



NOTICE OF NEW SERVICES ROLL-OUT

Important Information About Your New Solid Waste Service Provider Starting FEBRUARY 1, 2022

Dear Glendale Customer:

On July 27, 2021, the Glendale City Council approved Franchise Agreements for commercial (bin), regular roll-off, and compactor solid waste hauling services with four companies, each assigned one zone. **Waste Resources (WR)** was selected to service Zone C - your new zone. A map of the zones can be found at tinyurl.com/4ve62h9c. As reference, we have included an introductory letter from the City of Glendale regarding this change, as well as the new fee schedule.

Due to the quick turnaround time for this transition, your current level of service and service days will not change with WR at this time, unless we have made arrangements with you for updated services. We will soon begin contacting customers to review service options and confirm, modify, or update account information. Feel free to reach out to us to review your account if you do not hear from us.

Services with your current hauler will end on January 1, 2022 and begin with WR on February 1, 2022. No other companies will be authorized to collect solid waste in this zone after this date, excluding those for temporary services, self-haul, or donations/sales. Services will not be interrupted during this transition period. In the near future, your containers will be exchanged for WR's containers. So even though your containers may not change right away, WR will begin servicing your account on February 1, 2022.

We'll reach out to you again with more information as we get closer to the start date. Check our website, wasteresources.com/glendale for up-to-date information about the transition schedule and the new slate of services provided. Feel free to also visit the City's website for more information: tinyurl.com/2dr5pd2u.

Our Customer Service team is available Monday through Saturday from 7 a.m. to 5 p.m. to answer any questions you may have about your new services by phone (888-467-7600) or email (glendale@wasteresources.com).

To reduce landfilling and increase waste diversion and greenhouse gas emission reductions, State laws require both dry recycling and wet organics recycling for most accounts. If you don't have these services now, you will have them by March 31, 2022, as the 3-container service is **mandatory** for all Glendale accounts that meet certain criteria.

Your new standard service will include:

- **BLUE-lid** for dry recyclables;
- **GREEN-lid** for organics; and
- **BLACK-lid** for trash (non-organic and non-recyclable items).

Some businesses and multi-family properties may be exempt from State and City recycling or organics collection

service requirements. Allowable exemptions include lack of space, the business generates a minimal amount of recyclable or organic material, or self-hauls material to a recycling center. To request an exemption from the City, contact franchise@glendaleca.gov.

As part of the new Franchise system, services available will include:

- **Bulky Item Collection¹ - 1st 4 pickups per year per account are free;**
- Temporary Roll-Off and Bin (Dumpster) Service - for clean-up and construction projects;
- Scout and roll-out service;
- Horse accounts;
- Locking lids;
- Bin steam cleaning - free 1x per year;
- Graffiti Removal - free 1x per year;
- Cart/Bin Replacement - free 1x per year;
- Carts in 64 or 96 gallon capacities;
- Bins in 1, 1.5, 2, 3, 4, 5, or 6 cubic yard capacities;
- Compactors and roll-off boxes in 10-50 cubic yard capacities;
- Recycling service at half the equivalent trash rate; and
- Food rescue opportunities² (through new City program).

WR bills its customers monthly in advance, so you will receive an invoice at the beginning of the month for that month's service. Also, be advised that your City-approved service rates will be different under the new Franchise system, depending on service levels, frequencies, and other services. Among other direct costs associated with providing municipal solid waste services, any monthly service rate increases experienced at this time also reflect the high costs of complying with recent, mandatory State recycling legislation imposed on all cities throughout California. More information about these laws can be found at wasteresources.com/glendale.

Please visit our website for expanded service information, FAQ's, and links to other resources. "Like" us on [Facebook](#) and "Follow" us on [Twitter](#) and [Instagram](#) to keep updated on holiday closures and events/information that promote recycling and waste minimization.

WR is pleased and honored to become one of the City's new Franchised waste and recycling service providers and we look forward to servicing your account. Please join us in our endeavor to move Glendale to the forefront of progressive waste collection and recycling now and for the future.

And remember... "TODAY'S WASTE is TOMORROW'S RESOURCE"

Welcome to the WR family!p

¹ Commercial and multi-family properties can receive up to 4 free collections of bulky items per year. The account holder is responsible for ensuring that tenants are informed of the process for scheduling collection of bulky items, as fees may be charged to the account holder for additional collection services. Items left on the curb without property owner notification is considered illegal dumping and may be subject to fines.

² Some businesses that create or distribute recoverable edible food are required to participate in a food recovery program effort coordinated by the City. To learn more about food recovery efforts, visit the City's website (<https://tinyurl.com/y533ywp2>) or contact the City at franchise@glendaleca.gov.



CITY OF GLENDALE, CALIFORNIA

Public Works
Administration

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Glendale, CA 91206-4310
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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 transition date to the new franchise hauler by **February 1, 2022**.

This change follows an extensive planning period started in July 2013, initiated as a result of State mandates that require recycling and organics diversion at all properties. Public outreach and community engagement forums commenced 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 commercial and multifamily solid waste collection services. This exclusive franchise system will further sustainability goals, improve 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 selected to provide this service.

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 C. Your new franchised hauler is Waste Resources, and you are required to subscribe to service with them no later than January 31, 2022, with your new service beginning on **February 1, 2022**. Waste Resources will be charging you rates limited to a maximum set by the City (See Attachment 1). New and expanded programs and services are included under this new franchise and implementation of these services will occur in the near future.

This hauler has been serving cities in Southern California 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 recently-enacted State mandates. You may be able to reduce the size or frequency of your refuse service when signing up for these 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 requirements for reducing waste and increasing sustainability efforts. Please work with your new hauler to ensure that you have adequate service to properly sort materials into the refuse, recycling, and organics containers in such a manner 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 glendale@wasteresources.com

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ATTACHMENT 1

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



PREPARE FOR NEW FRANCHISE RATES AND PROGRAMS, EFFECTIVE DEC. 1, 2021

- ✓ Make sure you have arranged for the correct level of service with Waste Resources, based on your needs
- ✓ Separate materials by type in your business, building, or unit
- ✓ Place in the proper container for collection

ABOUT US

With over 50 years of operational experience and expertise in the waste industry, Waste Resources offers the highest quality integrated waste services to our customers and bring back the good old-fashioned and outstanding service enjoyed before the “mega mergers.”

We provide dependable services to municipal, commercial, industrial, construction, and residential customers.

We are always striving to improve our environment with cutting edge ideas. Currently, we are testing and developing new technologies to ensure a healthy environment for our future. We hope to make landfills, like dinosaurs - extinct.

MANDATORY COMMERCIAL RECYCLING

State law requires all businesses that regularly generate four (4) or more cubic yards of waste weekly and all multi-family complexes (5+ units) to recycle.

MANDATORY ORGANICS RECYCLING

State law also requires all businesses and multi-family complexes (5+) that regularly generate two (2) or more cubic yards of waste weekly to recycle their food scraps, nonhazardous wood waste, and landscape and pruning waste.

See inside for details on Waste Resources’ dry recycling and organics programs.



Commercial Services Guide for Glendale Customers



Keeping the world green with a touch of orange

Customer Service Hours: M-Sa 7am to 5pm

☎ (888) 467-7600 or (310) 366-7600

☎ (310) 366-7606

🌐 wasteresources.com/glendale

✉ glendale@wasteresources.com

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wasteresources.com

Waste management solutions that work for your business or multi-family property.

LOCAL EXPERTISE, LOCAL SOLUTIONS, GLOBAL IMPACT.

Let us help you comply with State-mandated laws and regulations.

SERVICES AVAILABLE (call or email for more information)

MANDATORY TRASH, RECYCLING, AND ORGANICS COLLECTION

13 container sizes to maximize your service options

Recycling service costs 50% of equivalent trash service

Overfilled and contaminated containers may receive warnings and penalties

BULKY ITEM AND E-WASTE REMOVAL

Up to four (4) items or 10 bundles of greenwaste per pickup

Four free pickups per year per account; small fee for additional

SCOUT SERVICE

We'll make your containers accessible for servicing and return them to their original spot

LOCKING LIDS

Secure your recyclables and keep out scavengers

HOLIDAY TREE RECYCLING FOR MULTI-FAMILY

Through the 3rd Sat. in Jan. Pieces no longer than six (6) feet and free from all ornaments, garlands, tinsel and flocking, and stands

GRAFFITI REMOVAL AND BIN CLEANING

Keep your containers looking good

ON-SITE RECYCLING EVALUATION

Get help in determining the most cost-effective program for your location

RECYCLING GUIDES

Information for management and employees / residents

Recycle

- Plastic containers, bottles, tubs, jars, clear plastic film bags
- Newspaper, magazines, phone books, envelopes, clean white and colored paper, mixed paper
- Aluminum, tin, metal, bi-metal cans, metal hangers
- Glass bottles, jars
- Milk, juice, soup cartons
- Cardboard and paperboard (i.e. cereal boxes), flattened

Mixed Organics

- Soiled/Greasy Paper and Boxes, Used Napkins and Paper Towels
- Fruits & Veggies, Eggs & Shells, Dairy Products, Meat & Bones, Fish & Shellfish, Grains & Pasta, Rice & Beans
- Coffee Grounds, Used Coffee Filters and Tea Bags
- Biodegradable Serviceware
- Grass, leaves, and small branches less than three (3) inches thick and four (4) feet long.
- Untreated, clean wood scraps

NOTE: Larger branches will require a bulky item pickup. Call the office to schedule.

NOTE: Food waste will need to be bagged if mixed with greenwaste.

Trash

- Snack and Chip Bags, Candy Wrappers
- Broken Glass and Dishes
- Hoses, Disposable Gloves, Hairnets
- Kitty Litter, Diapers, Bagged Pet Waste
- Shoes, Clothing, Accessories, and Toys that Cannot be Donated or Sold
- Plastic Cups, Lids, Utensils, Straws, Shrink/Cling Wrap
- Wrapping and Tissue (Gift) Paper

Your Containers are NOT for:

- Appliances
- Construction materials, dirt, sand, stone, or concrete
- Lawn furniture
- Rubber tires, bulky items, or hazardous waste

NEW SERVICE NOTE: State laws now require penalties and fines for misusing containers. Avoid extra charges and be sure to follow container labeling for what goes where.