

Dear recycLA Customer,

In July 2017, the City of Los Angeles (City) launched recycLA, a public-private partnership that, for the first time in the history of the City, offers customer-friendly and efficient waste and recycling collection services to commercial/industrial businesses and large multifamily buildings. recycLA will help move the City closer to achieving its zero waste goals through its pioneering waste reduction, reuse, recycling, and recovery programs.

recycLA offers a host of benefits to those who work and live in Los Angeles including but not limited to clean fuel vehicles, recycling at 100% of customer sites, annual landfill reduction targets of one million tons, and recycling infrastructure investment and development.

recycLA also offers a host of benefits to its customers which includes standardized and transparent rates, customizable waste and recycling services, 24/7 customer service support, and enforcement of customer service standards.

As a potential recycLA customer, you are receiving this notice as part of the recycLA customer onboarding process. Commercial and Multi-Family businesses must work with their designated recycLA Service Provider (RSP) for their waste and recycling services. Signing up for recycLA waste and recycling collection services requires a Waste Assessment wherein you will work with your designated RSP to customize your waste and recycling services. Appointments for Waste Assessments can be made by calling LA Sanitation's (LASAN) 24/7 Customer Care Center at 1-800-773-2489.

Please be advised that Commercial and Multi-Family Businesses are required to have waste and recycling collection services in accordance with the Los Angeles Municipal Code (LAMC) section 66.33.2. Failure to subscribe to and maintain active recycLA waste and recycling collection services is a violation of the City's ordinance and may lead to prosecution.

Thank you in advance for your cooperation and participation in the recycLA customer onboarding process. **If you would like more information about recycLA, please visit recycLA.com.**

CUSTOMER RIGHTS AND RESPONSIBILITIES

CUSTOMER SERVICE AGREEMENT/LEVEL OF SERVICE

- Your recycLA Service Provider (RSP) will provide you with a Service Agreement Form that identifies all the services provided to you along with all the associated costs including any Extra services.
- You will be provided with solid resources containers (Black, Blue, and Green Bins) of sufficient size, type and number to ensure that all solid resources are properly stored and contained until they are removed for disposal or processing.
- If you submit a request for a change in service level which results in a lower rate, your billing amount will be adjusted within seven (7) days of the date of request regardless of whether or not the correct containers or changes in service level is provided within that timeframe. All billings shall be prorated to reflect changes in service level.

COLLECTION FREQUENCY/HOLIDAYS/EXTRA SERVICES

- Your collection service will include at a minimum one 96 gallon Black refuse/garbage Bin and one 96 gallon Blue comingled recycling Bin that will be collected at least once a week.
- Days of collection will be Monday thru Saturday. You can request for a Sunday collection for an additional service fee. If your scheduled collection day falls on a holiday, your RSP will provide collection service on the day before the holiday, if requested, or within one (1) day of the scheduled collection. Sunday collection service is excluded if the holiday falls on a Saturday.
- Extra Services may be applicable to your situation. See the separate Additional Customer Fees and Charges list of Extra Services and associated fees and charges.

WHAT WILL BE COLLECTED

- Your RSP will collect commercial and multi-family refuse/garbage in Black Bins, recyclable materials in Blue Bins and organic waste in Green Bins. If applicable, Horse Manure will be collected in Brown Bins. Refer to LAMC Sec. 66.03
- You will provide full access to your containers on your designated collection day(s). The RSPs cannot remove obstructions to access your containers.

NEVER PUT THESE MATERIALS IN YOUR BINS

- **State law prohibits the disposal of hazardous waste and certain electronic waste in your containers.** These wastes includes but are not limited to:

Certain Mercury-containing Devices (i.e.: Batteries, Thermometers)	Construction and Demolition Waste (i.e.: Concrete, Wood, Asphalt)	Electronic Waste – Items with an Electrical Cord (i.e.: Large Appliances, TVs, DVDs, VCRs)
Fluorescent Light Tubes/Bulbs	Radiological Waste	Medical Waste
Pharmaceuticals/Over-the-Counter Medicines	Paints	Pesticides
Sharps	Used Motor Oil	Solvents

MISSED COLLECTION

- If your RSP is at fault for a missed collection and you report it before 2:00 PM on your scheduled collection day, your RSP will provide the collection by 6:00 PM on the same day. All missed collections reported after 2:00 PM on the day of collection will be collected by 10:00 AM on the next regular service day, Monday-Saturday. If a missed collection is resolved on a Sunday, you will not be charged additional fees for this collection.
- To report a missed collection call 311, 1-800-773-2489 or go to recycLA.com.

CONTAINER REPAIR/REPLACEMENT/SERVICE

- Your RSP will repair or replace your containers as the result of normal wear and tear, resulting from proper use, or damage resulting from the RSP's actions at no cost to you.
- You will be responsible for the cost of repair or replacement of containers that are damaged as a result of your negligence or misuse, including overfilling or depositing of prohibited materials.
- You are entitled to one (1) free steam cleaning per twelve (12) month period per container upon request. You can request additional steam cleanings for an additional fee.
- Your RSP is responsible for removing graffiti from RSP-supplied containers upon request at no charge up to three (3) times per twelve (12) month period. Any additional requests, within the twelve (12) month period will be an additional fee. Your RSP will remove graffiti reported within five (5) business days. For containers owned by you, you may request graffiti removal by your RSP for an additional fee.
- Your RSP will be responsible for all costs associated with the repair or replacement of property that has been damaged by the RSP's equipment, employees or agents.

MULTI-FAMILY VALET SERVICE

- Your RSP will continue to provide valet service to all multi-family establishments that were enrolled in the CITY's Multifamily Residential Recycling Program (MFRP) at no additional cost. You may choose to continue your current collection program. The following changes in service level may result in the cancellation of the valet service:
 - ✓ An increase in the frequency of collection of the Blue Bin(s); or
 - ✓ A change in container size or type (i.e., replacing 96 gallon carts with a 3 cubic yard bin).

REASONS FOR NON-COLLECTION

- Should your RSP not be able to collect a container due to the following reasons, a written Non-Collection Notice will be left indicating the reason(s) such as:
 - ✓ Container(s) is determined to contain hazardous waste, medical waste, electronic waste, exempt materials, or construction and demolition materials.
 - ✓ Blue Bin(s), Green Bin(s), or Brown Bin(s) are determined to be contaminated after the RSP has left the required number of notifications.
 - ✓ Container(s) is overweight and cannot be safely moved and/or emptied by RSP personnel and/or equipment
 - ✓ Container(s) contents will not empty after tipping
 - ✓ Container(s) is overfilled
 - ✓ Container(s) is blocked or inaccessible. The RSP cannot remove obstructions to access your containers.
- Non-collection will result in an additional charge.

BILLING

- Your RSP will bill you on a monthly basis that will cover the following month's service.
- You will have the option to pay your monthly bill by mail, online, and phone or at your RSP's Customer Service Center. You will also have the option of receiving proof of payment via paper, electronic or both methods for all transactions.
- If you are billed an amount greater than appropriate for the service you are enrolled at any time during the term of the agreement and for any reason, your RSP will promptly credit your account for the full amount that was overbilled. You will have the choice of your refund to be in the form of check or credit.
- Monthly payments are due 15 days after you receive your bill. Bills not paid by the due date will be considered delinquent and may result in late fees, missed collection, and eventual suspension of services.
- Rates will be adjusted on an annual basis at the beginning of each year.



recycLA

CA STATE RECYCLING MANDATES

CA STATE ASSEMBLY BILL 1826

MANDATORY COMMERCIAL ORGANICS RECYCLING

**Businesses and Multi-family Residential Dwellings
MUST HAVE an organics recycling program in place by:**

January 1, 2019

Generators of
4 or more cubic
yards of solid waste,
including trash,
recycling, and
organics **per week**.

December 31, 2020

Generators of
2 or more cubic yards
of solid waste **per week**,
including trash, recycling,
and organics.

Note: As of January 1, 2022, all businesses and multi-family residential dwellings are required to follow the SB 1383 regulations.

CA STATE ASSEMBLY BILL 341

MANDATORY COMMERCIAL RECYCLING

You are required to have recycling service if you are either:

A business that
regularly disposes of
solid waste.

OR

A multi-family
dwelling of
5 units or more.

How to Comply

- Subscribe to Green Container organic waste services from your recycLA Service Provider.
- Recycle all of your organic waste onsite or through a Landscaping Contractor.

Organics

Defined by the State as food waste, green waste, landscape and pruning waste, nonhazardous wood waste, and food-soiled paper waste that is mixed in with food waste.

How to Comply

- Subscribe to Blue Container Recycling service from your recycLA Service Provider.
- Separate your recyclable materials from your trash and take them to a recycling center.

Reduce the greenhouse gas emissions in California and help the City achieve Zero Waste.
For more information: www.calrecycle.ca.gov/recycle/

CITY OF LOS ANGELES PLASTICS REDUCTION ORDINANCES

• HERE'S WHAT YOU NEED TO KNOW •

Single-Use Carryout Bag Ban



Single-use
Carryout Bag



Reusable
Bag



Recyclable Paper
Bag for 10¢

BUSINESSES AFFECTED

- Grocery Stores
- Supermarkets
- Convenience Stores
- Drug Stores
- Pharmacies
- Food or Beverage Facilities
- Liquor Stores
- Hardware Stores
- Apparel Stores
- Open Air Markets
- Farmers Markets

Disposable Plastic Drinking Straws and Foodware Accessories

AVAILABLE ON REQUEST ONLY



BUSINESSES AFFECTED

All food or beverage facilities including:

- Restaurants
- Cafes
- Food Trucks
- Catering Services

Expanded Polystyrene (Styrofoam™ or Foam) Ban

X BANNED!



BUSINESSES AFFECTED

All food or beverage facilities and retail establishments

QUESTIONS? VISIT

lacitysan.org/sourcereduction



CALL OR EMAIL

(213) 485-2260
san_sourcereduction@lacity.org



As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities.

Single-Use Carryout Bag Ban

- Ordinance no. 182604
- Ordinance no. 187716

Expanded Polystyrene Ban

- Ordinance no. 187717

Disposable Plastic Drinking Straws and Foodware Accessories

- Ordinance no. 186028
- Ordinance no. 187030

CIUDAD DE LOS ÁNGELES

ORDENANZAS DE REDUCCIÓN DE PLÁSTICOS

● ESTO ES LO QUE NECESITA SABER ●

Prohibición de bolsas de un solo uso



✗ ¡PROHIBIDA!

Bolsa de un solo uso



✓ ¡PERMITIDAS!

Bolsa reutilizable



Bolsa de papel reciclable por 10¢

EMPRESAS AFECTADAS

- Tiendas de abarrotes
- Supermercados
- Tiendas de conveniencia
- Boticas
- Farmacias
- Establecimientos de alimentos o bebidas
- Licorerías
- Ferreterías
- Tiendas de ropa
- Mercados al aire libre
- Mercados de agricultores

Popotes de plástico y accesorios desechables para la comida

DISPONIBLES SÓLO A PETICIÓN



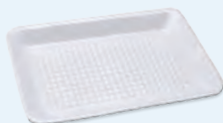
EMPRESAS AFECTADAS

Todos los establecimientos de alimentos o bebidas incluyendo:

- Restaurantes
- Cafés
- Camiones de comida
- Servicios de catering

Prohibición de poliestireno expandido (EPS)

✗ ¡PROHIBIDOS!



EMPRESAS AFECTADAS

Todos los establecimientos de alimentos o bebidas y los establecimientos minoristas

¿PREGUNTAS? VISITE

lacitysan.org/sourcereduction



LLAME O ENVÍE UN CORREO ELECTRÓNICO

(213) 485-2260

san_sourcereduction@lacity.org



En relación con el Artículo II del Acto de Americanos con Incapacidades, la Ciudad de Los Ángeles no discrimina en base de incapacidad física, y si Ud. lo pide, la Ciudad proveerá en un nivel razonable, igual acceso a sus programas, servicios y actividades.

Prohibición de bolsas de un solo uso

- Ordenanza no. 182604
- Ordenanza no. 187716

Prohibición del poliestireno expandido

- Ordenanza no. 187717

Popotes de plástico y accesorios desechables para la comida

- Ordenanza no. 186028
- Ordenanza no. 187030



IT'S A GOOD TIME TO RECYCLE!



WHAT GOES IN YOUR BLUE BIN?

Here's your quick guide for common mixed-recyclable items:



PLASTICS



PET

Commonly used in soda and water bottles



HDPE

Laundry soap, lotion & shampoo bottles, milk jugs



POLYPROPYLENE

Retail food containers, such as yogurt, butter, margarine



Ensure that all items are clean and fully emptied **BEFORE** placing them in your bin!

GLASS

Bottles, jars



METAL

Aluminum foil/ trays/ cans, tin, aerosol & paint cans



PAPER

Shredded paper, flyers, newspapers/ magazines, cartons, cardboard boxes



ORGANIC WASTE

These items go into the **GREEN** bin.



Food Waste - fruits & vegetables
Green Waste - yard waste & flowers
Coffee grounds & filters

Pizza boxes
Dirty paper plates & cups*
Food-soiled paper*

**Must be 100% fiber-based.
NO materials with petroleum based plastic, wax, or bio-plastic coating, liner, or laminate.*



TRASH IT!

These items are considered contaminants and go into the **BLACK** bin.

Film Plastics/ Plastic bags
Disposable Coffee Cups
Hoses

Candy/ Snack Wrappers
Diapers
Animal Waste

Padded or Tyvek envelopes
Cloth/ Fabric
Crockery

Foam take out containers
Treated Wood



recycle.com
1-800-773-2489

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Food & Compostables

ACCEPTABLE



Produce

Fruits & vegetables



Meat

Bones, shells, fish, beef
& chicken



Dairy

Eggs, yogurt & cheese



Bakery & Dry Goods

Pasta, beans, rice, bread
& cereal



Yard Waste

Grass, leaves & branches
(3" diameter or smaller)



*All materials must fit inside the cart
with the lid completely closed.
Place items directly into the cart.
No plastic bags.*

NOT ACCEPTABLE



Foam Cups & Containers



Glass



Metal



Garden Hoses



Hazardous Waste

(paint, batteries, lightbulbs, electronics)



Food Rescue Program

WM is proud to serve the San Fernando Valley by building partnerships with local non-profit organizations that do so much for our community.

We understand the importance of diversion in Los Angeles and are actively identifying new potential food donors and non-profit organizations to help divert edible food from the landfill and donate it to those in need.



To encourage companies and organizations to donate food that would otherwise go to waste, they are protected from criminal and civil liability under the Good Samaritan Food Donation Act (AB 1219 and PLAW 104-210).

To learn how your business or non-profit could benefit from the Food Rescue Program, email **WMLA@wm.com**

Food Rescue and Materials Reuse in the recycLA Franchise Program

The recycLA Franchise Program includes Food Rescue and Materials Reuse Programs for commercial businesses and multi-family residents in the City of Los Angeles. Since the recycLA program began in 2018, the recycLA Service Providers (RSPs) have been meeting and sometimes surpassing their contractual requirements of partnering with non-profit Food Rescue Organizations or Community Based Organizations to fund food rescue and materials reuse programs. Here's a snapshot of what we've accomplished from January 2018 through December 2024.

	Food Rescue	Material Reuse	Program Total
Total Funding	\$4,165,995	\$778,802	\$4,944,797
Total Pounds donated	61,310,147	6,777,997	68,088,144
Number of Meals donated	51,091,789	N/A	N/A

According to the U.S Environmental Protection Agency, in the United States, food is the single largest category of material placed in municipal landfills, where it emits methane, a powerful greenhouse gas. Municipal solid waste landfills are the third-largest source of human-related methane emissions in the United States, accounting for approximately 14.1 percent of these emissions.

CalRecycle, a California State Agency, states that "Californians throw away nearly 4.4 million tons of food scraps or food waste each year. This represents about 11 percent of all the material that goes to landfills."

California Senate Bill (SB 1383) is a short-lived climate pollutants regulation that went into effect on January 1, 2022. The goal of the mandate is to reduce California's landfilled organic waste by 75 percent by 2025. It also requires that 20 percent of presently disposed surplus edible food be recovered for human consumption by 2025. The City of Los Angeles' Organics Ordinance No. 187711 became effective on January 18, 2023 to ensure implementation and enforcement of the state-mandated SB 1383.

Your RSP is committed to offering organic services (green bin) to all recycLA customers. Additionally, your RSP actively supports local food rescue initiatives, aimed at gathering surplus edible food suitable for human consumption, thereby bolstering the City's ability to provide for its most vulnerable communities.

If your business is a Tier 1 or Tier 2 edible food generator and you produce surplus edible food, then you are required to establish a contract or written agreement with a local Food Rescue Organization (FRO) or Food Service Provider (FRS) and donate the maximum amount of surplus edible food that would otherwise go to landfills. You must also keep records of all donations that are provided to your FRO/FRS partner and make them available to City staff during a site inspection.

The **TIER 1** and **TIER 2** businesses include:

TIER 1: Wholesale Food Vendor, Food Service Provider, Food Distributor, Grocery Stores and Supermarkets (10,000 sq. ft. or more)

TIER 2: Hotels (with onsite Food Facilities and 200+ Rooms), State Agency Cafeterias (greater than or equal to 5,000 sq. ft. or 250+ seats, Large Venues and Events, Restaurant Facilities (greater than or equal to 5,000 sq. ft. or 250+ seats, and Health Facilities (with onsite Food Facilities and 100+ beds)

To learn more about the California legislation or City Ordinance go to recycLA.com/organics.

If you would like to learn more about the services offered in your Franchise Zone, please contact your RSP.

For questions or concerns, contact the LA Sanitation Customer Care Center at 1-800-773-2489.

Rescate de alimentos y reutilización de materiales en el Programa de Franquicias recycLA

El Programa de Franquicias recycLA incluye programas de rescate de alimentos y reutilización de materiales para negocios comerciales y residencias multifamiliares en la Ciudad de Los Ángeles. Desde que el programa recycLA comenzó en 2018, los Proveedores de Servicio de recycLA (RSP, por sus siglas en inglés) han cumplido y a veces superado sus requisitos contractuales de asociarse con Organizaciones de Rescate de Alimentos sin fines de lucro u Organizaciones Basadas en la Comunidad para financiar programas de rescate de alimentos y reutilización de materiales. He aquí un resumen de lo que hemos logrado desde enero de 2018 hasta Diciembre de 2024.

	Rescate de alimentos	Reutilización de materiales	Total del programa
Total de la financiación	\$4,165,995	\$778,802	\$4,944,797
Total de libras donadas	61,310,147	6,777,997	68,088,144
Número de comidas donadas	51,091,789	N/D	N/D

Según la Agencia de Protección Ambiental de Estados Unidos (EPA, por sus siglas en inglés), en este país la comida es la categoría de material más grande colocada en basurales municipales, donde emite metano; un potente gas de efecto invernadero. Los basurales municipales de residuos sólidos son la tercera fuente más grande de emisiones de metano relacionadas con el ser humano en Estados Unidos, representando aproximadamente el 14.1 por ciento de estas emisiones.

CalRecycle, una agencia estatal de California, afirma que “los californianos desechan casi 4.4 millones de toneladas de restos de comida o desperdicios alimentarios cada año. Esto representa alrededor del 11 por ciento de todo el material que va a los basurales.”

La Ley del Senado de California (SB 1383) es una regulación de contaminantes climáticos de corta duración que entró en vigencia el 1 de enero de 2022. El objetivo del mandato es reducir el desperdicio orgánico de California enviado a basurales en un 75 por ciento para 2025. También exige que el 20 por ciento del excedente de alimentos comestibles actualmente desechados sea recuperado para consumo

humano para 2025. La Ordenanza sobre Material Orgánico de la Ciudad de Los Ángeles N.º 187711 entró en vigencia el 18 de enero de 2023 para asegurar la implementación y el cumplimiento de la ley estatal obligatoria SB 1383.

Su RSP se compromete a ofrecer servicios para desechos orgánicos (mediante el contenedor verde) a todos los clientes de recycLA. Además, su RSP apoya activamente iniciativas locales de rescate de alimentos, destinadas a recoger el excedente de alimentos comestibles aptos para el consumo humano, reforzando así la capacidad de la Ciudad para atender a sus comunidades más vulnerables.

Si su negocio es un generador de alimentos comestibles de Nivel 1 o Nivel 2 y produce excedente de alimentos comestibles, entonces su negocio está obligado a establecer un contrato o acuerdo escrito con una Organización de Rescate de Alimentos (FRO) local o un Proveedor de Servicio de Alimentos (FRS) y donar la máxima cantidad de excedente de alimentos comestibles que de otro modo irían a los basurales. También debe mantener registros de todas las donaciones que se proporcionan a su socio FRO/FRS y ponerlos a disposición del personal de la Ciudad durante una inspección del sitio.

Los negocios **NIVEL 1** y **NIVEL 2** incluyen:

NIVEL 1: Vendedor mayorista de alimentos, proveedor de servicio de alimentos, distribuidor de alimentos, tiendas de abarrotes y supermercados (de 10,000 pies cuadrados o más)

TIER 2: Hoteles (con instalaciones de alimentos in situ y más de 200 habitaciones), cafeterías de agencias estatales (con un área igual o superior a 5,000 pies cuadrados o 250 o más asientos), grandes recintos y locales para eventos, instalaciones de restaurantes (con un área igual o superior a 5,000 pies cuadrados o 250 o más asientos) y centros de salud (con instalaciones de alimentos in situ y más de 100 camas).

Para conocer más sobre la legislación de California o la Ordenanza de la Ciudad, visite recycLA.com/organics.

Si desea saber más sobre los servicios ofrecidos en su Zona de Franquicia, por favor contacte a su RSP.

Si tiene preguntas o dudas, contacte al Centro de Atención a Clientes de LA Sanitation al 1-800-773-2489.



CITY OF LOS ANGELES

CALIFORNIA



KAREN BASS
MAYOR

March 2023

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OFFICIAL NOTICE

MANDATORY COMMERCIAL ORGANICS RECYCLING

To reduce methane emissions from landfill California Senate Bill 1383 (SB 1383) requires all businesses, schools, and multifamily complexes to subscribe to an organics collection service and must separate into their green organics container all of their green waste, food scraps, and food-soiled paper (100% fiber based).

Further, in accordance with Los Angeles Municipal Code Section 66.03(e), Solid Waste Services Required, *“All commercial establishments and multifamily properties shall have collection services for source-separated recyclables and/or commingled recyclables and Source-Separated Organic Waste”*

To arrange for recycling service please contact our 24-hour Customer Care Center at 1-800-773-2489 and request a waste assessment. Your recycLA service provider will conduct a waste assessment of your property and work with you to determine your optimal level of services for the lowest possible cost. The waste assessment is a thorough walk-through of your property to determine current levels of service, opportunities to increase recycling, establish organics collection, and right-sizing your bins, which means determining the appropriate bin size for your needs as well as selecting the appropriate frequency of service. Remember as you add green bin service you should be able to decrease your black bin service. In addition, as you increase your blue service level you should be able to further decrease your black bin service.

Failure to maintain organics recycling could lead to future fines, in accordance with the requirements under SB 1383.

zero waste • zero wasted water

AN EQUAL EMPLOYMENT OPPORTUNITY - AFFIRMATIVE ACTION EMPLOYER

Recyclable and made from recycled waste



City of Los Angeles Organics Waste Ordinance

Los Angeles Municipal Code Ordinance No. 187711

The City of Los Angeles passed Ordinance 187711, which states that effective January 18, 2023, all businesses, schools, and multifamily complexes are required to subscribe to an organics collection service and must separate into their green organics container ALL of their green waste, food scraps and food-soiled paper (100% fiber based).

In addition, Edible Food Generators (considered Tier 1 and Tier 2) must recover the maximum amount of edible food that would otherwise be disposed of, arrange for food donation and collection through contracts or written agreements with food recovery organizations or services, and maintain food donation records.

For more information on organics recycling, please visit: recycLA.com/organics

Scan below to access Ordinance 187711.



Are you ready for **SB 1383**?



California's New Waste Reduction & Food Recovery Strategy

RECOVER

As of January 1, 2022, certain businesses are required to save surplus, edible food which would otherwise be discarded, so that it can feed people in our community without enough to eat.

PARTNER

Establish partnerships with local food rescue organizations via written agreements in order to recover the maximum amount of your business's surplus, edible food.

RECORD

Keep a careful log of all food recovery activities. City officials will request your records during routine facility inspections.

QUESTIONS?

Contact LA Sanitation & Environment at
san_foodrecovery@lacity.org or visit
calrecycle.ca.gov/organics/slcp/foodrecovery





CA Senate Bill 1383: New Food Recovery Requirements for Businesses



What is SB 1383?

California Senate Bill (SB) 1383 is a new, statewide law which aims to protect our environment and to strengthen our communities by preventing surplus, edible food from being needlessly tossed into landfills and by redirecting that food to the nearly 1 in 4 Californians who do not have enough to eat.

Who will SB 1383 affect?

Certain businesses – known as **commercial edible food generators (CEFGs)** – are expected to help our state achieve this ambitious goal. The law identifies twelve different types of CEFGs, which are grouped into two broad categories based on the types of foods that they generate:

Tier 1

Regulations took effect **January 1, 2022**.

Usually have food items that can be easily donated, like produce and shelf-stable goods.

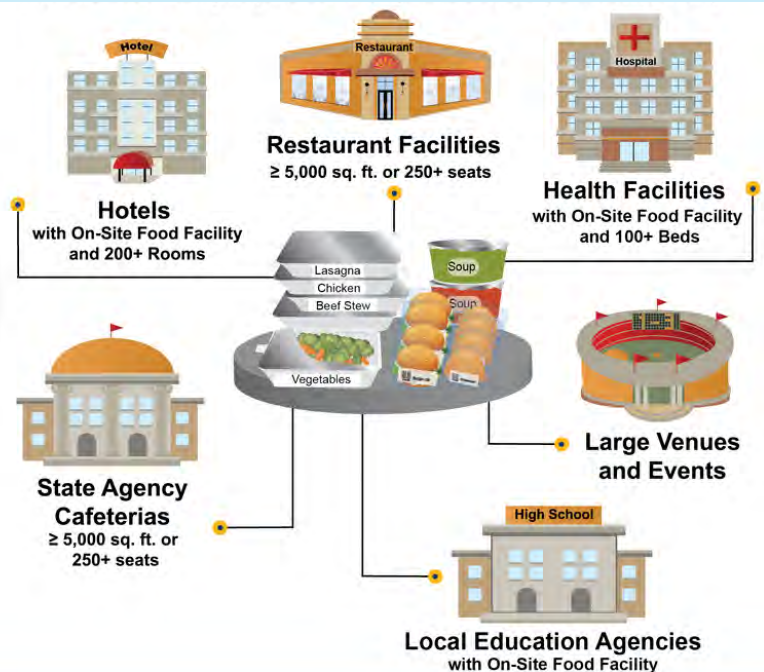


(Image courtesy of CalRecycle)

Tier 2

Regulations will take effect **January 1, 2024**.

Typically have prepared foods or meals, which require specialized handling for safe donation.



What are the specific requirements for businesses?

- Recover the maximum amount of surplus, edible food that would otherwise be discarded.
- Partner with local food recovery organizations (FROs) or services (FRSs) via written contracts in order to redistribute surplus food to people in need.
- Maintain records of all food recovery activities.



Please note that the information provided here is a summary only and does not represent an exhaustive source of all legal requirements and terms related to SB 1383. For more detailed information, please visit [CalRecycle's SB 1383 Homepage](#) or review the [SB 1383 Final Regulations](#).

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CA Senate Bill 1383: Additional Information & Resources for Businesses



How can my business prepare for SB 1383?

1. **Identify and contact** one or more food recovery partners. You can use [this directory](#) or this [interactive map](#) to locate a variety of FROs and FRSs operating near you.
2. **Establish written contracts** with your new partner(s) to ensure safety, reliability, and accountability for everyone. Check out this [model food recovery agreement](#) to get started.
3. **Begin donating** your surplus food to the LA community with the help of your new partners.
4. **Keep careful records** of all your food recovery activities, including copies of your contracts. This [record-keeping tool](#) can help you stay prepared for routine inspections by city staff.



Benefits of Compliance



Build Community – Sharing your organization's extra resources will improve the lives of the more than 1 million Angelenos who lack reliable access to food, while strengthening key relationships with the communities and individuals that you serve.



Be a Good Steward – Feel good about doing the right thing for our planet *and* enhance your company's image by letting employees and customers know about your ongoing efforts to reduce waste. It's a simple way to raise team morale and attract new clients!



Boost Your Bottom Line – Not only can you potentially save money on your monthly waste-collection bills by keeping edible food out of the trash, but your business may also be able to claim tax deductions for donating that food to charitable organizations.

Links to Helpful Resources

- [SB 1383 Web Page for Businesses](#)
- [SB 1383 Final Regulations](#)
- [LA County Food Redistribution Initiative](#)
- [Other Food Recovery Resources in LA](#)
- [How to Create a Food Recovery Contract](#)
- [Toolkit for Safe Surplus Food Donation](#)

Questions?

For general questions, please visit CalRecycle's SB 1383 [FAQ page](#). If you have any additional concerns, please contact [LA Sanitation & Environment](#) at san_foodrecovery@lacity.org or call our 24/7 customer care center at 1-800-773-2489. We look forward to assisting you!

Please note that the information provided here is a summary only and does not represent an exhaustive source of all legal requirements and terms related to SB 1383. For more detailed information, please visit [CalRecycle's SB 1383 Homepage](#) or review the [SB 1383 Final Regulations](#).

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and upon request will provide reasonable accommodation to ensure equal access to its programs, services, and activities.

SB 1383 - New Statewide Mandatory Organic Waste Collection Regulation



What is the new law?

The California State Legislature passed Senate Bill 1383 (SB 1383) which requires cities and counties to reduce organic waste disposal by 75% by 2025. Beginning January 1, 2022, all California residents, businesses, and multifamily complexes will be required to separate food waste and yard waste from their trash and recycle in a separate organics cart.



SB 1383 Goal: Reduce organic materials going to the landfill, decrease greenhouse gas emissions, and slow climate change.

What do I need to do?

1. Effective immediately, recycle food scraps with your yard trimmings in your existing green waste container.
2. Continue to Recycle Right - see the Guide below.
3. Check the Lid for instructions on how to use the carts correctly and avoid contamination.
4. **Sign up for a My WM profile** to manage your account and receive important information and tips about your services.

What Goes in the Organics Cart:



FOOD WASTE & FOOD SOILED PAPER



YARD WASTE

DO NOT INCLUDE:

NO LOOSE PLASTIC BAGS
NO SERVEWARE/UTENSILS
NO PLASTIC CONTAINERS
NO FOAM CONTAINERS
NO HAZARDOUS WASTE



Place organics materials directly into your organics cart - **don't bag your organics materials.**

What Goes in the Recycling Cart:



PLASTIC BOTTLES & CONTAINERS



FOOD & BEVERAGE CANS



GLASS BOTTLES & CONTAINERS



FOOD & BEVERAGE CARTONS



PAPER



FLATTENED CARDBOARD & PAPERBOARD

DO NOT INCLUDE:

NO LOOSE PLASTIC BAGS
NO FOAM CONTAINERS
NO CLOTHING, FURNITURE, CARPET
NO HAZARDOUS WASTE



Place recyclables directly into your recycling cart - **don't bag your recyclables.**

What Goes in the Trash Cart:



GARDEN HOSE



BROKEN CERAMIC DISHES & POTS



CANDY, SNACK & FOOD WRAPPERS



CHIP BAGS



DIAPERS



FOAM CONTAINERS

DO NOT INCLUDE:

NO HAZARDOUS WASTE
NO ELECTRONICS
NO BATTERIES, TIRES OR PAINT
NO FLAMMABLE MATERIAL



Place trash materials directly into your trash cart - **don't bag your trash materials.**

SB 1383 - New Statewide Mandatory Organic Waste Collection Regulation



What is contamination?

Contamination occurs when you place non-acceptable items in the wrong cart. Contaminants can ruin an entire load of organics or recyclables and prevent these materials from going on to have a second life. Should contamination become excessive, fees may apply.

Loose plastic bags and bagged materials in organics and recycling containers are the most common contaminants. Please empty your organics and recyclable materials directly into your organics or recycling carts to give them the best chance of becoming new products.

✓ ALWAYS INCLUDE THESE ITEMS IN YOUR GREEN ORGANICS CART:



FOOD WASTE AND FOOD SOILED PAPER



YARD WASTE

✗ DO NOT INCLUDE THESE ITEMS



NO LOOSE
PLASTIC BAGS



NO SERVEWARE/
UTENSILS



NO PLASTIC
CONTAINERS



NO FOAM
CONTAINERS



NO HAZARDOUS
WASTE



NO BAGGED
MATERIALS

How will I know if I'm using my carts correctly?

SB 1383 requires that carts be monitored for contamination and that an education and enforcement program be in place to help residents recycle properly. We will use our WM Smart TruckSM technology to help your community comply with this part of the law.

What is WM Smart TruckSM technology?

WM trucks are fitted with cameras to capture footage of your carts as they are emptied. Beginning in January 2022, you may receive a notice if contamination is identified in your recycling or organics cart, or if any of your carts are overfilled and the lid does not close. If contamination or overages become excessive, fees may apply.

Where can I learn more?

- Create a My WM profile online to put you in control of your WM account. Scan the QR code or visit <https://www.wm.com/us/en/user/register> to create your profile today.
- For more information about the law, visit California Department of Resources Recycling and Recovery (CalRecycle) website at www.calrecycle.ca.gov/organics/slcp/.
- For updates and further information on how to Recycle Right, visit wm.com/recycleright

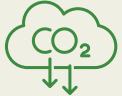


SB 1383 - Nuevo reglamento de recolección de residuos orgánicos obligatorio en todo el estado



¿Cuál es la nueva ley?

La Legislatura del Estado de California aprobó el proyecto de ley del Senado 1383 (SB 1383) que exige a las ciudades y condados reducir el vertido de desechos orgánicos en un 75% para 2025. A partir del 1 de enero de 2022, se exigirá a todos los residentes, negocios y complejos multifamiliares de California que separen los desechos de alimentos y de jardín de su basura y reciclaje en un carrito de desechos orgánicos separado.



Objetivo de la ley SB 1383: Reducir los materiales orgánicos que van al vertedero, disminuir las emisiones de gases de efecto invernadero y frenar el cambio climático.

¿Qué debo hacer?

1. Con efecto inmediato, reciclar los restos de comida con los recortes de jardín en su actual contenedor de desechos del jardín.
2. Seguir reciclando correctamente; consulte la Guía a continuación.
3. Ver en la tapa las instrucciones para utilizar los carritos correctamente y evitar la contaminación.
4. **Inscribirse para crear un perfil My WM** que le permita administrar su cuenta y recibir información importante y consejos útiles sobre sus servicios.

Qué va en el carrito de desechos orgánicos:



DESECHOS DE ALIMENTOS Y PAPEL CON RESÍDUOS DE ALIMENTOS



DESECHOS DE JARDÍN



NO INCLUYA:

NO BOLSAS SUELTAS DE PLÁSTICO
NO PLATOS NI CUBIERTOS DESECHABLES
NO CONTENEDORES DE PLÁSTICO
NO CONTENEDORES DE ESPUMA
NO DESECHOS PELIGROSOS

Coloque los materiales orgánicos directamente en su carrito de desechos orgánicos - **no coloque en bolsas los materiales orgánicos.**

Qué va en el carrito de reciclaje:



BOTELLAS Y RECIPIENTES PLÁSTICOS



LATAS DE ALIMENTOS Y BEBIDAS



BOTELLAS Y RECIPIENTES DE VIDRIO



CAJAS DE ALIMENTOS Y BEBIDAS



PAPEL



CARTONES Y CARTULINAS APLANADOS



NO INCLUYA:

NO BOLSAS SUELTAS DE PLÁSTICO
NO CONTENEDORES DE ESPUMA
NO ROPA, MUEBLES O ALFOMBRAS
NO DESECHOS PELIGROSOS

Coloque los materiales reciclables directamente en su carrito de reciclaje - **no coloque en bolsas los materiales reciclables.**

Qué va en el carrito de basura:



MANGUERAS PARA JARDÍN



PLATOS Y OLLAS DE CERÁMICA ROTOS



ENVOLTORIOS DE DULCES, GOLOSINAS Y ALIMENTOS



BOLSAS DE PAPITAS



PAÑALES DESECHABLES



CONTENEDORES DE ESPUMA



NO INCLUYA:

NO MATERIALES ORGÁNICOS NI RECICLABLES
NO DESECHOS PELIGROSOS
NO ELECTRÓNICOS
NO BATERÍAS, LLANTAS O PINTURA
NO MATERIALES INFLAMABLES

Coloque los materiales de basura directamente en su carrito de basura - **no coloque en bolsas los materiales de basura.**

SB 1383 - Nuevo reglamento de recolección de residuos orgánicos obligatorio en todo el estado



¿Qué es la contaminación?

La contaminación se produce cuando se colocan artículos no aceptables en el carrito equivocado. Los contaminantes pueden arruinar toda una carga de productos orgánicos o reciclables e impedir que estos materiales tengan una segunda oportunidad. En caso de que la contaminación sea excesiva, pueden aplicarse recargos.

Las bolsas sueltas de plástico y los materiales embolsados en los contenedores de productos orgánicos y de reciclaje son los contaminantes más comunes. Vacíe sus materiales orgánicos y reciclables directamente en sus carritos de desechos orgánicos o de reciclaje para darles la mejor oportunidad de convertirse en nuevos productos.

✓ SIEMPRE INCLUYA ESTOS ARTÍCULOS EN SU CARRITO VERDE DE DESECHOS ORGÁNICOS:



DESECHOS DE ALIMENTOS Y PAPEL
CON RESIDUOS DE ALIMENTOS



DESECHOS DE JARDÍN

✗ NO INCLUYA ESTOS ARTÍCULOS



NO BOLSAS SUELTAS
DE PLÁSTICO



NO PLATOS NI
CUBIERTOS
DESECHABLES



NO
CONTENEDORES
DE PLÁSTICO



NO CONTENEDORES
DE ESPUMA



NO DESECHOS
PELIGROSOS



NO MATERIALES
EMBOLSADOS

¿Cómo sabré si estoy utilizando mis carritos correctamente?

La ley SB 1383 exige que se monitoreen los carritos para detectar la contaminación y que se establezca un programa de educación y aplicación de la ley para ayudar a los residentes a reciclar adecuadamente. Utilizaremos tecnología WM Smart TruckSM para ayudar a su comunidad a cumplir con esta parte de la ley.

¿Qué es la tecnología WM Smart TruckSM?

Los camiones de WM están equipados con cámaras para captar imágenes de sus carritos mientras se vacían. A partir de enero de 2022, puede recibir un aviso si se identifica contaminación en su carrito de reciclaje o de desechos orgánicos, o si alguno de sus carritos está sobrellenado y la tapa no cierra. En caso de que la contaminación o el llenado sean excesivos, pueden aplicarse recargos.

¿Dónde puedo obtener más información?

- Cree un perfil My WM en línea para tener el control de su cuenta WM. Escanee el código QR o visite <https://www.wm.com/us/en/user/register> para crear su perfil hoy mismo.
- Para obtener más información sobre la ley, visite el Departamento de Reciclaje y Recuperación de Recursos de California (CalRecycle) en www.calrecycle.ca.gov/organics/slcp/.
- Para obtener actualizaciones y más información sobre cómo reciclar correctamente, visite wm.com/recycleright



Waste Management recycLA Service Provider (RSP) West Valley & South East Valley

To learn more about the recycLA Removing Barriers to Recycling Program, or to schedule a FREE assessment or training for your business or multi-family complex, call the LASAN Customer Care Center at **(800) 773-2489**.



WM Billing Inquiries Only:

(855) 292-6665

business.wm.com/losangeles

Customer Service Centers and Hours:

West Valley (WV) - 22736 Vanowen Street, Suite 205, West Hills 91307

South East Valley (SEV) - 5906 Van Nuys Blvd, Sherman Oaks 91401

Monday through Friday 8 AM - 5 PM

Saturdays 8 AM – 12 PM

**For service requests, complaints, and all other inquiries,
please contact the City's Customer Care Center at 1-800-773-2489.**

CITY OF LOS ANGELES

CALIFORNIA



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MAYOR

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ACTING HYPERION EXECUTIVE PLANT MANAGER

DANIEL K. MEYERS
DIVISION MANAGER, SRCFD

1149 SOUTH BROADWAY, 5TH FLOOR
LOS ANGELES, CA 90015
TEL: (213) 485-3900
FAX: (213) 485-3828
WWW.LACITYSAN.ORG

November 25, 2024

ELECTRONIC MAIL

recycLA Service Provider (RSP)

RECYCLA PROGRAM – ALLOWABLE RATE ADJUSTMENT EFFECTIVE JANUARY 1, 2025

Please find below the allowable recycLA rate adjustment for calendar year 2025. LASAN would like to thank you for working with your recycLA customers by providing the flexibility to meet past challenges businesses have faced. It is in all of our economic interests to have as many businesses as possible remain viable during times of financial difficulty, so we ask that you continue to work with your recycLA customers to minimize the impacts of any rate increase.

In accordance with Section 7.3 of the recycLA contracts, the calculated weighted index based on price indices published in November 2024 is 3.71 percent. In addition, the calculated adjustment is capped at 5 percent annually, and adjustments over the 5 percent threshold will be carried forward and included in future rate adjustments per the contract. As such, since there is a 3.48 percent adjustment over the 5 percent threshold (3.41 percent carryover from 2023 and 0.07 percent carryover from 2024), 1.29 percent is included in the 2025 calculated weighted index to make up the maximum contractual adjustment of 5 percent, and 2.19 percent will be included in future rate adjustments. Therefore, **the allowable rate adjustment effective January 1, 2025 is 5.00 percent.** For reference on how the weighted price index was calculated in accordance with Section 7.3, please see the table below.

	ECI-TTU	PPI-SW	PPI-T
Oct-23	165.60	186.00	160.04
Oct-24	172.40	194.14	159.90
Percent Change	4.11%	4.38%	-0.08%
Weight	48.00%	40.00%	12.00%
	1.97%	1.75%	-0.01%
Total Weighted Index			3.71%

zero waste • zero wasted water

AN EQUAL EMPLOYMENT OPPORTUNITY - AFFIRMATIVE ACTION EMPLOYER

Recyclable and made from recycled waste



The total recycLA rate increase of 5.00 percent is also used to adjust the extra service charges. LASAN has attached for your reference the new **maximum** rate structure effective January 1, 2025.

Should you have any questions or require additional information, please contact Ms. Sokha Ty by email at sokhavibol.ty@lacity.org.

Sincerely,



Daniel K. Meyers, Division Manager
Solid Resources Commercial Franchise Division
LA Sanitation and Environment

DKM/ST:st

ATTACHMENT(s)

c: Alex Helou, LASAN
Reina Pereira, LASAN
April Mancha, LASAN
Charlotte Tan, LASAN
Jing Vida, LASAN
Sokha Ty, LASAN
Rowena Romano, LASAN
Paul Cobian, LASAN
RSP Central File

2025 Rates and Fees



MONTHLY SERVICE RATES

Days/week	Bin	32 Gal	64 Gal	96 Gal	1 Yd	1.5 Yd	2 Yd	3 Yd	4 Yd	6 Yd	8 Yd
One / Week	Primary Bin			\$136.75	\$278.56	\$290.43	\$302.30	\$326.04	\$349.79	\$397.29	\$444.77
	Add'l Bins	\$86.25	\$110.29	\$115.95	\$143.94	\$157.38	\$171.40	\$201.23	\$233.43	\$284.64	\$340.57
Two / Week	Primary Bin			\$238.75	\$516.44	\$540.19	\$563.93	\$611.43	\$658.91	\$753.90	\$848.87
	Add'l Bins	\$151.04	\$193.14	\$203.04	\$267.08	\$292.91	\$319.92	\$377.51	\$439.83	\$540.13	\$649.96
Three / Week	Primary Bin			\$340.77	\$754.35	\$789.96	\$825.58	\$896.82	\$968.05	\$1,110.52	\$1,252.99
	Add'l Bins	\$215.84	\$275.99	\$290.14	\$390.23	\$428.45	\$468.43	\$553.76	\$646.23	\$795.65	\$959.33
Four / Week	Primary Bin			\$442.78	\$992.24	\$1,039.74	\$1,087.23	\$1,182.21	\$1,277.18	\$1,467.15	\$1,657.11
	Add'l Bins	\$280.62	\$358.82	\$377.24	\$513.40	\$563.99	\$616.97	\$730.05	\$852.62	\$1,051.17	\$1,268.73
Five / Week	Primary Bin			\$544.80	\$1,230.15	\$1,289.52	\$1,348.88	\$1,467.60	\$1,586.33	\$1,823.77	\$2,061.23
	Add'l Bins	\$345.42	\$441.67	\$464.34	\$636.54	\$699.51	\$765.48	\$906.31	\$1,059.00	\$1,306.68	\$1,578.11
Six / Week	Primary Bin			\$646.81	\$1,468.05	\$1,539.28	\$1,610.52	\$1,753.00	\$1,895.47	\$2,180.41	\$2,465.35
	Add'l Bins	\$410.21	\$524.52	\$551.43	\$759.69	\$835.06	\$914.01	\$1,082.59	\$1,265.39	\$1,562.20	\$1,887.48
Sunday Rate	Primary Bin			\$205.13	\$417.84	\$435.65	\$453.45	\$489.06	\$524.70	\$595.93	\$667.15
	Add'l Bins	\$129.38	\$165.44	\$173.93	\$215.92	\$236.07	\$257.11	\$301.85	\$350.14	\$426.96	\$510.86
Additional frequency of service	Primary Bin			\$102.02	\$237.90	\$249.76	\$261.65	\$285.39	\$309.13	\$356.62	\$404.12
	Add'l Bins	\$64.80	\$82.85	\$87.09	\$123.15	\$135.53	\$148.52	\$176.27	\$206.39	\$255.51	\$309.39
Extra Pick Up (One time as needed)		\$11.72	\$14.83	\$17.96	\$28.30	\$38.15	\$48.01	\$67.70	\$87.41	\$107.12	\$126.82
Smaller Size Compactor	\$12.03 x the number of cubic yards x the number of collections in a month + the base rates										

Cost Includes Solid Waste Black Bin + Recycling Blue Bin Rates for Non Compacted Containers

2025 Rates and Fees



Additional Recycling Blue Bin Container Frequency (Monthly Maximum Rate)

Days/week	Bin	32 Gal	64 Gal	96 Gal	1 Yd	1.5 Yd	2 Yd	3 Yd	4 Yd	6 Yd	8 Yd
One / Week	Primary Bin			\$51.54	\$103.07	\$103.07	\$103.07	\$103.07	\$103.07	\$103.07	\$103.07
	Add'l Bins	No Charge									
Two / Week	Primary Bin			\$97.91	\$195.82	\$195.82	\$195.82	\$195.82	\$195.82	\$195.82	\$195.82
	Add'l Bins	No Charge									
Three / Week	Primary Bin			\$144.29	\$288.58	\$288.58	\$288.58	\$288.58	\$288.58	\$288.58	\$288.58
	Add'l Bins	No Charge									
Four / Week	Primary Bin			\$190.67	\$381.34	\$381.34	\$381.34	\$381.34	\$381.34	\$381.34	\$381.34
	Add'l Bins	No Charge									
Five / Week	Primary Bin			\$237.05	\$474.11	\$474.11	\$474.11	\$474.11	\$474.11	\$474.11	\$474.11
	Add'l Bins	No Charge									
Six / Week	Primary Bin			\$283.43	\$566.87	\$566.87	\$566.87	\$566.87	\$566.87	\$566.87	\$566.87
	Add'l Bins	No Charge									

Food Waste and Green Waste Green Bin for Non Compacted Containers (Monthly Maximum Rate)

Days/week	Bin	32 Gal	64 Gal	96 Gal	1 Yd	1.5 Yd	2 Yd	3 Yd
One / Week	Primary Bin	\$103.43	\$116.58	\$136.75	\$278.56	\$290.43	\$302.30	\$326.04
	Add'l Bins	\$86.25	\$110.29	\$115.95	\$143.94	\$157.38	\$171.40	\$201.23
Two / Week	Primary Bin	\$168.23	\$199.43	\$238.75	\$516.44	\$540.19	\$563.93	\$611.43
	Add'l Bins	\$151.04	\$193.14	\$203.04	\$267.08	\$292.91	\$319.92	\$377.51
Three / Week	Primary Bin	\$233.02	\$282.28	\$340.77	\$754.35	\$789.96	\$825.58	\$896.82
	Add'l Bins	\$215.84	\$275.99	\$290.14	\$390.23	\$428.45	\$468.43	\$553.76
Four / Week	Primary Bin	\$297.82	\$365.12	\$442.78	\$992.24	\$1,039.74	\$1,087.23	\$1,182.21
	Add'l Bins	\$280.62	\$358.82	\$377.24	\$513.40	\$563.99	\$616.97	\$730.05
Five / Week	Primary Bin	\$362.61	\$447.97	\$544.80	\$1,230.15	\$1,289.52	\$1,348.88	\$1,467.60
	Add'l Bins	\$345.42	\$441.67	\$464.34	\$636.54	\$699.51	\$765.48	\$906.31
Six / Week	Primary Bin	\$427.41	\$530.82	\$646.81	\$1,468.05	\$1,539.28	\$1,610.52	\$1,753.00
	Add'l Bins	\$410.21	\$524.52	\$551.43	\$759.69	\$835.06	\$914.01	\$1,082.59

2025 Rates and Fees



Permanent Rolloff and Compactor Pull Charge

(Rolloffs/Compactors Over 8 cubic yards)

Material	Delivery/ Collection	Disposal/ Processing
Black (non-C&D)	\$406.20	\$108.32
Blue	\$406.20	\$0.00
Green	\$406.20	\$140.66

Temporary Rolloff Pull Charge (Non-permanent service of no more than 30 consecutive days at customer's site)

(Rolloffs/Drop Boxes Over 8 cubic yards)

Material	Delivery	Collection	Daily Rental (after first 7 days)	Disposal/ Processing (per ton)
Black (non-C&D)	\$105.31	\$406.20	\$10.53	\$108.32
Blue	\$105.31	\$406.20	\$10.53	\$0.00
Green	\$105.31	\$406.20	\$10.53	\$140.66

Dry run for Rolloff and Compactor

\$150.44 per trip. There is no fee if the service is cancelled no less than 1 hour prior to scheduled pick up

Temporary 3 Cubic Yard Bin Service

(Non-permanent service of no more than 30 consecutive days at customer's site)

Material	Delivery/ Collection	Daily Rental (after first 7 days)	Collection Extra Pick-up
Black (non-C&D)	\$188.05	\$7.52	\$67.70
Blue	\$135.40	\$7.52	\$52.65
Green	\$195.58	\$7.52	\$112.83

2025 Extra Services

Extra Services	Condition Under Which Fee Applies	Total Fee
Locks		
Gravity lock installation – per CONTAINER	CUSTOMER request – one-time fee per CONTAINER	\$151.10 for purchase and installation
Lock bar installation – per CONTAINER	CUSTOMER request – one-time fee per CONTAINER	\$151.10 for purchase and installation
Locks for CONTAINERS – per lock	CUSTOMER request – one-time fee per lock	\$15.04
Unlocking and locking CONTAINERS – per CONTAINER	CUSTOMER request – per CONTAINER per collection event	No charge
Distance / Access		
Entering Secured Building, unlocking and locking gates	Per collection event See Extra Collection Services and Associated Fees Clarifications Table 7-4 below for applicability	\$15.04
Distance / Access	See Extra Collection Services and Associated Fees Clarifications Table 7-5 below for applicability	
Distance Charge, between 100-200 ft, as measured from the CUSTOMER'S property line to the BINS' permanent location	Site requirement per CONTAINER per collection event	\$37.61
Distance Charge, over 200 ft, as measured from the CUSTOMER'S property line to the BINS' permanent location	Site requirement per CONTAINER per collection event	\$52.66
Blocked Access – Requiring Return or Delay	Driver observation, notify the CUSTOMER within two (2) hours	\$75.21
Blocked Access (Accessing Via Intercom or Security Office) – Requiring a Return	If driver has to wait due to a CUSTOMER created delay in excess of 5 minutes.	\$75.21
Supplemental Cleaning		
Cart Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$22.57
CONTAINER Pressure Wash/Steam Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$45.13
Graffiti Removal from CUSTOMER-owned CONTAINERS	Driver observation or by request for removing graffiti from the CUSTOMER-owned CONTAINERS	\$37.61
Graffiti Removal from CONTRACTOR-owned CONTAINERS	CUSTOMER request to removing graffiti from the CONTRACTOR-owned CONTAINERS in excess of three times per every 12 months	\$37.61
COMPACTOR CONTAINER Pressure Washing/Steam Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$225.66
ROLL OFF CONTAINER Pressure Washing/Steam Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$225.66

2025 Extra Services

Extra Services	Condition Under Which Fee Applies	Total Fee
CONTAINER Replacement/Repair		
Repair or Replacement of CUSTOMER Owned CONTAINER(S)	CUSTOMER request; Time and Materials Fee	\$90.27 per repair hour plus materials, no charge for pick up and delivery
Repair or Replacement of CONTRACTOR Owned CONTAINER(S) – CUSTOMER Error	CUSTOMER request or CONTRACTOR decision	\$90.27 per repair hour plus materials, no charge for pick up and delivery
Repair or Replacement of CONTRACTOR Owned CONTAINER(S) – Normal Wear and Tear	CUSTOMER request or CONTRACTOR decision	No charge
Changing CONTAINERS for an Increase or Decrease in Level of Service		No charge

Overflow of Materials and Contamination

Overfill Charge	Driver observation, notify the CUSTOMER within two (2) hours	\$37.61 per occurrence
Overweight Charge	Driver observation, notify the CUSTOMER within two (2) hours	\$151.10 per occurrence
Contamination Fee	Driver observation, notify the CUSTOMER within two (2) hours	\$75.21 per occurrence
Hazardous, Radioactive, or Biomedical Waste Contamination Charge	Driver observation, notify the CUSTOMER within two (2) hours	\$151.10 per occurrence

Other Fees

Collection of Bulky Waste from COMMERCIAL ESTABLISHMENT not subject to CITY Multifamily Bulky Item Fee – Per Item	CUSTOMER request – Fixed Fee Per Item	\$45.13
Idle Time Charge	If driver has to wait due to a CUSTOMER created delay in excess of 15 minutes	\$22.57 per every 15 minutes
Idle Time Charge – Accessing Via Intercom or Security Office	If driver has to wait due to a CUSTOMER created delay in excess of 5 minutes	\$22.57 per every 15 minutes
Sunday Service	CUSTOMER Request	See Monthly Service Rate Sheet

Administrative Fees

Return Payment Fee	CUSTOMER remits payment using check rejected due to insufficient funds or remits payment using a credit card or electronic payment that is declined	\$37.61
Late Payment Fee (>30 days overdue)	CUSTOMER inaction	\$7.52 or 1.5% of the debt/month, whichever is greater
CONTAINER Removal Fee	CONTAINER is removed from service location due to CUSTOMER non-payment	\$7.52 per CONTAINER
Re-instatement of Account Fee	CUSTOMER request – Fixed Fee	\$105.30 per account
CONTAINER Delivery	Delivery fee for each CONTAINER brought to the CUSTOMER as part of the reinstatement	\$37.61 per CONTAINER

Table 7-4: Extra Collection Services and Associated Fees Clarifications.

Entering Secured Building, unlocking and locking gates	Chargeable to CUSTOMER			
	BLACK BIN	BLUE BIN*	GREEN BIN	BROWN BIN
1. Opening a locked or closed gate by use of a remote, clicker or other electronic device.	Yes	No	Yes	Yes
2a. Accessing locked or secured premises that have been unlocked by the CUSTOMER regardless of whether a gate is present so long as the CONTRACTOR'S vehicle has unimpeded access to the premises.	No	No	No	No
2b. Accessing an unlocked gate that is partially closed and the CONTRACTOR'S collection vehicle cannot enter the property without having to exit the vehicle to address the gate or secured premises to provide for vehicle access	Yes	No	Yes	Yes
3. Accessing a locked gate when manual push out (no scout service) is required.	Yes	No	Yes	Yes
4. Accessing via intercom a security office that does not require the driver to leave his or her vehicle.	No	No	No	No

Table 7-5: Extra Collection Services and Associated Fees Clarifications.

Distance/Access	Chargeable to CUSTOMER			
	BLACK BIN	BLUE BIN*	GREEN BIN	BROWN BIN
1. Distance charges on BLUE BINS/blue CONTAINERS.	N/A	No	N/A	N/A
2. Properties at which the collection vehicle does drive within 100 feet of the container.	Yes	No	Yes	Yes

* The new Removing Barriers to Recycling Program will eliminate, through credits to customers, extra service charges for access and distance fees on the blue bins effective April 1, 2019. Customers will see these charges and credits on their monthly invoice for the duration of the Removing Barriers to Recycling Program.

2025 Additional Customer Fees & Charges

The following are fees established by the City of Los Angeles that the recycLA Service Provider (RSP) may charge their customers if they service the solid waste, comingled recyclables, or organic waste containers for any of these reasons:

Overfilled:

- The solid waste, comingled recyclables, or organic waste materials are observed to extend above the rim of the container and the lid will not completely close.
- The solid waste materials are placed outside of a full container and prevent the container from being safely collected.
✓ **\$37.61 per occurrence**

Overweight:

- The amount of solid waste, comingled recyclables or organic waste material exceeds a collection truck's ability to collect it or creates unsafe conditions for collection personnel.
✓ **\$151.10 per occurrence**

Contamination:

- More than 10% of the material in the blue bin recycling container is solid waste or organic waste.
- More than 10% of the material in the green organics container is solid waste or comingled recyclables.
✓ **\$75.21 per occurrence**

Penalty Assessment

- Before you are assessed any fees for not properly separating your waste, the following steps will be taken by your RSP:
 - 1st instance: Photos will be taken of the non-conforming container. A written courtesy notice will be provided explaining the special collection needs of the non-conforming material and include information of potential fees.
 - 2nd instance: Same as 1st Instance with the inclusion of a contamination fee.
 - 3rd and subsequent instance: Your RSP will have the option of charging the contamination fee or initiating non-collection procedures.
 - 2nd or 3rd instances considered as such if they occur within twelve (12) calendar months.

Hazardous, Radiological or Biochemical Waste Contamination:

- State law prohibits the disposal of hazardous waste and certain electronic waste in the solid waste, comingled recyclables, or organic waste containers.
✓ **\$151.10 per occurrence**

Bulky Waste:

- Materials which are too large to be placed in the black bin.
✓ **\$45.13 per item**



Let us know if you need recycLA information in another language:



Waste Management and its affiliates have provided waste minimization and recycling services to customers throughout the City of Los Angeles for more than 40 years. Our operations include hauling, processing and disposal facilities in Sun Valley, Boyle Heights, Simi Valley, Compton, Carson, El Sobrante, Lancaster and Azusa.

We forward to working with you to maximize recycling - including food and organics - throughout our communities, and making Los Angeles the first major city to achieve the zero waste goal.

Notes:

100% Post-Consumer Recycled Paper

