



# Welcome to Valley Vista Services

## New Customer Start-Up Information

### For Walnut

#### *Valley Vista Services*

Valley Vista Services is a professional solid waste collection and recycling company based in the San Gabriel Valley. Valley Vista Services and its parent company Zerep Management are family owned and operated enterprises, serving the San Gabriel Valley since 1957. Employing over 250 personnel in the collection, transportation, and recycling divisions, Valley Vista Services and its staff are excited about the opportunity to serve the community of Walnut.

The City of Walnut awarded Valley Vista Services, Inc. the franchise contract to provide trash collection services in the City of Walnut commencing December 7, 2005. We are proud to report that our partnership with the City has ensured full compliance with all state recycling mandates to date.

VVS provides the residents of Walnut, three (3) automated carts. Each resident will initially receive one 96-gallon brown cart for trash, one 70-gallon blue cart for recyclables and one 96-gallon green cart for green-waste.

Please do not hesitate to call Valley Vista Services customer service department if you have any questions or concerns at (800) 442-6454 or (626) 961-6291. Our business hours are Monday-Friday: 8:00am-5:00pm and on Saturdays: 8:00am-1:00pm.



#### *Standard Services/billed quarterly, (every three months)*

**Standard Services will include the following:**

- Once per week collection service of Trash, Recyclables and Green-waste services.
- One 96-gallon refuse cart, one 96-gallon green-waste cart, and one 70-gallon recycling cart. (smaller carts are available upon request)
- Extra Trash, Recycling & Green-waste containers are an additional monthly fee.
- Free Holiday Tree Collection (date to be announced).
- Annual curb-side clean-up event (date to be announced).
- Unlimited On-Call bulky item and certain electronic waste collection.
- Personal trash and green-waste barrels will be serviced at no charge on your regular service day.

#### *Additional Services:*

##### *Senior Discount for All Services*

A discount for all residents who meet the following criteria: 1) Head of household 2) Over 65 years of age providing a copy of a valid California driver's license or identification card along with a current utility bill providing head of household.

##### *Low Income Discount for All Services*

A discount will be granted to those residents who meet the following criteria: 1) Must meet a total annual income of \$27,225.00 or less provided with proof in the form of a tax return filed for the previous year, utility bill and a valid California driver's license or identification card.



##### *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 for an additional fee. No charge for residential customers who certify they are not able-bodied or are elderly (over the age of 65) and have no able-bodied person residing in their household. This service is for difficult-to-service residential premises (such as hills or cul-de-sacs) or for any customer who requests this service.

## Annual Curbside Clean-Up Event

VVS will conduct an annual Clean-Up Event within the entire Franchise Area on your regularly scheduled pick up day. VVS will collect unlimited amounts of bulky items, excess solid waste, and covered electronic devices that do not fit into your containers, free of charge. You will be notified of the Clean Up two weeks in advance. Examples of bulky waste include discarded furniture (such as chairs, sofas, mattresses, box springs, carpets and rugs); appliances (including refrigerators, ranges, washers, dryers, water heaters, dishwashers, plumbing, small household appliances); electronic equipment (such as stereos, televisions, computers, and VCRs and other similar items); clothing.



## Household Hazardous Waste

VVS will not collect Household Hazardous Waste (HHW). This includes anti-freeze, paint, automotive products, pesticides, cleaners, solvents and other dangerous substances. If these items are identified in your trash, your cart will be tagged with a non-collection notice and will not be collected until HHW is removed. For more information on ways to dispose of these types of material in a safe and legal manner, please call 888-CLEANLA or visit [www.888cleanla.com](http://www.888cleanla.com).

## Universal Waste

Universal wastes (U-waste) are hazardous wastes that contain mercury, lead, cadmium, copper and other substances hazardous to human and environmental health. In general, universal waste may not be discarded in solid waste landfills. Examples of these wastes are batteries, fluorescent tubes, and some electronic devices. VVS will dispose of U-waste for you. Just call VVS and we will send you a U-waste bag to dispose of batteries and bulbs to be conveniently picked up from your home.

## Bulky Item Collection

VVS will provide unlimited on-call bulky item collection service to residents at no additional charge. Each resident must call VVS in advance of their regularly scheduled collection day and schedule a special collection of large bulky items. Bulky items consist of those items too large to fit into the standard collection cart like refrigerators and couches or items such as computer, keyboards, monitors or electronic devices banned from landfills. Each resident is eligible for this service on an on-call basis. Residents may also place bulky and electronic waste out at the curb during the annual curbside collection event mentioned in this newsletter.



## Holiday Schedule

Valley Vista Services, Inc., observes the following holidays:

New Years • Memorial Day • Independence Day • Labor Day • Thanksgiving Day • Christmas Day

If your collection day falls on or after the holiday, your collection will be delayed one day. If an observed holiday falls on a Saturday or Sunday, there will be no change in your service day. Regular collections will occur on all other holidays not listed.

## Holiday Tree Collection

VVS will collect your holiday tree placed at curbside on your regular scheduled collection day for two weeks after December 26. You must remove all ornaments, garland, tinsel, flocking and stands.



## Clean-up Bin

When conducting home improvement projects call Valley Vista Services for a temporary bin. We offer clean up bins in many sizes to assist you with yard clean-up, household clean-up, garage clean-up or small construction projects. To request a "clean-up bin" please contact our customer service department at 800-442-6454.

## Cart Placement

Please place your wheeled cart(s) in the street on either side of your driveway so that wheels are against the curb and the front of the cart(s) face the street. Keep each cart at least two (2) feet away from ANY obstructions, such as vehicles, trees, shrubs, posts, and other containers - see photo.

Cart lids should be fully closed to allow for proper pickup without spilling. Carts which are too full, with lids not completely closed, cannot be picked up. All trash, green waste and recycling containers, should be placed at your curbside by 6 a.m. on collection day.

