INFORMATION ABOUT YOUR NEW SERVICES

Dear Glendale Customer:

On behalf of the entire Waste Resources (WR) team, welcome to the WR family! WR begins its services for the City of Glendale's Zone C on December 1, 2021 under the terms of the new Franchise Agreement, and we look forward to providing you with great service that turns Today's Waste into Tomorrow's Resource. To learn more about the City's new Franchise system for trash, recycling, and organics collection services, feel free to visit tinyurl.com/ptpt7sm4. Even if your containers have not been exchanged yet, WR will be collecting your material.

We have transferred service information from your current service provider, so your services and service days will not change for now. If we have not reached out to you yet, we will be contacting you in the near future to review service options and confirm, modify, or update account information. In addition, we will be preparing for the following <u>mandatory</u> services by March 31, 2022, if not already in place:

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

These mandatory services are required by State law to increase waste diversion and reduce landfill waste and greenhouse gas emissions. There are exemptions available for accounts that do not meet certain criteria. Contact franchise@glendaleca.gov for further information.

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

- **Bulky Item and E-Waste Collection[1] - 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;

---

[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.

- Compactors and roll-off boxes in 10-50 cubic yard capacities;
- Recycling service at half the equivalent trash rate; and
- Edible food Recovery opportunities[2] (through new City program).

Your new containers will have decals detailing what goes in which container. We can also provide you with posters for use inside your facility to remind your staff/residents of good recycling habits, which are crucial to the success of expanding the City's state-mandated recycling goals. If you need posters, our Customer Service team is available Monday through Saturday, from 7 a.m. to 5 p.m. **Call us at (888) 467-7600 or email us at glendale@wasteresources.com** regarding any questions you may have about your new services with WR.

Please visit our website, wasteresources.com/glendale for expanded service information, FAQs, and links to other resources. "Like" us on Facebook and "Follow" us on Twitter and Instagram to keep up to date on holiday closures and events that promote recycling and waste minimization.

We are pleased and honored to have been selected by the City to service your zone, and we look forward to providing you with great service. We look forward to partnering with you to move the City of Glendale to the forefront of progressive waste collection and recycling.

Again, welcome to the WR family!

---

[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.