



WARE DISPOSAL

CITY OF MONTEREY PARK

RESIDENTIAL SOLID WASTE

SERVICES



WARE
DISPOSAL, INC.



Dear Customer:

The City of Monterey Park, recently awarded Ware Disposal a seven-year exclusive contract to provide solid waste collection service which includes weekly residential trash, recycling, and organic waste service within the community of the City of Monterey Park. Effective September 1, 2024, Ware Disposal will be the new residential waste hauler for your community.

Ware Disposal is a woman owned and operated local solid waste and recycling company serving Southern California since 1968. Our ownership is three generations strong with a combined total of approximately 100 years' experience in the waste and recycling industry. We greatly appreciate the opportunity to provide high quality service in your community.

This new contract will provide three-container collection service for source separated trash, recycling, and organic waste to residential and multi-family customers. All residential and multi-family customers with cart service will receive standard 96-gallon carts for trash, recycling, and organic waste collection service. Multi-family customers with bin service will be provided at least one (1) 96-gallon recycling cart and one (1) 64-gallon organic waste cart at no additional charge. Customers can request for additional recycling and organic waste containers at no additional cost. All service rates will be posted on our website: www.waredisposal.com/monterey-park.

Residential and multi-family customers receive free unlimited on-call bulky item collections (including up to four (4) electronic waste collections annually), and holiday tree collection. Additionally, billing services will be provided by Ware Disposal on a bi-monthly basis (every two months) and residents can pay their bills electronically, in person, or by mail. A summary of your new collection service and cart placement information are enclosed. Please contact your Customer Service Department for additional information or to request special services such as roll-out/backyard service, container exchanges and cleanings, extra containers and more.

Your new solid waste collection containers will be delivered between the hours of 7:00 a.m. to 6:00 p.m. on one of your trash collection days during the period of August 12, 2024 and September 1, 2024. **Please do not use your new Ware Disposal containers until the start of our service under the new contract beginning the week of September 1, 2024. Due to the Labor Day Holiday, Ware will begin collection service on September 3, 2024.**

From August 26 through August 30, 2024, your current waste hauler (Athens Services) will be removing their containers. If removal does not occur by 6:00 p.m., please continue to place your containers curbside until 6:00 p.m. on the following trash collection day until they are removed, and new Ware Disposal containers are delivered. **Requests for cart resizing will be accepted starting December 1, 2024 and cart exchanges will begin January 1, 2025. Senior citizens and Handicap customers may request a cart resizing immediately at the start of your service.**

Should you have any questions or concerns, please contact us toll-free at 626-225-2400 Monday through Friday from 8:00 a.m. to 5:00 p.m. and Saturdays from 8:00 a.m. to 12:00 p.m. Additional information can also be found on the City's website by scanning the QR code or visiting www.montereypark.ca.gov/trash.



Sincerely,
WARE DISPOSAL INC.

NEW SERVICE

Since 2022, Senate Bill 1383 requires every jurisdiction in the State of California to provide mandatory organic waste collection services to all residents (including multi-family properties) to divert organic waste (food scraps, food-soiled paper, and green waste) from landfills.

Ware Disposal will provide three-container collection service at least once a week for source separated trash, recycling and organic waste to residential and multi-family customers on their scheduled day of service. The standard level of cart service includes one (1) 96-gallon trash, one (1) 96-gallon recycling, and one (1) 96-gallon organic waste carts. **Requests for cart resizing will be accepted starting December 1, 2024, and cart exchanges will begin January 1, 2025. Senior Citizens and Handicap customers may request a cart resizing immediately at the start of our service.**

Multi-family customers with bin service will be provided with at least (1) 96-gallon recycling cart and one (1) 64-gallon organic waste cart at no additional charge. Additional recycling and organics containers can be requested at no additional charge.

CART COLLECTION

Please place your carts out for service the night before your scheduled service day or by 6:00 a.m. the day of your service. Please leave enough space for trucks to service your cart. Reasons for non-collection may include:

- **Contamination** - To ensure that your carts are collected on service day, please make sure materials are properly sorted. Flyers are attached for reference which includes a list of acceptable items for each cart. Avoid placing liquids in any of your three carts.
- **Overfilled carts** - Please avoid overfilling your containers. Make sure that lids from each cart are closed completely to avoid trash from spilling or falling when servicing. Overfilled containers may lead to an incomplete service or an increase in service level.
- **Blocked Access** - Please place carts on the curb away from vehicles and/or objects that may prevent the driver from accessing your carts. Each cart must be placed at least three (3) feet apart to ensure that the truck can service your cart. Please avoid parking or placing large bulky items in front of your carts.
- **Late set out** - Please place your carts out for collection the night before or by 6:00 a.m. on your scheduled service day. In the event of a missed collection, please call our Customer Care Center at 626-225-2400.



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CART PLACEMENT



HOLIDAY COLLECTION

In the event that a holiday lands on a weekday, your services will be delayed by one day. If a holiday falls on a Saturday or Sunday, your services will not be delayed. Ware observes the following holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving
Christmas Day

BULKY ITEM COLLECTION (INCLUDING ELECTRONIC WASTE)

Please consider donating any items that can still be used. For items that cannot be donated or reused, residential and multi-family customers receive free unlimited on-call bulky item collections (including up to four (4) electronic waste collections annually). Please call us at 626-225-2400 or email us at mpinfo@wardisposal.com. Place the items curbside on your day of service.

WHAT WE COLLECT:

YES

- Mattresses and box springs
- Sofas
- Appliances
- Dressers
- Electronic waste or "e-waste" (batteries, computers, telephones, monitors, etc.)

NO

- Hazardous Waste (Paint, automobile oil, cleaning products, fertilizers, antifreeze, etc.)
- Construction and demolition debris
- Loose or scattered building materials and lumber



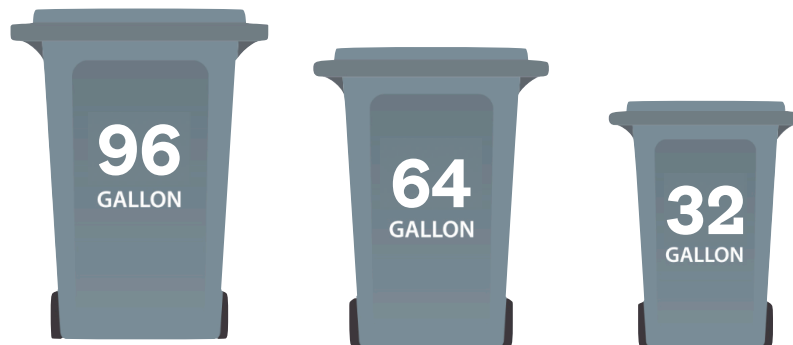
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HOLIDAY TREE COLLECTION

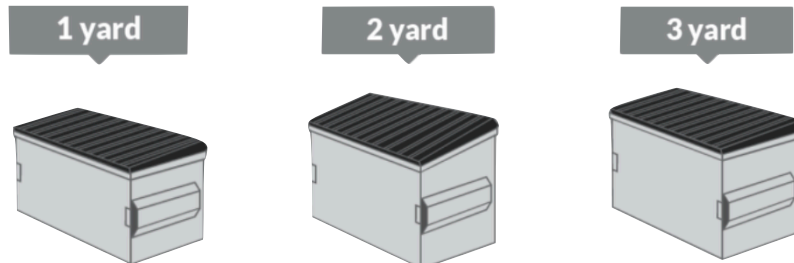
Ware Disposal will collect holiday trees after Christmas Day until the third Saturday in January. To ensure collection, please place trees curbside on your day of service and follow the below guidelines:

- Remove all stands, ornaments, lights and tinsel.
- Trees that exceed six (6) feet in length must be cut in half.
- Trees with flocking or fire retardants will not be collected.
- You may also cut up your tree and place it in your yard waste container(s).

CART & BIN SIZES



	96 Gallon	64 Gallon	32 Gallon
Household size	5+ people	3-4 people	1-2 people
Height	43"	42"	38"
Width	36"	32"	24"
Depth	30"	24"	20"



	1 Yard	2 Yard	3 Yard
Height	30"	38"	43"
Width	80"	80"	80"
Depth	22"	34"	45"

Roll out Service for bins is provided at no additional cost.



ABOUT WARE DISPOSAL

Ware Disposal is proud to be a woman-owned business enterprise. Since 1968, we have pledged to provide the highest quality and most efficient refuse and recycling services to businesses and families throughout Southern California. As a true zero waste company we handle all facets of waste and recycling, from pre-cycling, all the way to the processing of valuable discards like food waste, organics, recyclables, and construction and demolition debris.

We are proud to team up with the City of Monterey Park, in implementing a city-wide recycling and organic waste collection program. Ware Disposal will work diligently with the city to push close to a future of zero waste. We look forward to helping your home, reduce waste and improve recycling practices.

CONTACT US

Ware Disposal is committed to providing exceptional customer service for all residential, and multi-family customers in Monterey Park. Our Customer Care Center is located at:

**1111 Corporate Center Dr
Suite 206
Monterey Park, CA 91754**

Office Hours:

Monday-Friday 8:00 am - 5:00 pm
Saturday 8:00 am - 12:00 pm
Sunday Closed

For service or billing questions call 626-225-2400
877-714-9273 (Toll-Free)

MPINFO@WAREDISPOSAL.COM



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