



Valley Vista Services, Inc.

Subscription Order

July 1, 2026

To Our Valued El Monte Customer:

Valley Vista Services, Inc. takes great pride in their work to keep the environment clean and protected for the 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.

Customers will be charged the rates shown below on a quarterly basis, billed at the beginning of the period. To request additional services or if you have any questions or concerns, please do not hesitate to call Valley Vista Services, Inc.'s customer service department at (800) 442-6454, Monday through Friday 8 a.m. to 5 p.m. or Saturday 8 a.m. to 1 p.m.

Basic Service Fee: **\$119.01/quarterly (\$39.67/month)**

Senior Service (A): **\$60.72/quarterly (\$20.24/month)**

Basic service with discount based on HUD low-income eligibility, head of household status and 62 or older.

Senior Service (B): **\$100.35/quarterly (\$33.45/month)**

Basic service with discount and 64-gallon carts. Must be head of household and 62 or older.

Senior Service (C): **\$54.90/quarterly (\$18.30/month)**

Basic service with discount based on HUD low-income eligibility, and 35-gallon carts. Must be head of household and 62 or older.

Disabled Service (A): **\$60.72/quarterly (\$20.24/month)**

Basic service with discount based on HUD low-income eligibility. Includes free valet service to curbside.

Disabled Service (B): **\$54.90/quarterly (\$18.30/month)**

Basic service with discount based on HUD low-income eligibility, and 35-gallon carts. Includes free valet service to curbside.

Standard household family services include:

- Once-per-week collection services for Trash, Recyclables, and Organic waste
- One 96-gallon refuse cart, one 96-gallon organic waste cart, and one 96-gallon commingled recycling cart (*smaller containers available upon request*)
- Up to four 64-gallon manure carts at no additional charge, upon request
- One additional (2nd) organic waste container and unlimited recycling containers at no additional charge, upon request
- Bulky item and eligible electronic device collection for residential customers, up to 20 items per year at no additional cost
- Bulky item and eligible electronic device collection for multi-family complexes, up to 4 items per unit per year
- Two additional refuse collections per year for up to 3 bags, boxes, or barrels; charges apply after two pick-ups

Additional Services: Available upon request

Additional Containers Beyond Basic Service, each:

Refuse cart	\$24.57/quarter (\$8.19/month)
Organics cart (after 2 nd Cart)	\$24.54/quarter (\$8.18/month)
Recycling cart	no charge
Manure cart (after 4 th Cart)	\$22.95/quarter (\$7.65/month)

Bulky Items Pickups:

Up to 20 items per year, <i>Residential & PUD Only</i>	no charge
More than 20 items per year	\$20.52/per item
Up to 4 items per unit per year, <i>Multifamily Only</i>	no charge

Roll-out Service (**hauler moves cart to/from curb**):

For Elderly/Disabled	no charge
For non-Elderly/Disabled	\$38.88/quarter (\$12.96/month)
Over 200 feet, Unpaved, or Steep	contact customer service

Residential Bin Rentals (3 YD) and Temporary Roll-Off Services: Available upon request by calling our customer service department at 1-626-961-6291; 1-800-442-6454 or email at emtemp@myvvs.com

Customer Bill of Rights

What We Will Collect. We will collect residential refuse, organic waste and commingled recycles in carts we provide, within one week of your requesting services. You must place refuse, recyclable materials, and organic waste in the appropriate carts. Materials placed outside of carts will not be picked up unless previous arrangements have been made as describe below. Please remember that the City of El Monte required you to put out carts for collection no earlier than 5:00 PM on the day before schedules collection and retrieve them no later 2 hours after collection.

Where We Will Pick Up. You must set your carts at the curb unless you have valet 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.

When We Will Collect. We will make collections once a week between the hours of 6 a.m. to 7 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, during a holiday week, collection will be delayed 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 12 p.m. and the next business day if call is received after 12 p.m.

Alternatives to Fully Automated Carts. If you have space restrictions at your container storage or set-out site, you may request alternatives to 96-gallon carts, in the same aggregate capacity, free of charge.

Weight Limitations Of Carts. The weight limit for each automated cart is as follows: 96 gallon Cart = 336 lbs., 64 gallon cart= 227 lbs., 35 gallon cart= 122 lbs.

We Can Bring Your Carts Out to The Pickup Point (Valet Service). We will provide valet services (on-premise collection) of all weekly collection services: refuse, recyclable materials, and organic waste collection, as well as the annual curbside clean-up event, holiday tree pick-ups, and additional on-call pickups at no additional charge, for residential customers who certify they are not able-bodied or are elderly (over the age of 62). These services are also available to any other customer upon request at the charge listed on your subscription order.

We Will Not Collect Hazardous Waste. State law prohibits disposal of hazardous materials and certain electronic devices in your trash. These include: paint, pesticides, petroleum derivatives such as motor oil and solvents, electronic devices such as cathode ray tubes (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 (888) CLEAN LA or visit www.CleanLA.com.

Schedule Your Pickups of Bulky Items and Certain Electronic Devices. Single-family homes and planned unit developments may request pickup of up to 20 bulky items or eligible electronic devices per year at no charge. Multi-family units may request up to 4 items per unit per year. Pickup occurs on your next regularly scheduled collection day with at least 24 hours' notice, call (800) 442-6454 or email vvbulky@myvvs.com. Bulky items include furniture (chairs, sofas, mattresses, box springs, toilets, rugs) and appliances (refrigerators, ranges, washers, dryers, water heaters, dishwashers, and similar items). Eligible electronic devices include cathode ray tube (CRT) devices (televisions and computer monitors), LCD devices (desktop monitors, laptops, and televisions), and plasma televisions.

Additional Bulky Item and Electronic Device Pickups Provided at Additional Cost. Pickups exceeding the annual limits above are available on your next regularly scheduled collection day at the charges listed on your Subscription Order. Please schedule at least 24 hours in advance by calling (800) 442-6454 or emailing vvbulky@myvvs.com.

Two On-Call Overage Pickups. We will collect extra refuse at the curb that does not fit in your carts, in bags, boxes, or barrels, twice per year at no additional charge. We will schedule pickup on your next regularly scheduled collection day if you call or email us at least 24 hours in advance.

Annual Curbside Clean-Up Event. We will conduct a curbside Clean-Up Event twice a year on your scheduled collection day. We will collect bulky items, excess solid waste and certain electronic devices free of charge. The maximum each residence may dispose of is 3 cubic yards (approx. 24 trash bags or 3'x3'x9'). We will notify you of the annual Clean-Up Events at least two weeks in advance.

Holiday Tree Pickups. At your request, 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 through the second Sunday in January. You must remove all ornaments, garlands, tinsel, and stands.

Extra Holiday Trash Collection. We will collect extra refuse set out at the curb that does not fit into your carts in bags, boxes or barrels during the two weeks starting December 26th, to be collected on your regular service day.

Semi-Annual Paper Shredding. Twice per year we will provide paper shredding during the bulky item sweepstakes events. A maximum of five (5) "Bankers" boxes of paper or media suitable for shredding will be accepted. We will notify you of the event at least two weeks in advance.

Quarterly Bulky Sweepstakes Events. Every quarter residents may bring to a designated location an unlimited number of bulky items and will have the chance to win prizes. We will notify you of the event at least two weeks 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.

Replacement/Removal/Repair. At no charge, lost or stolen carts will be replaced within one business day; repair or replacement of damaged carts within 2 business days. Carts with graffiti removal will be replaced within 2 business days.

Medical SHARPS Mail-back Collection and Disposal. You may request up to four containers per year for safe SHARPS mail-back disposal at no additional cost. Contact our customer service to request a container.

When You Must Pay. Valley Vista Services bills residential services three months in advance. We mail you your bill on or after the first day of your billing period, for example, on April 1st for the billing period of April, May, and June. Your bill is due upon receipt. If we do not receive payment by the last day of the second month, for example, on May 31, your bill will become delinquent and an additional 1.5% per month will be added to the balance - after the second late notice, an additional \$5.00 late processing fee will be added to the balance. In the event your bill remains unpaid, the City of El Monte may authorize the collection of the delinquent account on the property tax roll.

Where You Can Contact Us. You may call us regarding service or complaints toll free at 1-800-442-6454 between 8 a.m. and 5 p.m. weekdays, except holidays and from 8 a.m. to 1 p.m. on Saturday. You may come to our office located at 10822 Valley Mall, El Monte or you may mail correspondence to our office address. If we do not satisfactorily resolve any complaint, you may call the City of El Monte at 626-580-2001.

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 of El Monte or if required by law.

Thank you for allowing Valley Vista Services, Inc. to serve you!



**VALLEY VISTA
SERVICES**
WASTE DISPOSAL AND RECYCLING

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