



Effective July 2019

## Alto Residential Terms and Conditions

### Service Rate

Service Rate includes one-time-per-week pickup of trash, recycling and compost cans, two-times-a-year on-call curbside pickups, and on-call pickups of limited types of household hazardous wastes listed on the MVRS website. MVRS provides one (1) compost can and two (2) recycling cans per customer. Extra recycling cans are available for \$12.00 per can per month. Extra compost cans are available for \$12.00 per can per month.

### Single Residence Curbside and On-Premise Service Rates

**Curbside Service** is defined as the can being placed within five (5) feet of, and at the same level as, the curb or side of the principle street. The monthly rate for Curbside Service is equal to the applicable amount for size and number of cans on the currently approved Rate Sheet.

**On-Premise Service** is defined as the can being visible from the street, six to 25 feet from the curb, and accessible to a wheeled cart (no steps allowed unless in an MVRS-approved location). The monthly rate for once-a-week On-Premise Service is equal to the applicable Curbside Service Rate plus \$5.00 per can. Empty cans will be left at the curb unless the customer agrees to pay 2X the carryout rate to return them.

**On-Premise Plus Service** is defined as cans beyond 25 feet from the curb, or not visible from the street, or up or down any number of stairs, or not in a location accessible to a wheeled cart. The monthly rate for once-a-week On-Premise Plus Service is equal to the applicable Curbside Service Rate plus \$15.00 per can. Empty cans will be left at the curb unless the customer agrees to pay 2X the carryout rate to return them.

**Disability/Senior Citizen Exemption from On-Premise Service Rate.** Individuals who cannot bring cans to the curb due to disability may fill out a *Request for Disability Service* form, which is available from our office or may be downloaded from our website ([www.millvalleyrefuse.com](http://www.millvalleyrefuse.com)). Some restrictions on can placement apply, and a doctor's certification of disability OR copy of a current CA Disability Parking Placard is required along with the completed form. Senior Citizen Exemption available to those age 70 or older.

**On-Premise Service** and **On-Premise Plus Service** are also available for recycling and compost cans for an additional \$5.00 or \$15.00 per can per month respectively. Empty cans will be left at the curb unless the customer agrees to pay 2X the carryout rate to return them. Due to their size and excessive weight, **On-Premise Plus Service** is NOT available for recycling and compost cans where stairs are involved.

### Additional Quantities of Cans

Service for additional cans over the quantities listed on the rate sheet will be charged a multiple of the single can, one-time-per-week pick up rate (i.e. five 32-gallon cans are charged the four-can rate *plus* the one-can rate).

### Low Income Rate

A 20% discount off the applicable residential rate is available to residential Single-Family customers who have already qualified for the PG&E CARE/FERA Program. A copy of the customer's PG&E bill showing the qualified CARE/FERA Program is required for the discount. To maintain the discounted rate, customers must submit a new PG&E bill annually showing the CARE/FERA discount.

## Apartment Service Rates

Apartments are defined as multi-unit residential housing with four or more units all paid for by the property owner.

Apartments are charged a **minimum of one 32-gallon can per unit per trip** at the applicable once-per-week Apartment Rate as shown on the current, approved rate sheet. Additional 32-gallon cans over the minimum will be charged at the additional applicable per-can rate. Service Rate includes one-time-per-week pickup of trash, recycling and compost cans. Multiple trash trips in a week to a single location will be charged a multiple of the applicable once-per-week Monthly Rate.

Special Note: an Apartment may elect to add an additional recycle-only pickup day at a single location for a trip charge equal to a multiple of the applicable once-per-week Recycling Rate.

In cases where 45-gallon cans or 1-yard and 2-yard containers are used instead of, or in addition to, 32-gallon cans, the following equivalency formulas will be applied to determine whether additional 32-gallon cans (over the minimum set forth immediately above) shall be charged at that location:

- Each 45-gallon can will be considered to hold one-and-one-half 32-gallon cans.
- Each 1-yard container will be considered to hold seven 32-gallon cans, and each 2-yard container will be considered to hold fourteen 32-gallon cans. *(If 1-yard or 2-yard containers supplied by MVRS are used, standard commercial container rental rates will be charged in addition to the applicable apartment rate).*

If the foregoing equivalency formulas result in a higher number of 32-gallon cans than the minimum of one per unit, the applicable once-per-week rate shall be applied to such higher number of 32-gallon cans. If the result is a lower number of 32-gallon cans, then the minimum one-can-per-unit charge set forth above shall be applied.

MVRS will provide Apartments with up to one recycle can and one compost can per unit at no extra charge. Extra cans are available at \$12.00 per month per can. Countertop food waste containers (one per unit) are available FREE of charge. Call our office for delivery.

### Apartment Curbside and On-Premise Service Rates

The same definitions and charges for Curbside, On-Premise and On-Premise Plus Services, as described above, apply for Apartments. **HOWEVER**, if our service trucks are able to drive right up to trash enclosures on a complex's property, and trash containers are within five (5) feet of where the truck is parked, MVRS will charge the same as if the cans were curbside.

### Miscellaneous and Extra Charges

32-gallon extra **trash** can/bag: \$ 8.00 (curbside); \$13.00 (On-Premise); \$23.00 (On-Premise Plus).

45-gallon extra **trash** can/bag: \$10.00 (curbside); \$15.00 (On-Premise); \$25.00 (On-Premise Plus).

32-gallon extra **yard waste** can/bag: \$6.00 (curbside only).

Special pickup of recycling or compost can that is contaminated with improper materials: \$25.00.

Cart Replacement Charges:

Carts broken by MVRS drivers: \$0

Carts broken by customer: \$75

Cart exchanged by request for aesthetic reasons (i.e. due to graffiti, smell, being dirty): \$20

Customers should call in advance for free quotes on other loose trash and bulky items.

### Delinquent Accounts

If an account is put on "stop service" due to a past due balance, a \$20.00 processing fee will be charged in addition to the past due amount to reactivate service. This charge is waived if customer agrees to sign up for Auto-Pay.

## **Vacation Holds on Service**

Accounts may be put on Vacation Hold for *a minimum of three months only* with no administration fee upon reactivation of service.

# Alto **Commercial Terms and Conditions**

## **Service Rates for Non-Food Service Businesses**

Service Rates include trash, recycling and compost can service. MVRS provides one 64-gallon compost can, but an unlimited number of recycle cans upon request, with once per week pickup. Extra compost cans are available at an additional charge of \$12.00 per can per month. Additional weekly pick ups may be requested and are at the discretion of MVRS as routing efficiencies allow (additional charges may apply).

## **Service Rates for Food Service Businesses**

*A Food Service Business is defined as any business; such as a restaurant, delicatessen, coffee house, or supermarket; that is engaged, at whole or in part, with the preparation and service of food to the public.*

Service Rates for Food Service Businesses include trash, recycling and compost can service. MVRS provides two (2) 32-gallon compost cans, but an unlimited number of recycle cans upon request. However, extra compost cans are available at the additional charge listed on the rate sheet under the Food Service Business Compost Cans section.

## **Additional Compost Service Available to Food Service Businesses**

Food Service businesses that subscribe to trash service multiple days per week, are entitled to have their two (2) 32-gallon compost cans picked up on the same number of days as their trash\* (if necessary) at no additional charge. Compost cans may be picked up more often than the trash service upon request at the additional charge of the single can, one-time-per-week rate listed under the Food Service Business Compost Cans section.

*\*To maintain routing efficiencies, but provide the same volume of compost service, MVRS may choose to provide extra compost cans at no extra charge, but limit the number of pickup days. For example, a restaurant with 3x/week trash service is entitled to have two 32-gallon compost cans picked up 3x/week (for a total of six cans per week). However, if a compost route is not in the vicinity on one of the three days, MVRS may elect to provide additional 32-gallon cans, and only pick up on two days, so that the restaurant is still receiving the same volume of six compost cans picked up in a week to which it is entitled.*

## **Commercial Curbside and On-Premise Service Rates**

The same definitions and charges for Curbside, On-Premise and On-Premise Plus Services, as described on the Residential Terms & Conditions page apply to Commercial businesses. **HOWEVER**, if our service trucks are able to drive right up to trash enclosures on a complex's property, and trash containers are within five (5) feet of where the truck is parked, MVRS will charge the same as if the cans were at curbside.

## **Multiple Cans/Pickups – Trash**

Multiple cans/pickups of quantities listed on the Commercial Rate sheet are charged a multiple of the single can, one-time-per-week pick up rate.

## **Container Rental Fee**

Rental fee covers all repairs due to normal wear and tear and steam cleaning of the container once per year. Additional steam cleanings during the year are \$125 per container per cleaning.

## **Saturday Service**

There is no special charge for Saturday service if the customer already has five (5) times a week service during the regular workweek (Mon-Fri). The special Saturday rate is available to customers with a minimum of three (3) times a week service during the regular workweek.

### **Sunday Service**

Sunday service may be available depending on demand.

### **Delinquent Accounts**

If an account is put on “stop service” due to a past due balance (net 30), a \$20.00 processing fee will be charged in addition to the past due amount to reactivate service.