



CITY of CALABASAS

Solid Waste Franchise Program Frequently Asked Questions

Dear Calabasas residents,

The City of Calabasas has received several inquiries regarding the recent rate increase by Waste Management, Inc. For your convenience we have listed commonly asked questions and answers.

RATES

Q. How much is the rate increase?

A. On average the rate increase is 2.5% and is the first increase since 2007. These new rates became effective on March 1, 2009.

Q. Why did the City of Calabasas approve the rates?

A. Rates charged by Waste Management are not approved by the City; however the new franchise agreement limits Waste Management to one fee increase per year with solid justification for that increase.

Q. What are the benefits of entering into an exclusive franchise system to the City?

A. The goal of a waste franchise system is to guarantee the best service to residents at the best possible rates. The franchise agreement increases recycling and trash collection efficiency. It provides a uniform collection service for residential recycling and trash collection and eliminates duplicate trash collection services along city roads, resulting in less large vehicular traffic and associated wear and tear on City roads. Additionally the franchise agreement requires that all trash collection vehicles must run on 100% alternative fuel by the year 2012.

Q. Why do I no longer receive my senior discount?

A. Every eligible senior citizen should call Waste Management and request the discount. The discount is not offered automatically.

Q. How can I reduce the cost of my trash bill?

A. The best and most efficient way to save money is through recycling. The trash collection rates are based on the size of your trash (blue) can, not the size of your recycling or green cart. In fact, the smaller your trash can, and larger your recycle, the more you can save. You have three options for trash cans: 32 gallons, 64 gallon and 96 gallons. A typical household doesn't need more than a 32-gallon trash can if recyclable materials and green (organic) wastes are separated and disposed of properly. Please

see the rate table below:

Service Level	Trash (blue) Can	Recycle (black) Can	Organic Waste (green) Can	Monthly Rate
Super Recycler	32 gallon	96 gallons	96 gallon	\$15.41
Basic Service	64 gallon	96 gallon	96 gallon	\$23.11
Basic Plus	96 gallon	96 gallon	96 gallon	\$28.24

By switching from “Basic Service” to “Super Recycler”, you can save \$7.70 per month, and \$12.83 by switching from “Basic Plus” to “Super Recycler”.

Q. Can I save any money by switching to smaller recycling and green waste carts?

A. No. Your rates are based on your blue trash can and not the other two cans. You can have 3 different sizes of recycling or green carts (32, 64 or 96 gallon), but they are all bundled into the same trash rate.

Q. How can I switch to “Super Recycler” service?

A. It takes one phone call to Waste Management, Inc. at 1-800-675-1171.

VALET SERVICE

Q. What is “valet service”?

A. Valet service is an extra service provided by Waste management to some residents at an extra charge to pick up cans from the backyard to the curb and return them after they are emptied.

Q. I live in a gated community and I have a valet service. Can I opt out?

A. You can’t opt out individually, but if your HOA decides to opt out, they can inform Waste Management to stop the valet service for the entire community. Waste Management offers this service to HOAs as a whole, not to individual homes within the community. Every community currently receiving valet service has formally requested that this service be provided.

Q. How much is the collection rate with valet service included?

A.

Service Level	Trash (blue) Can	Recycle (black) Can	Organic Waste (green) Can	Monthly Rate
Super Recycler	32 gallon	96 gallons	96 gallon	\$33.07
Basic Service	64 gallon	96 gallon	96 gallon	\$40.77
Basic Plus	96 gallon	96 gallon	96 gallon	\$45.90

GREEN WASTE

Q. I have been dumping my yard waste into my trash can. What’s wrong with that?

A. The City of Calabasas Municipal Code requires all residents to separate their green waste and recyclable materials from trash. Yard waste is not trash and should not be dumped in landfills; additionally green waste produces harmful methane gas when disposed in landfills. Waste Management has a new facility to recycle yard waste and produce organic compost from it. Recycling organic waste reduces the need for new landfills and extends the life of our valuable resources.

Q. How do I go about getting a green waste exception?

A. The City does not grant green waste exceptions. Townhome/condominiums residents that don't have individual/private backyards are not provided green waste containers. If you live in a single family residence, you are required to have a green waste bin.

BULKY ITEM, ELECTRONIC WASTE AND HAZARDOUS WASTE COLLECTION

Q. Will Waste Management offer additional bulky item collection services?

A. In the past, WM offered one FREE bulky item pick up a year. The new franchise agreement requires two FREE bulky item pick-up services: one on the 3rd Saturday of April and one on the last Saturday of October. To schedule a free pick-up, you need to call WM by noon on the Friday prior to the bulky item collection event.

Q. What items are accepted and not accepted in FREE bulky item collection events?

A. Accepted items include Furniture, Mattress, Carpet, Washer, Dryer and other Kitchen Appliances. Unaccepted items include Tires, Electronic Waste, Yard Waste, Construction Material and Debris, Chemicals and any kind of Hazardous Waste.

Q. Does Calabasas have special recycling and community events?

A. The City hosts several FREE events on a monthly basis to keep toxics out of our local ecosystems. Round-ups for Electronic waste, or E-Waste, occur on the first Saturday of every month at Albertsons Shopping Center (26521 Agoura Road) from 10am to 3pm. Another E-Waste round-up is held on the third Saturday of every month at the Vons Shopping Center (23381 Mulholland Drive) from 10am to 3pm. The Water-Based Paint & Used Oil Round-up is held on the second Saturday of every month at the Tennis and Swim Center (23400 Park Sorrento) from 10am to 2pm.

RECYCLING

Q. What can and can't go into my recycle can?

A. Recyclable items include all clean, dry paper (junk mail, newspaper, cardboard, magazines, etc.); cans (aluminum, tin, steel); glass bottles and jars; and plastic containers (soda, water, detergent, milk, juice, etc.). Trash items include food-soiled paper or napkins, dirt, diapers, and wet household garbage.

Q: If I decide not to recycle, can I pay just for garbage collection?

A: No; the fee for garbage collection services is the same regardless of which services you choose to use. Furthermore, the City of Calabasas Solid Waste Ordinance provides that all residents and businesses must participate in City's recycling program in order to achieve the 75% diversion goal by 2012.

Q. What do I do with my horse manure?

A. You may place your horse manure into your organic (green) can. Additional green carts are provided for free by Waste Management. Horse owners have a special responsibility, not only for the health and well-being of their horses, but for preventing manure and pastures from contributing to runoff pollution.

WASTE REQUIREMENTS

Q. Can I hire any other hauling company to collect my trash?

A. No. The franchise agreement gives exclusive rights to Waste Management, Inc. to operate in residential and commercial sectors in Calabasas. Using another waste hauler to collect solid waste from property is a violation of the City's Municipal Code, Chapter 18.16. In order to protect residents, property owners and to reach environmental goals, the City has no choice but to enforce franchise violations.

Please note that the use of the construction and demolition roll-off container is governed through the franchise agreement with Crown Disposal Co., Inc. (1-800-633-9933). Crown Disposal Co., Inc. is City's exclusive franchise contractor to haul away construction and demolition debris and to provide temporary/roll-off collection services.

Q. Are all residents and businesses required to obtain and maintain garbage service?

A. The City requires all residences to maintain and pay for minimum garbage service.

INTRODUCTION TO FOOD WASTE RECYCLING (COMING SOON)

Q. What is food waste recycling and how does it work?

A. Food waste recycling is basically composting (turning food scrape into soil). All food waste is biodegradable/compostable and, under the upcoming pilot green waste program, will be mixed in with green waste. This mix will be taken to Agromin, a composting facility in Camarillo, where it will be turned into various forms of soil.

Q. What are the benefits of food waste recycling?

A. There are many benefits. Food waste recycling diverts compostable trash from landfill. Food waste makes up a significant portion of the waste stream because it is wet and heavy. Recycling food scraps saves landfill space and turns valuable organic resources into compost to be reused. Food waste recycling also helps keep our sewer lines working. Grease and foodstuff dumped into sink drains leads to the sewer system. These build up as sludge and cause clogging and illicit discharges in the sewer system, which present health hazards to the community. Food waste recycling can also save money. By eliminating organics from your trash stream, you may be able to downsize your trash can and reduce your trash bill. Fewer illicit discharges will result in less taxpayer money going toward sewer maintenance, cleanup and repair.

For more information, please visit the City Environmental Services website at <http://www.cityofcalabasas.com/departments/environmental.html>