

WARE DISPOSAL



CITY OF LA HABRA HEIGHTS RESIDENTIAL SOLID WASTE SERVICES





Dear Customer:

The City of La Habra Heights, recently awarded Ware Disposal a ten-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 La Habra Heights. Effective October 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 customers. All residential customers with cart service will receive standard 96-gallon carts for trash, recycling, and organic waste collection service. All service rates will be posted on our website: www.waredisposal.com/la-habra-heights/.

Residential customers receive two on-call bulky item collections of 5-items per call (which includes Electronic Waste Items), and holiday tree collection. Additionally, billing services will be provided by Ware Disposal on a quarterly basis (every three months) and customers can pay their bills electronically, in person, or by mail. Senior Citizen customers can request a senior citizen discount for 35-Gallon cart service, which includes a 10% discount on their base rate service. 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 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 month of October 2024. **Please continue to use your Republic Services carts, until your new Ware Disposal containers are delivered. Place all carts out for service to ensure that all carts are exchanged at the same time.**

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 exchanged, 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, Disabled and Handicap customers may request resizing at the start of service on October 1, 2024.**

Should you have any questions or concerns, please contact us toll-free at 562-245-9005 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 our website at www.waredisposal.com/la-habra-heights/ or email us at lhinfo@waredisposal.com.

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 all residential customers. 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. ***Senior Citizens, Disabled and Handicap customers may request cart resizing at the start of service on October 1, 2024. Requests for cart resizing for all customers will be accepted starting January 1, 2025.***

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 562-245-9005.



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 five on-call bulky item collections (which includes electronic waste items). Please call us at 562-245-9005 or email us at lhinfo@waredisposal.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



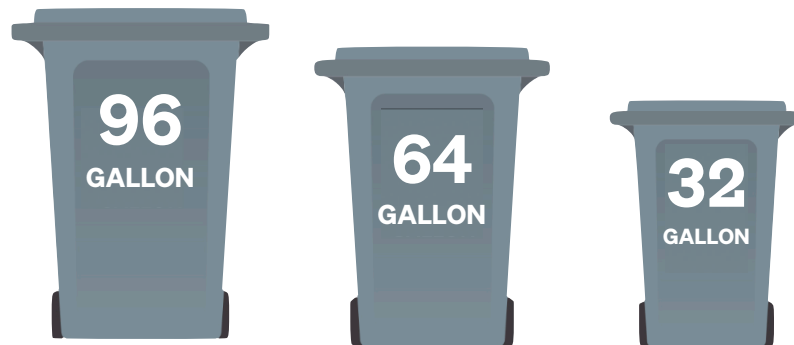
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HOLIDAY TREE COLLECTION

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"

SENIOR CITIZEN DISCOUNT

Customers that are 65 years or older, may qualify for a senior discount of 10% off on their regular service. Customers must subscribe to a 35-Gallon 3-cart service to qualify for the discount. A photo ID will be required to qualify for the changes in service level.



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 La Habra Heights, 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 customers in the City of La Habra Heights.

**1111 Corporate Center Drive
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 562-245-9005
877-714-9273 (Toll-Free)

LHHINFO@WAREDISPOSAL.COM



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