



May 1, 2026

Valley Vista Services, Inc.

Subscription Order

To Our Valued La Puente 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:

\$132.48/quarterly (\$44.16/month)

Basic Service Fee with 15% Senior Discount⁽¹⁾:

\$118.35/quarterly (\$39.45/month)

Basic Service Fee with 30% Senior Discount⁽¹⁾:

\$104.22/quarterly (\$34.74/month)

Basic Service Fee with 55% Low Income Discount⁽²⁾:

\$80.73/quarterly (\$26.91/month)

Standard household family services include:

- Once per week collection services of Trash, Recyclables, and Organic Waste services
- One 96-gallon refuse cart, one 96-gallon organic cart, and one 70-gallon recycling cart (*smaller refuse and organic carts available; recycling cart only available in 70 gallons*)
- Extra Trash, Recycling, and Organic Waste containers available for an additional monthly fee
- Free Holiday Tree Collection (date to be announced)
- Annual Curbside Clean-Up Event (date to be announced)
- Three times per year on-call bulky item and certain electronic waste collection

Additional Services: Available upon request

Additional Containers Beyond Basic Service, each:

Refuse cart (96 gal)	\$65.91/quarter (\$21.97/month)
Organics cart (96 gal)	\$26.46/quarter (\$8.82/month)
Recyclables cart (70 gal)	\$11.85/quarter (\$3.95/month)

Bulky Items Pickups⁽³⁾:

Three times per year, <i>up to four items per pickup</i>	no charge
More than three times per year	\$23.39/per item

⁽¹⁾ Senior citizens may qualify for a 15% discount with a 96-gallon trash container or a 30% discount with a 70-gallon trash container. Applicants must be at least 60 years old and listed as the head of household. Applications may be submitted to La Puente City Hall for approval.

⁽²⁾ Residents who meet the current standards set by the U.S. Department of Housing and Urban Development may qualify for a discount. To request an application or learn more, please contact La Puente City Hall or call (626) 855-1500.

⁽³⁾ Bulky item pickup excludes bags, boxes, totes, barrels, and loose trash. Collection is available on Mondays and Thursdays.

Additional Services:

Senior Discount for All Services A discount for all residents who meet the following criteria: 1) Head of household 2) 60 years of age or older

Low Income Discount for All Services A discount will be granted to those residents who meet the current standards established by the U.S. Department of Housing and Urban Development. Please contact La Puente City Hall for an application or call (626) 855-1500 for more information.

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 backyard 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 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).

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.

Bulky Item Collection VVS provides residents with up to three on-call bulky item collections per year at no additional charge, with a limit of four items per collection. Residents must contact VVS at least 24 hours in advance to schedule a pickup, which is available on Mondays and Thursdays only. Bulky items include large household items that do not fit in a standard collection cart, such as refrigerators and couches, as well as electronic waste items like computers, keyboards, monitors, and other devices prohibited from landfill disposal. Residents may also dispose of bulky items and electronic waste 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. The City of La Puente may also provide a drop-off location for holiday trees (date and location to be announced).

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 Place your wheeled cart(s) in the street on either side of your driveway, with the wheels against the curb and the front of the cart(s) facing the street. Keep each cart at least two (2) feet away from ANY obstructions such as vehicles, trees, shrubs, posts, and other containers. Make sure cart lids are fully closed to allow for proper pickup and prevent spills. Overfilled carts or carts with lids that are not completely closed cannot be picked up. Place all trash, organic waste, and recycling containers at the curb by 6 a.m. on collection day.

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



**VALLEY VISTA
SERVICES**
WASTE DISPOSAL AND RECYCLING

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