunity to deliver any and all solid waste for the purpose of disposal or recycling to designated locations throughout the City.

SHARPS Collection and Disposal: You may request SHARPS containers for storing and mailing sharps upon request without additional cost. Within one week of your request we will deliver an empty SHARPS container kit, pre-paid postage and disposal kit. You are eligible to request a 1-gallon or 2-gallon (per the agreement terms) container up to four times per year.

On-Call Pickups Of Bulky Items (including E-waste): You may request pickups for up to 12 bulky items and/or electronic items at no charge on your next regularly scheduled pickup day if you call us at least 48 hours in advance. Examples of bulky items include discarded furniture (such as chairs, sofas, mattresses, box springs, and rugs); appliances (such as refrigerators, range, washers, dryers, water heaters, dishwashers, plumbing, and other similar items).

Additional On-Call Pickups Of Bulky Items: You may also request pickups of bulky items, as described above, in excess of 12 items a year on your next regularly scheduled pickup day, at the charges listed on your subscription order, if you call us at least 24 hours in advance.

Additional Customer Options Regarding Recyclables: Customers may donate or sell any or all of their recyclables to persons other than Valley Vista Services of Orange County.

When You Must Pay. You will continue to pay on your bi-monthly water bill.

We Will Refund: any overcharges within 30 days after we receive them. We will pay you interest on overcharges (other than advance payments for subsequently canceled services) at 10 percent per annum from the date the overcharged until the date refunded.

Where You Can Contact Us. You may call us regarding service or complaints at (714) 380-5450 between 8am and 5pm weekdays, except holidays and from 8am to 12pm on Saturday. You may come to our office located at 8891 Watson Street, Cypress, CA 90630 or you may mail correspondence to our office address.

We Do Not Discriminate. If you are entitled to service, we will not discriminate against you on account of race, creed, color, sex, gender, national origin, ancestry, religion, age, physical or mental disability, marital status, or political affiliation.

Rights Of Privacy. We will observe and protect your rights of privacy and trade secrets. Unless you give us permission, we will not reveal any information identifying you or the composition or contents of your solid waste to any person except the City or if required by law.

Thank You for allowing Valley Vista Services of Orange County, to Serve You!

