

## 2021 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 are unable to 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.  
✓ **\$30.14 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.  
✓ **\$121.08 per occurrence**

### Contamination:

- More than 20% of the material in the blue bin recycling container is solid waste or organic waste.
- More than 20% of the material in the green organics container is solid waste or comingled recyclables.

### 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

- Your collection driver is required to take a photo of your contaminated Blue Bin and keep it on file
- Your RSP will contact you by phone, and/or by email, to explain why the Blue Bin is contaminated, and to offer you an in-person or on-site visit for recycling training and education
- Your container will be collected and serviced as trash after you have communicated with your RSP
- There is no charge for this collection

#### 2nd Instance - Within 90 days of the 1st instance

- Your collection driver is required to take a photo of your contaminated Blue Bin and keep it on file
- Your RSP will contact you by phone and/or by email to explain why the Blue Bin is contaminated, and to offer you an in-person or on-site visit for recycling training and education



- Your container will be collected and serviced as trash after you have communicated with your RSP
- There is no charge for this collection

### 3rd Instance - Within 90 days of the 2nd instance

- Your collection driver is required to take a photo of your contaminated Blue Bin and keep it on file
- Your RSP will contact you by phone and/or by email **and** by an in- person (or on-site) visit to explain why the Blue Bin is contaminated, plus your RSP will offer you a site visit for recycling training and education
  - At the 3rd instance, the RSP increases its customer notification to explain why the Blue Bin was contaminated with an in-person/on-site visit to explain the contamination and on-site recycling training and education.
- Your container will be collected and serviced as trash after you have communicated with your RSP
- There is no charge for this collection

### 4th Instance

- Your collection driver is required to take a photo of your contaminated Blue Bin and keep it on file
- You will be contacted by your RSP by phone, by email **and** by in-person (or on-site) visit to explain why the Blue Bin is contaminated
- At the RSP's choice, you may be requested to remove the contaminated waste from your Blue Bin before it is collected, **OR**, you will be charged a onetime service fee to have the contaminated Blue Bin collected as trash and your Blue Bin(s) will be removed for a minimum of 90 days and the RSP must notify you about the removal.

### Hazardous, Radiological or Biochemical Waste Contamination:

- State law prohibits the disposal of hazardous waste and certain electronic waste in the solid waste, commingled recyclables, or organic waste containers.
  - ✓ **\$121.08 per occurrence**

### Bulky Waste:

- ✓ Materials which are too large to be placed in the black bin.
- ✓ **\$36.16 per item**