

## REPORT TO CITY COUNCIL

**DATE: MARCH 13, 2024**

**TO: HONORABLE MAYOR AND MEMBERS OF THE CITY COUNCIL**

**FROM: NATHAN HAMBURGER, CITY MANAGER**

**BY: LOUIS CELAYA, DEPUTY CITY MANAGER**

**SUBJECT: WASTE MANAGEMENT RESIDENTIAL SOLID WASTE RATE ESCALATION; CONSIDER REQUEST FOR ADDITIONAL SOLID WASTE RATE ADJUSTMENT FOR 2024**

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On December 16, 2016, the City Council approved a new solid waste franchise agreement with GI/Waste Management Industries (WM) for the provision of residential solid waste services. The new franchise agreement commenced on January 1, 2017, and was scheduled to terminate June 30, 2023. On January 11, 2023, the City Council approval WM's request to approve the request to exercise the extension of the agreement through June 30, 2027.

Per Section 5.4.1 of the solid waste agreement, WM is entitled to future adjustments (escalation) annually. All solid waste rates are subject to escalation beginning January 1 of each year, and WM is required to notify its customers at least fifteen (15) days prior to the rate increase. For this escalation request, January 1, 2024, is the beginning date the new rates will become effective. Escalation only reflects adjustments in the Consumer Price Index (CPI) for the twelve-month period ending September 30 of each year. For the 2022-2023 period, the CPI adjustment is 4.28%. Staff and the City's solid waste consultant have reviewed and confirmed that the rates being proposed (Table 1, Table 2, attached) reflect the CPI adjustment. Under the current franchise agreement, the CPI adjustment is capped at 3%.

For the solid waste residential minican curbside service level (Minican – 32 gal trash, 64 gal recycle, 96 gal yard), this will equate to a monthly \$.65 cost increase. The additional larger curbside service levels will see monthly increases ranging from \$.1.71 to \$1.96 depending on the service level being used by the customer. Multi-family complexes will see monthly increases ranging from \$.49 to \$.96 dependent upon the service level used. It should be noted that while there are projected CPI increases, two service levels identified as "Level 1 (the most common residential service level) and Level 2 will see no adjustments as a result of rate protection language in the current agreement. The 2023 rate will remain the same for 2024 for these levels. There will also be several service options categories (i.e., Cut off Service, Credit Card Convenience Fee, 3<sup>rd</sup> Additional 96 Trash Cart, etc.) whose rates will also remain the same as a result of the rate protection language. Finally, the valet fee for the multi-family complex will see the first phased

increased per the WM proposal agreed to by the City Council approved at the May 10, 2023, meeting. The new rate will be \$17.49, eventually concluding at \$20.00 in 2025.

For the residential bins service rates, the standard service (3 yd. trash bin @ 1x/wk.) will result in a monthly \$3.08 increase. Additional bin service levels will see monthly increases ranging from \$5.61 to \$15.63, depending on the service level selected by the customer.

In addition to the CPI escalation for 2024, the current agreement permits WM to request an additional solid waste rate adjustment. For the fifth consecutive year, WM is requesting an additional solid waste rate adjustment (SWRA) for operation costs. This year's SWRA is being requested to once again reflect the landfill and organics tipping rate increases at the Simi Valley Landfill and Recycling Center for 2024. There is a 5% increase (\$4.01/ton) at the landfill from the 2022 calendar year. The facility is owned and operated by WM, but rates are established by the County of Ventura. WM is also identifying a 48% increase for recyclable processing. It should be noted that the SWRA request will be additional costs added to the rate set by CPI.

For the 2024 escalation and SWRA request, the Public Works Subcommittee (Subcommittee) was asked to review the SWRA request. On January 29, 2024, the Subcommittee met with City staff to discuss the request and shared some thoughts on improvements for WM. Representatives from WM were also in attendance. At the conclusion of the meeting, the Subcommittee requested a few days to return with recommendations. On February 6, 2024, the Subcommittee returned, discussed, and provided the following recommendations to be forwarded to the City Council:

- Approve the SWRA request, but only an additional two percent (2%); SWRA still be subject to the rate protection language
- Condition future SWRA request be conditional on the following deliverable items in 2024:
  - Better SB 1383 organic recycling outreach
  - A minimum of two organic recycling ads in local paper (Acorn)
  - Clean up mixed messaging related to organic recycling (bag or no bag; permitted items)
  - Continue promotion of senior discount; easy information location and registration access
  - Continue roll-out of new state mandated cart coloring for refuse, recycling, and green waste
  - Quarterly reports regarding outreach progress and cart color switch over to staff

The Subcommittee believed WM operationally, provides very good service and there were some improvements WM could continue to make. City staff and the City's solid waste consultant concur with these recommendations.

Should the City Council approve the SWRA request, as noted previously, an additional cost would be added to the CPI adjustment (Table 3, Table 4). For the standard solid

waste residential curbside service levels, the overall cost increase would range from \$.44 to \$1.35 per month depending on the service level being used, and for multi-family complexes the overall cost increase would range from \$.34 to \$.50 depending on the service level used. One service level for multi-family condo/townhomes (96 gal trash, 64 gal recycling) will not see an SWRA increase as a result of rate protection language. For the residential bins service side, the overall SWRA cost increase would range from \$2.11 to \$10.73 per month depending on the service level being used.

Per the agreement, any SWRA must be substantiated with supporting documentation. The City's solid waste consultant, Solid Waste Solutions Inc. (SWS), has received supporting documentation (attached) from Waste Management and verified these cost increases.

During the current agreement period, WM has maintained a 54.3% residential waste diversion average over the past three years, and for the CalRecycle 2022 reporting year, the City is currently holding an overall 62.1% diversion based on the past year's report. This assists the City with the continued compliance of an overall diversion rate above the 50%, as required by AB 939. With respect to complaints received for WM, the City received one complaint with respect to proper placement of trash containers at a multi-family complex on two separate occasions. WM investigated the issue and resolved the complaint within two weeks. The City's solid waste consultant did not receive any complaints for the 2023 calendar year. In 2022, no complaints for WM were received by either City staff or the City's solid waste consultant. With respect to the overall collection service, the frequency of reported missed pickups for the first three quarters of 2023 total 226 occurrences out of 6023 households. This equates to 3% of the total customers. An increase of 1% from 2022. While the goal is to not have missed pickups, missed pickups are common in solid waste collection and not unique in Agoura Hills. WM does resolve these issues within one business day.

Additionally, for the 2023 calendar year, WM successfully transitioned the residential household hazardous waste and electronic waste program to a monthly collection, completing 168 individual collections since its transition. WM also reported an increase in senior discount participation of 129%, registering 726 seniors, was present for an education outreach opportunity at 2023 Reyes Adobe Days event, provided several organic related social media outreach assets, responded to 48 illegal dumping reports, and removing the items from the public right of way. WM continues to be involved in maintaining the required collection programs to guarantee the City's compliance with SB 1383 (Short Live Climate Pollutants-Organics). The identified activities in this report again demonstrate that, as a service provider, WM continues to provide very good service and assists with the City's compliance of all state mandates.

Based on WM's performance and compliance with the agreement, the escalation CPI increase of 3.0% is approved and will be implemented effective April 1, 2024, with a retroactive billing to January 1, 2024 for the new rates. The additional solid waste adjustment request will require consideration by the City Council.

## **FISCAL IMPACT**

The increase of the CPI will result in a moderate increase to the City Council 2023-24 and 2024-2025 adopted Budget Revenues (Franchise Fees) for Franchise Fee Account, 010-0000-31400.

## **RECOMMENDATION**

Staff respectfully recommends:

- 1) The City Council receive and file the report for the solid waste rate escalation increase (3.0%) for residential solid waste services for 2024; and
- 2) Review the recommendations of the Public Works Subcommittee, and provide direction to staff on the additional Solid Waste Rate Adjustment request being submitted by Waste Management

Attachments: Table 1 - Curbside Service /Condo/Townhome Residential Rates – 2024 (CPI Only)  
Table 2 - Residential Bin Rates – 2024 (CPI Only)  
Table 3 - Curbside Service /Condo/Townhome Residential Rates – 2024 (CPI & SWRA)  
Table 4- Residential Bin Rates – 2024 (CPI & SWRA)

**Table 1.**  
**RESIDENTIAL CURBSIDE SERVICE/CONDO-TOWNHOME RATES 2024 (with CPI escalation only)**

Curbside Service	Trash Cart	Recycle Cart	Yard Cart	Monthly Rate	2024 Rate		
Minican	Blue 32	Grey 64	Green 96	\$ 21.51	\$22.16		
Level 1	Blue 64	Grey 64	Green 96	\$ 30.83	\$30.83		
Level 2	Blue 96	Grey 64	Green 96	\$ 37.09	\$37.09		
Level 3	2 -Blue 64	Grey 64	Green 96	\$ 57.04	\$58.75		
Level 4	1-64 & 1-96	Grey 64	Green 96	\$ 64.13	\$66.05		
Level 5	2-Blue 96	Grey 64	Green 96	\$ 65.34	\$67.30		
Condos/Townhomes	Trash Cart	Recycle Cart	Yard Cart	Rate per unit			
	Blue 32	Grey 64	n/a	\$ 16.43	\$16.92		
	Blue 64	Grey 64	n/a	\$ 24.14	\$24.86		
	Blue 96	Grey 64	n/a	\$ 31.88	\$31.88		
Valet/pullout service				\$ 16.23	\$17.49		

**SERVICE OPTIONS**

**RATE**

Start Charge	\$24.51	
Cut Off Restart Fee	\$23.90	
Customer Service Credit Card Processing Fee	\$9.91	
Senior Discount	15%	
Third Additional 96 gal Trash Cart	\$19.30	
Third Additional 64 gal Trash Cart	\$12.85	
Additional 64 gal Recycle Cart (2 <sup>nd</sup> N/C)	\$5.12	After two carts
Additional 96 gal Recycle Cart (2 <sup>nd</sup> N/C)	\$5.27	After two carts
Additional 96 gal Green Waste cart	\$4.37	
96 gal Yard/Manure Cart	\$11.72	
Additional 96 gal Yard/Manure Cart	\$11.72	
Recycle Contamination Fee	\$29.69	
Green Waste Contamination Fee	\$29.69	
Extra Pick Up on scheduled service day (bag)	\$3.86	Per bag
Extra Pick Up on scheduled service day (cart)	\$6.48	Per cart
Extra Pick Up on non-scheduled service day	\$31.56*	
*For 3 carts or 6 bags. Anything over this amount is extra. See Above		
Bulky Items Pick Up	4 items total; 2 trips per calendar year	
Additional Bulky Items Pick-ups	\$30.32	

**Table 2**

**RESIDENTIAL BIN RATES 2024 (w/ CPI escalation only)**

**RESIDENTIAL & MULTI-FAMILY TRASH BINS RATES**

		<u>2024 Rate</u>	<u>2023 Rate</u>		<u>2024 Rate</u>	<u>2023 Rate</u>
1.5 yd. Trash Bin:	1x Week	\$ 90.71	\$88.07	5x Week	\$ 360.25	\$349.76
	2x Week	\$ 163.03	\$158.28	6x Week	\$ 426.02	\$413.61
	3x Week	\$ 228.78	\$222.12			
	4x Week	\$ 289.55	\$281.12			
3 yd. Trash Bin:	1x Week	\$ 105.62	\$102.54	5x Week	\$ 452.33	\$439.16
	2x Week	\$ 192.55	\$186.94	6x Week	\$ 536.49	\$520.86
	3x Week	\$ 284.02	\$275.75			
	4x Week	\$ 368.16	\$357.44			
4 yd. Trash Bin:	1x Week	\$ 113.19	\$109.89	5x Week	\$518.82	\$503.71
	2x Week	\$ 210.90	\$204.76	6x Week	\$616.44	\$598.49
	3x Week	\$ 312.73	\$303.62			
	4x Week	\$ 421.24	\$408.97			

**RESIDENTIAL & MULTI-FAMILY RECYCLE BINS RATES**

		<u>2024 Rate</u>	<u>2023 Rate</u>		<u>2024 Rate</u>	<u>2023 Rate</u>
1.5 yd. Trash Bin:	1x Week	\$ 39.91	\$38.75	5x Week	\$ 198.61	\$192.83
	2x Week	\$ 79.51	\$77.19	6x Week	\$ 238.34	\$231.40
	3x Week	\$ 119.11	\$115.64			
	4x Week	\$ 159.03	\$154.40			
3 yd. Trash Bin:	1x Week	\$ 47.48	\$46.10	5x Week	\$ 223.96	\$217.44
	2x Week	\$ 93.42	\$90.70	6x Week	\$ 267.47	\$259.68
	3x Week	\$ 136.83	\$132.84			
	4x Week	\$ 180.55	\$175.29			
4 yd. Trash Bin:	1x Week	\$ 53.80	\$52.23	5x Week	\$ 242.95	\$235.87
	2x Week	\$ 102.27	\$99.29	6x Week	\$ 289.02	\$280.60
	3x Week	\$ 150.72	\$146.33			
	4x Week	\$ 197.00	\$191.26			
3yd Manure	1x Week	\$150.88	\$146.49			
Valet Service	1x Week	\$29.31	\$28.46			
	2 x Week	\$58.15	\$56.46			
	3x Week	\$86.99	\$84.46			

**Table 3**

**RESIDENTIAL CURBSIDE SERVICE/CONDO-TOWNHOME RATES 2024 (with CPI escalation & SWRA @ 2%)**

Curbside Service	Trash Cart	Recycle Cart	Yard Cart	Monthly Rate	2024 Rate		
Minican	Blue 32	Grey 64	Green 96	\$ 21.51	\$22.61		
Level 1	Blue 64	Grey 64	Green 96	\$ 30.83	\$30.83		
Level 2	Blue 96	Grey 64	Green 96	\$ 37.09	\$37.09		
Level 3	2 -Blue 64	Grey 64	Green 96	\$ 57.04	\$59.93		
Level 4	1-64 & 1-96	Grey 64	Green 96	\$ 64.13	\$67.37		
Level 5	2-Blue 96	Grey 64	Green 96	\$ 65.34	\$68.65		
Condos/Townhomes	Trash Cart	Recycle Cart	Yard Cart	Rate per unit			
	Blue 32	Grey 64	n/a	\$ 16.43	\$17.25		
	Blue 64	Grey 64	n/a	\$ 24.14	\$25.36		
	Blue 96	Grey 64	n/a	\$ 31.88	\$31.88		
Valet/pullout service				\$ 16.23	\$17.49		

**SERVICE OPTIONS**

**RATE**

Start Charge	\$24.51	
Cut Off Restart Fee	\$23.90	
Customer Service Credit Card Processing Fee	\$9.91	
Senior Discount	15%	
Third Additional 96 gal Trash Cart	\$19.30	
Third Additional 64 gal Trash Cart	\$12.85	
Additional 64 gal Recycle Cart (2 <sup>nd</sup> N/C)	\$5.12	After two carts
Additional 96 gal Recycle Cart (2 <sup>nd</sup> N/C)	\$5.38	After two carts
Additional 96 gal Green Waste cart	\$4.46	
96 gal Yard/Manure Cart	\$11.95	
Additional 96 gal Yard/Manure Cart	\$11.95	
Recycle Contamination Fee	\$29.69	
Green Waste Contamination Fee	\$29.69	
Extra Pick Up on scheduled service day (bag)	\$3.86	Per bag
Extra Pick Up on scheduled service day (cart)	\$6.48	Per cart
Extra Pick Up on non-scheduled service day	\$32.19*	
*For 3 carts or 6 bags. Anything over this amount is extra. See Above		
Bulky Items Pick Up	4 items total; 2 trips per calendar year	
Additional Bulky Items Pick-ups	\$30.32	

Table 4

**RESIDENTIAL BIN RATES 2024 (w/ CPI escalation & SWRA @ 2%)**

**RESIDENTIAL & MULTI-FAMILY TRASH BINS RATES**

		<u>2024 Rate</u>	<u>2023 Rate</u>		<u>2024 Rate</u>	<u>2023 Rate</u>
1.5 yd. Trash Bin:	1x Week	\$ 92.52	\$88.07	5x Week	\$ 367.46	\$349.76
	2x Week	\$ 166.29	\$158.28	6x Week	\$ 434.54	\$413.61
	3x Week	\$ 233.36	\$222.12			
	4x Week	\$ 295.34	\$281.12			
3 yd. Trash Bin:	1x Week	\$ 107.73	\$102.54	5x Week	\$ 461.37	\$439.16
	2x Week	\$ 196.40	\$186.94	6x Week	\$ 547.22	\$520.86
	3x Week	\$ 289.70	\$275.75			
	4x Week	\$ 375.53	\$357.44			
4 yd. Trash Bin:	1x Week	\$ 115.45	\$109.89	5x Week	\$ 529.20	\$503.71
	2x Week	\$ 215.11	\$204.76	6x Week	\$ 628.77	\$598.49
	3x Week	\$ 318.99	\$303.62			
	4x Week	\$ 429.66	\$408.97			

**RESIDENTIAL & MULTI-FAMILY RECYCLE BINS RATES**

		<u>2024 Rate</u>	<u>2023 Rate</u>		<u>2024 Rate</u>	<u>2023 Rate</u>
1.5 yd. Trash Bin:	1x Week	\$ 40.71	\$38.75	5x Week	\$ 202.58	\$192.83
	2x Week	\$ 81.10	\$77.19	6x Week	\$ 243.11	\$231.40
	3x Week	\$ 121.49	\$115.64			
	4x Week	\$ 162.21	\$154.40			
3 yd. Trash Bin:	1x Week	\$ 48.43	\$46.10	5x Week	\$ 228.44	\$217.44
	2x Week	\$ 95.29	\$90.70	6x Week	\$ 272.82	\$259.68
	3x Week	\$ 139.57	\$132.84			
	4x Week	\$ 184.16	\$175.29			
4 yd. Trash Bin:	1x Week	\$ 54.88	\$52.23	5x Week	\$ 247.81	\$235.87
	2x Week	\$ 104.32	\$99.29	6x Week	\$ 294.80	\$280.60
	3x Week	\$ 153.73	\$146.33			
	4x Week	\$ 200.94	\$191.26			
3yd Manure	1x Week	\$153.90	\$146.89			
Valet Service	1x Week	\$29.90	\$28.46			
	2 x Week	\$59.31	\$56.46			
	3x Week	\$88.73	\$84.46			





## Transmittal Memorandum

To:	Louis Celaya, Deputy City Manager
From:	Kimberly Nilsson, President <i>Kimberly Nilsson</i>
Date:	November 27, 2023
Subject:	Waste Management Rate Increase Review

At the City's request Solid Waste Solutions, Inc. (SWS) was tasked to review the rate increase request submitted by Waste Management on October 30, 2023. As part of a rate increase SWS will review the Franchise Agreement between the City of Agoura Hills and G.I. Industries, a Utah Corporation for Integrated Exclusive Residential Waste Management Services, dated January 1, 2017, for contract compliance.

1. Evaluate the rate increase request.
2. Provide a franchise compliance review.

### 1. Rate Increase Review:

In accordance with the Franchise Agreement for Integrated Exclusive Residential Waste Management Services, Article 5 Company Compensation, Rates and Fees: City Fees Sections 15.3 Future Adjustments 5.3.1 Escalation and 5.3.2 Solid Waste Rate Adjustments, Waste Management has submitted a request for an escalation increase using Consumer Price Index (CPI) values defined as the 12-month period ending September 30 of each year and also an operational cost increase. Both increases are requested to be effective on January 1, 2024.

The CPI increase presented to the City is a straightforward calculation in accordance with the franchise agreement and in this case is calculated at 4.28%. Pursuant to the contract, Section 5.3.1 Escalation, the maximum CPI allowed is 3%.

The operational increase makes up the remaining amount and is due to the increase in landfill, organics and recycling gate rate tipping fee increases. Waste Management has presented documentation to support the following tipping increases:

Refuse/Trash:	\$4.05/ton
Organics:	\$1.52/ton
Recyclables:	\$30.00/ton

Waste Management has presented their calculations and verified the cost increases using the tonnages of material that come from the City of Agoura Hills. Calculations



## Solid Waste Solutions, Inc./City Permit Services

and summary rate tables for the residential and commercial sectors have been provided and included in the attached report.

The Waste Management calculations indicate that the residential cart rates will be increased between 6.3% and 8.65%. The commercial rates are billed by type of service, therefore the increases range in magnitude from 4.3% for a 1.5CY1 day/week refuse collection to 51.89% for 4CY/6 days/week.

SWS has reviewed all calculations and the new rates that Waste Management has presented have been verified. But all the requested increases cannot be implemented. In accordance with Franchise Section 5.4 Most Favored City, it states that WM agrees that the Agoura Hills rates shall not be greater than the identified neighboring Cities. Those cities are Calabasas, Hidden Hills, Malibu and Westlake Village. SWS has compared the rates of the neighboring cities and there are lower rates in some areas from both the City of Calabasas and City of Westlake Village. SWS has taken the spreadsheets provided by WM and added the Calabasas and Westlake rates. The orange rates on the spreadsheet cannot be increased.

Proposed Rates: 2024 <b>Agoura Hills</b>			
Type of Service		Current 2023 Rates	Proposed 2024 Rates
<b>Residential</b>			
Mini-can Service	32 Gallon Trash	\$ 21.51	\$ 23.20
Level 1	64 Gallon Trash	\$ 30.83	\$ 32.88
Level 2	96 Gallon Trash	\$ 37.09	\$ 39.43
Level 3	2-64 Gallon Trash	\$ 57.04	\$ 60.07
Level 4	1-64 & 1-96 Gallon trash	\$ 64.13	\$ 67.47
Level 5	2-96 Gallon Trash	\$ 65.34	\$ 68.81
<b>Multi-Family</b>			
3 Cubic Yards Trash	1/Week	\$ 102.54	\$ 107.90
3 Cubic Yard Recycle	1/Week	\$ 46.10	\$ 64.63



## Solid Waste Solutions, Inc./City Permit Services

### 2. Contract Review:

SWS completed a review of the Waste Management submittal and attachments and reports submitted throughout the year 2023. We find that Waste Management is in compliance with the agreement and a good service provider. With regards to the efficiency of collection and compliance with the agreement, Waste Management has met the stated 50% diversion mandated by AB939, submitted all required reports on time, and continually demonstrates it is an active participant in the community.

Below is a table indicating the haulers franchise diversion for the last 3 years:

Year	Residential/Multi-Family
2021	55.39%
2022	56.75%
2023	51.05% *

\* Through 3<sup>rd</sup> Quarter 2023

Waste Management staff are available for inquiries, and appear responsive to City staff needs, and the company demonstrates its commitment to safety with their frequent trainings of their staff.

Procedures for Customer Complaints/Resolution: Waste Management continues to demonstrate an efficient system in handling customer complaints and providing same day resolutions. Below is a summary of missed pick-ups from complaint logs received for the contract period.

Quarter	Issue	Number of Occurrences Reported
1 <sup>st</sup>	Missed Pick-Ups	96
2 <sup>nd</sup>	Missed Pick-Ups	54
3 <sup>rd</sup>	Missed Pick-Ups	76

It should be noted that missed pick up occurrences are common in solid waste services. They can occur from cans placed on the street late or containers actually being missed. But the low total percentage figure indicates that most of the service is completed with no issues arising.

The franchise agreement requires the Franchisee to implement all State of California mandatory programs. Beyond meeting the 50% diversion mandated by AB 939, the



## Solid Waste Solutions, Inc./City Permit Services

following programs are also required and reported to be fully implemented by Waste Management.

- AB 341: Mandatory Commercial/Multi-family Recycling: Triggering level 4CY commercial waste generated weekly or multi-family units of 5 or greater.
- AB 1826: Mandatory Organics Recycling: Triggering level 4CY commercial waste generated weekly or multi-family units of 5 or greater.
- SB 1383: Short Lived Climate Pollutants: Organics Recycling: All residential and multi-family/commercial accounts shall have an organics program.

Upon reviewing diversion reports submitted quarterly, ongoing program implementation, and the request for a CPI and Operational rate increases, SWS finds that Waste Management is in compliance with the franchise agreement requirements for the rate increase. SWS thereby is submitting the Waste Management 2024 Rate Adjustment Review package to the City for final consideration by the City Manager. In accordance with Article 5 of the franchise agreement, this package has been reviewed, is deemed acceptable and ready for review by the City staff.

If the rate increase is deemed acceptable by the City Manager, the City Manager at their discretion, in accordance with the contract, is authorized to make a final determination of the appropriate amount of the adjustment that may be applied.

The contractor is required to provide all customers with a minimum of fifteen days' written notice prior to the increase. The Residential bills for January 2024 are typically mailed out around December 15th.

If SWS was to recommend any area that needs enhancements it would be in program outreach. In order to gain program participation, the residents need to understand what is required of them to properly divert their recyclables and organics properly. There needs to be a more targeted approach to reach the residents. Many people have their bills automatically debited and do not see bill inserts or other outreach. The use of social media, e-mail blasts and advertising in the local Acorn is the way to enhance their program promotion.

Please let us know if you concur with our review of the rate increase and what you would like for next steps on this. As always thank you for allowing our firm the opportunity to collaborate with you.



# Service and Fee Schedule

Disposal Materials*	Ventura County	Non-Ventura County
<b>Municipal Solid Waste (MSW)</b>	\$83.45 per ton	<b>\$87.45 per ton</b>
MSW - Pick-up trucks to height of cab or	\$54.00 per load	\$58.00 per load
MSW - Cars up to 500 lbs.	\$33.00 min.	\$37.00 min.
<b>Recycling Materials*</b>		
Construction & Demolition (C&D) for	\$100.95 per ton	\$104.95 per ton
C&D - Pick-up trucks to height of cab or	\$70.00 per ton	\$74.00 per ton
C&D Certification	\$14.00 per ton	\$14.00 per ton
Asphalt (clean only)	\$40.00 per ton	\$44.00 per ton
Concrete (clean only)	\$40.00 per ton	\$44.00 per ton
Dirt (clean only)	\$38.00 per ton	\$42.00 per ton
Food Waste	\$128.50 per	\$138.50 per
<b>Greenwaste and Wood</b>	\$84.00 per ton	<b>\$88.00 per ton</b>
Greenwaste and Wood - Pick-up trucks to height of cab or trailers 8	\$54.00 per load	\$58.00 per load
<b>Special Handling Waste*</b>		
Drums	\$135.00 ea.	\$135.00 ea.
Industrial, Process, Sewage	\$88.00 per ton	\$92.00 per ton
Non-Friable Asbestos	\$173.00 per	\$183.00 per
Preservative Treated Wood	\$103.45 per	\$107.45 per
Treated Medical Waste	\$103.45 per	\$107.45 per
<b>Other Materials*</b>		
Appliances	\$23.00 ea.	\$23.00 ea.
Dead Livestock	\$156.00 ea.	\$160.00 ea.
Hard-to-handle items (case by case basis)	\$120 - \$320	\$120 - \$320
Tires: Motorcycle/Passenger/Pick-up Truck	\$13.50 ea.	\$13.50 ea.
Tires: Large Truck	\$37.00 ea.	\$37.00 ea.
Tires: Off-Road/Heavy	\$285.00 ea.	\$285.00 ea.
Vehicle Weights Only	\$14.00 ea.	\$14.00 ea.

## Non-Acceptable Materials

All hazardous materials are prohibited including but not limited to:

- Automotive bodies and fluids (fuel, antifreeze, oils)
- Batteries
- Biological/Medical Waste
- Chemicals of any kind (pool, pesticides, weed killer)
- Electronic Waste of any kind
- Empty Containers (that may have contained or have contained hazardous materials)
- Fluorescent Light Tubes and Ballasts
- Liquids
- Paint, lacquer, stain, thinner, varnish and wood preservatives
- Radioactive Materials
- Septic Tank or Chemical Toilet Waste
- Universal Waste
- Water-Soluble Solids (salts, borax, lye, caustics/ acids)

All Ventura County customers exceeding one (1) ton (excluding local jurisdiction Contract Collectors) will be required to complete a "Waste Origin Reporting Form."

*State law requires all loads to be securely covered.*

\* CIWMP of \$.05 per ton collected on all disposed tons, excluding waste collected from Contract Collectors with any Ventura County jurisdiction.

\*\* Non-Ventura County materials originating within California.

\*\*\* Per ton fee will apply if any minimum vehicle exceeds one (1) ton.

For information about the proper disposal of prohibited materials, household hazardous waste collection events and other waste and recycling services, please contact your local waste hauler, City or County.

City of Simi	<a href="http://simivalley.org">simivalley.org</a>	(805) 583-6321
City of Moorpark	<a href="http://moorparkca.gov">moorparkca.gov</a>	(805) 517-6241
City of Thousand Oaks	<a href="http://toaks.org">toaks.org</a>	(805) 449-7283
County of Ventura	<a href="http://vcpublicworks.org">vcpublicworks.org</a>	(805) 658-4323



## Important Information

### Random Load Checks

This facility conducts load checks. Illegal disposal of materials may result in further action as described by State law. Please cooperate with landfill personnel if they request to inspect and document your load.

### No Scavenging Allowed!

To protect human health and the environment, State law prohibits the removal from Waste Management's Simi Valley Landfill and Recycling Center of any materials intended for disposal. Materials recovered and recycled in accordance with State issued permits excluded.

### Industrial and Sewage Sludge Waste Requires Pre-Approval

Industrial waste, non-friable asbestos, treated wood, and municipal waste water treatment plant sludges all require pre-approval prior to delivery and acceptance. Loads not pre-approved will be rejected. For these types of special waste, please contact our office at (805) 579-7267 or visit [www.wmsolutions.com](http://www.wmsolutions.com).

### Additional Resources

Contact WM's customer service at (800) 675-1171 or visit [www.wm.com](http://www.wm.com) for more information related to trash and recycling services, holiday schedule, Free Landfill Days and educational landfill tours.

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### Recyclable Material Definitions

**Clean Asphalt and Concrete:** Any combination of rock, concrete, gravel, brick, asphalt, or asphalt grindings which is less than 24 inches in any two (2) dimensions. Loads containing debris exceeding this size limitation will be charged as Municipal Solid Waste (MSW). Loads greater than six (6) feet in any dimension may be assessed an additional hard-to-handle fee. Concrete debris should have minimal re-bar protruding from the individual pieces of concrete. Trash, excessive metal, wood, roots or grass contaminants are not accepted. *Loads with these contaminants will be charged as MSW.*

**Clean Dirt:** Granular soil such as clay, sand, or silt that breaks apart when handled by light duty construction equipment; such as a small backhoe or skip loader. No trash, metal, or wood is accepted and less than 10% root and/or grass contamination. *Loads with these contaminants will be charged as municipal solid waste (MSW).*

**Construction and Demolition (C&D):** Combination of materials derived from construction activities; such as, lumber, drywall, glass, metal, roofing material, tile, carpeting, window coverings, plastic pipe, concrete, asphalt, air ducting, appliances, furnishings and fixtures, plant material, cardboard packaging, and tools. All materials must be free of lead paint, chemical additives, and asbestos and contain less than 1% putrescible waste. Demolition projects must provide a demolition permit. **C&D Certification available for an additional fee per ton.**

**Greenwaste and Woodwaste:** Any combination of clean wood, dimensional lumber (no painted or treated wood), grass, branches, leaves and other plant matter. Minimal roots and soil content allowed. Trash, recyclables, palm fronds, yucca plants, and ice plants are not accepted. *Loads with these contaminants will be charged as MSW.*

**Food Waste:** Material resulting from the processing, storage, preparation, cooking, handling, or consumption of food. This type includes material from industrial, commercial, or residential sources such as meat scraps, dairy products, eggshells, fruit or vegetable peels, and other food items from homes, stores, and restaurant



**Location**

2801 N. Madera Road, Simi Valley, CA  
93065 Phone (805) 579-7267 Fax  
(805) 579-7482

**Hours of Operation**

Monday - Saturday 7:00 a.m. - 4:00 p.m.  
3rd Sunday of each month 10:00 a.m. - 4:00  
p.m.

*All vehicles must be unloaded by 4:30 p.m. Mon. -  
Sat. No refunds for partially unloaded  
vehicles.*

**Payment Information**

Credit or Debit Cards only, no cash or  
checks.

One (1) ton minimum on all per ton fees.  
To open an account, contact (805) 579-7267.  
Volume discounts available by contract.

*We reserve the right to refuse*



## Service and Fee Schedule

Disposal Materials*	Ventura County (or outside CA)	Non-Ventura County (within CA)**
<b>Municipal Solid Waste (MSW)</b>	\$79.40 per ton	<b>\$83.40 per ton</b>
MSW - Transfer Trailers	\$74.25 per ton	\$78.25 per ton
MSW - Pick-up trucks to height of cab or trailers 8 feet and under***	\$51.00 per load	\$55.00 per load
MSW - Cars up to 500 lbs.	\$31.00 min.	\$35.00 min.
<b>Recycling Materials*</b>		
Construction & Demolition (C&D) for Processing	\$95.50 per ton	\$99.50 per ton
C&D - Pick-up trucks to height of cab or trailers 8 feet and under***	\$66.25 per ton	\$69.25 per ton
C&D - Cars up to 500 lbs.	\$45.75 per load	\$48.75 per load
C&D Certification	+\$13.50 per ton	+\$13.50 per ton
Asphalt (clean only)	\$38.00 per ton	\$41.00 per ton
Concrete (clean only)	\$37.75 per ton	\$41.25 per ton
Dirt (clean only)	\$35.50 per ton	\$38.50 per ton
Food Waste	\$122.50 per ton	\$132.50 per ton
<b>Greenwaste and Wood</b>	\$79.40 per ton	<b>\$83.40 per ton</b>
Greenwaste and Wood - Pick-up trucks to height of cab or trailers 8 feet and under***	\$51.00 per load	\$55.00 per load
<b>Special Handling Waste*</b> <i>Requires Pre-Approval</i>		
Drums	\$125.00 ea.	\$125.00 ea.
Industrial, Process, Sewage Sludge	\$82.50 per ton	\$86.50 per ton
Non-Friable Asbestos	\$165.00 per ton	\$175.00 per ton
Preservative Treated Wood	\$97.50 per ton	\$105.00 per ton
Treated Medical Waste	\$97.50 per ton	\$105.00 per ton
<b>Other Materials*</b>		
Appliances	\$22.00 ea.	\$22.00 ea.
Dead Livestock	\$151.50 ea.	\$151.50 ea.
Hard-to-handle items (case by case basis)	\$115 - \$300 ea.	\$115 - \$300 ea.
Tires: Motorcycle/Passenger/Pick-up truck	\$13.00 ea.	\$13.00 ea.
Tires: Large Truck	\$35.50 ea.	\$35.50 ea.
Tires: Off-Road/Heavy Equipment	\$270.00 ea.	\$270.00 ea.
Vehicle Weights Only	\$13.50 ea.	\$13.50 ea.

### Non-Acceptable Materials

All hazardous materials are prohibited including but not limited to:

- Automotive bodies and fluids (fuel, antifreeze, oils)
- Batteries
- Biological/Medical Waste
- Chemicals of any kind (pool, pesticides, weed killer)
- Electronic Waste of any kind
- Empty Containers (that may have contained or have contained hazardous materials)
- Fluorescent Light Tubes and Ballasts
- Liquids
- Paint, lacquer, stain, thinner, varnish and wood preservatives
- Radioactive Materials
- Septic Tank or Chemical Toilet Waste
- Universal Waste
- Water-Soluble Solids (salts, borax, lye, caustics/ acids)

**All Ventura County customers exceeding one (1) ton (excluding local jurisdiction Contract Collectors) will be required to fill out a "Waste Origin Reporting Form." State law requires all loads to be securely covered.**

\* CIWMP of \$.05 per ton collected on all disposed tons, excluding waste collected from Contract Collectors with any Ventura County jurisdiction.

\*\* Non-Ventura County materials originating within California.

\*\*\* Per ton charge will apply if any minimum vehicle exceeds one (1) ton.

For information about the proper disposal of prohibited materials, household hazardous waste collection events and other waste and recycling services, please contact your local waste hauler, City or County.

City of Simi Valley	<a href="http://simivalley.org">simivalley.org</a>	(805) 583-6321
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3rd Sunday of each month 10:00 a.m. - 4:00 p.m.  
*All vehicles must be unloaded by 4:30 p.m. Mon. - Sat.  
No refunds for partially unloaded vehicles.*

#### Payment Information

Credit or Debit Cards only, no cash or checks  
There is a one (1) ton minimum on all per ton charges.  
To open an account, call (805) 579-7267. Volume discounts available by contract.

For all inquiries, contact the District Manager.

*We reserve the right to refuse any load.  
Please adhere to all safety guidelines at  
Waste Management's facility.*





## Important Information

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**Complete the WM Payment Request Form for Suppliers who do not generate invoices.**

**Instructions:**

1. Confirm the Vendor Name/Address exists in Coupa.

*Note: If the supplier does not exist in Coupa, then from the Coupa Homepage go the "Forms" dropdown menu and complete the form: " 2 - New Vendor Request (Non-PO) - Internal Use " to add the Supplier to Coupa prior to submitting this payment request form.*

2. Populate the yellow fields below with the requested information.

3. eMail the WM Payment Request Form and supporting documents (behind form) to Scan One for processing:

[wminvoice@onlinecapturecenter.com](mailto:wminvoice@onlinecapturecenter.com)

**PAYMENT REQUEST FORM**

**Vendor Name and Remit Information:**

GOLD COAST RECYCLING
5275 COLT ST
VENTURA, CA 93003
250915_001

**Invoice Header Details**

PO Number	0024912-IN
Invoice #	
Invoice Date	9/30/2023

**WM Site Name and Address:**

WASTE MANAGEMENT / GI INDUSTRIES BU 0283
195 W. LOS ANGELES AVE
SIMI VALLEY, CA 93065

WM Contact	JOANNE DELGADO
WM email	jdelgad8@wm.com

**Purchase Description:**

Purchase Description	PO Line#	Qty	Unit Price	Extended Amount
CURBSIDE PROCESSING- SEPT 2023		1485.83	\$ 93.00	\$ 138,182.19
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -

**Comments Optional (type any specific comments in this box)**

CUSTOMER NO 01-0127002
------------------------

Subtotal	\$ 138,182.19
Freight	
Miscellaneous Charges	
Sales TAX	
Canadian Tax GST	
Canadian Tax HST	
Canadian Tax PST	
Canadian Tax QST	
Total Amount Due	\$ 138,182.19
Currency	USD

# Invoice

Gold Coast Recycling  
 5275 Colt St  
 Ventura, CA 93003  
 (805) 642-9236

Invoice Number: 0024912-IN

Invoice Date: 9/30/2023

Salesperson: TIP

Tax Schedule: 000000000

Waste Management Simi Valley  
 195 W Los Angeles Ave  
 Simi Valley, CA 93065

Customer Number: 01-0127002

Customer P.O.: Sept 1-30,2023 Curb & Comm

Ship VIA:

Terms: DUE UPON RECEIPT

**Contact:**

Item Code	Description	UM	Quantity	Price	Amount
CURBPROCESSING	Curbside Processing	EACH	1,485.830	93.000	138,182.19

Sept.01-30, 2023 Curb & Comm Processing

Net Invoice:	138,182.19
Freight:	0.00
Sales Tax:	0.00
<b>Invoice Total:</b>	<b>138,182.19</b>



**Gold Coast Recycling  
& Transfer Station**  
I N C O R P O R A T E D

*still leading the way...*

**WASTE MANAGEMENT  
CURBSIDE & COMM PROCESSING  
Sept 1-30, 2023**

<b>TOTAL TONS DELIVERED</b>	<b>1,485.83</b>
<b>MOISTURE ADJUSTMENT</b>	<b>0.00</b>
	<hr/>
<b>NET TONS DELIVERED</b>	<b>1485.83</b>
<b>RATE PER TON</b>	<b>\$ 93.00</b>
	<hr/>
<b>AMOUNT DUE</b>	<b>\$ 138,182.19</b>
<b>UNPAID/LATE PENALTY AUG-OCT</b>	<b>-</b>
	<hr/>
<b>TOTAL AMOUNT DUE</b>	<b>\$ 138,182.19</b>



**Invoice**

Gold Coast Recycling  
5275 Colt St  
Ventura, CA 93003  
(805) 642-9236

Invoice Number: 0024163-IN

Invoice Date: 8/31/2022

Salesperson: TIP

Tax Schedule: 000000000

Waste Management Simi Valley  
195 W Los Angeles Ave  
Simi Valley, CA 93065

Customer Number: 01-0127002

Customer P.O.: August 2022 Curbside  
Processing

Ship VIA:

Terms: DUE UPON RECEIPT

**Contact:**

Item Code	Description	UM	Quantity	Price	Amount
CURBPROCESSING	Curbside Processing	EACH	1,446.740	63.000	91,144.62



AUGUST 2022 CURBSIDE PROCESSING

Net Invoice:	91,144.62
Freight:	0.00
Sales Tax:	0.00
<b>Invoice Total:</b>	<b>91,144.62</b>

Gold Coast Recycling  
5275 Colt St  
Ventura, CA 93003  
(805) 642-9236

11/30/2022

Waste Management Simi Valley  
195 W Los Angeles Ave  
Simi Valley, CA 93065

01-0127002

8/31/2022	0024163-IN		91,144.62		91,144.62
9/30/2022	0024218-IN		94,566.15		
11/28/2022		Payment Ref: ACH112522		94,566.15	0.00
10/31/2022	0024271-IN		94,609.62		94,609.62

				Total:	185,754.24
Current	30 Days	60 Days	90 Days	120 Days	
0.00	94,609.62	0.00	91,144.62	0.00	185,754.24



Gold Coast Recycling  
& Transfer Station  
I N C O R P O R A T E D

*still leading the way...*

WASTE MANAGEMENT  
CURBSIDE & COMM PROCESSING  
Aug 1-31, 2022

TOTAL TONS DELIVERED	1,446.74
MOISTURE ADJUSTMENT	0.00
	<u>0</u>
NET TONS DELIVERED	1446.74
RATE PER TON	<u>\$ 63.00</u>
AMOUNT DUE FR. WM	\$ 91,144.62

# Invoice

Gold Coast Recycling  
 5275 Colt St  
 Ventura, CA 93003  
 (805) 642-9236

Invoice Number: 0024271-IN  
 Invoice Date: 10/31/2022  
 Salesperson: TIP  
 Tax Schedule: 000000000

Waste Management Simi Valley  
 195 W Los Angeles Ave  
 Simi Valley, CA 93065

Customer Number: 01-0127002  
 Customer P.O.: Curbside Processing October 2  
 Ship VIA:  
 Terms: DUE UPON RECEIPT

Contact:

Item Code	Description	UM	Quantity	Price	Amount
CURBPROCESSING	Curbside Processing	EACH	1,501.740	63.000	94,609.62

CURBSIDE PROCESSING OCTOBER 2022

Net Invoice:	94,609.62
Freight:	0.00
Sales Tax:	0.00
<b>Invoice Total:</b>	<b>94,609.62</b>





**Gold Coast Recycling  
& Transfer Station**  
I N C O R P O R A T E D

*still leading the way...*

**WASTE MANAGEMENT  
CURBSIDE & COMM PROCESSING  
Oct. 1-31, 2022**

TOTAL TONS DELIVERED	1,501.74
MOISTURE ADJUSTMENT	0.00
	<hr/>
	0
NET TONS DELIVERED	1501.74
RATE PER TON	<hr/>
	\$ 63.00
AMOUNT DUE FR. WM	\$ 94,609.62



## Rates

Effective September 1, 2022

### MATERIALS RECOVERY FACILITIES (MRF) +

### REFUSE-TO-ENERGY FACILITY +

### LANDFILLS

#### Calabasas Landfill, Agoura, <sup>1,2,3,5</sup>

Type of Solid Waste/ Recyclables	Rate
Municipal Solid and Inert Waste	\$60.32 per ton
Hard-to-Handle, Bulky Items	\$70.32 per ton
Uncontaminated Green Waste (green waste mixed with less than one percent [1%] waste material that is not green waste)	\$47.32 per ton
Acceptable Green Waste (green waste mixed with between one percent [1%] and three percent [3%] waste material that is not green waste)*	\$60.32 per ton
Tires	\$165.56 per ton
Special Handling	\$70.32 per ton
Clean, segregated asphalt	\$20.00 per ton
-Minimum Charge	\$20.00 per load
Pull-Offs	\$47.75 per load

\*Note: Contaminated Green Waste will be charged the Hard to Handle rate.

## Rates

Effective September 25, 2023

### MATERIALS RECOVERY FACILITIES (MRF) +

### REFUSE-TO-ENERGY FACILITY +

### LANDFILLS

#### Calabasas Landfill, Agoura, <sup>1,2,3,5</sup>

Type of Solid Waste/ Recyclables	Rate
Municipal Solid and Inert Waste	\$60.32 per ton
Hard-to-Handle, Bulky Items	\$70.32 per ton
Uncontaminated Green Waste (green waste mixed with less than one percent [1%] waste material that is not green waste)	\$47.32 per ton
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-Minimum Charge	\$20.00 per load
Pull-Offs	\$47.75 per load

\*Note: Contaminated Green Waste will be charged the Hard to Handle rate.



PROUD TO SERVE  
AGOURA HILLS

## 2023 Year in Review

We are pleased to provide a summary of our mutual success in 2023. These items are based on your feedback and feedback from the City Council, as well as our ongoing commitment to providing a superior customer experience in Agoura Hills. We are privileged to be a reliable partner to the City of Agoura Hills and are grateful for the confidence and support you have given us. We are excited about the year ahead!

### **Public Education & Senior Discount Program Awareness – Participation Increased by 129%**

Building on momentum from the expanded and enhanced education and outreach in 2022, we continued to promote available service amenities and programs, with specific emphasis on the Senior Discount Program. As a result of our efforts, 726 additional residential customers signed up for the senior discount in 2023. This represents a 129% year-over-year increase in participation, bringing the total number of program participants to 1,288—approximately 24% of all Agoura Hills residential customers!

The City Council asked that we stay diligent about connecting with residents about available programs and discounts. In addition to the Senior Discount outreach highlighted above, we interacted with residents in the following ways:

- In-Person Workshop (November 2023)
- Supported City Outreach through Social Media Calendar & Resources
- 20 Educational Social Media Posts
- 2 Local Press Ads
- 3 Bill Inserts
- 6 New Residential Flyers
- Direct Access QR Code
- Educational Booth at Concerts in the Park and Reyes Adobe Days
- Ongoing Local Website ([home.wm.com/Agoura-Hills](http://home.wm.com/Agoura-Hills)) with Senior Discount Program Information & Other Resources
- Simplified Senior Discount Program Application Online with Three Ways to Submit

### **Enhanced At Your Door Special Collection® for Household Hazardous Waste (HHW) – Added Convenience with Monthly Collection Schedule**

WM's At Your Door Special Collection® program continues to meet residents' HHW disposal needs through curbside collection. We successfully transitioned to monthly collection from quarterly, reducing wait time between events and simplifying the scheduling process. In 2023, we completed 168 individual collections.

### **Residential Service Day Change – Ongoing Commitment to the Safest Most Reliable Routes in Agoura Hills**

Using WM's own proprietary routing software, we updated route collection schedules to accommodate the evolving collection needs within the City. After extensive discussions, planning and preparation, we successfully updated the collection schedule impacting approximately 3,500 customers ensuring continued safe, efficient service to residents throughout Agoura Hills for years to come.



PROUD TO SERVE  
AGOURA HILLS

While we did encounter some initial challenges related to customer communications and residents' preference to maintain their previous service day, we proactively addressed individual concerns through direct phone conversations and in-person site visits. Additionally, in response to 5 calls directed to the city, WM acted quickly and added the following enhancements to our customer education and outreach:

- Quick Access Link – A link was added under the “Helpful Resources” section of the WM-Agoura Hills website, which included individual neighborhood maps with the details for the day changes.
- QR Code – A QR code was created and added to Acorn newspaper advertisement to provide a direct link to WM-Agoura Hills website.
- Acorn Newspaper Ad – “Did you know your trash day may change?” newspaper ad with both a QR Code and web address for the WM-Agoura Hills website.
- Supplemental Postcard – Additional postcards at the request of the City to select residential customers who received a prior notification with the new service day details inadvertently omitted.

#### **City Inquiries – Our Local Team Responds Immediately Resolving Inquires Within Hours**

In 2023, the City sent approximately sixteen (16) requests for assistance related to service issues, billing, and questions regarding organics or recycling. These requests were addressed immediately and are often resolved within hours or on the same day of the request. WM also responded to approximately 48 abandoned item requests for removal, which is not currently part of the agreement. Items were removed at no charge to the city.

#### **Abandoned Item Collection – 48 Picks Ups at No Charge to the City**

WM received and responded to 48 requests by City Staff to collect abandoned items. In all cases, we responded that same day always within 24 hours. This important service is provided at no charge to the City above and beyond contractual requirements.

#### **Customer Complaint Details – 99.99% Accuracy Rate in the City!**

At WM, our goal is to get it right the first time. Throughout 2023, we delivered nearly 850,000 unique services with 99.99% accuracy (total services provided compared to complaints received by WM and the 16 forwarded by City Staff).

### **WM: Customer Service Accuracy Rating**

**5,400**

Agoura Hills  
Customers

**842,400**

Individual Services Per  
Year

**99.99%**

Service Accuracy Rate



**SB1383 Compliance – 100% Participation Compliance**

Working in partnership with the City, our outreach and educational initiatives have effectively maintained 100% compliance with SB1383 in the City of Agoura Hills.

**Rate Stability – Providing Predictability with more than 18% Savings Over the Life of the Contract and Virtually No Change in 4 Years!**

Since the start of the current contract in 2017, the City of Agoura Hills residents have experienced only 3 rate increases despite record high inflation, significant changes in law and a worldwide pandemic. In this same period, the National Garbage & Trash CPI index (capturing national changes in trash collection rates) published by the Bureau of Labor Statistics has increased by 31% while residents with standard service have experienced less than a 13% increase in their monthly bill.

Over the last 4 years, standard service rates have changed by \$.01, representing 0.03% change in rate despite a 17.70% change in costs captured in the contractual formula for this same period.

<b>64 Gallon Rate</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>TOTAL</b>
ACTUAL RATE STANDARD SERVICE	\$29.34	\$29.34	\$29.35	\$29.35	\$.01
ACTUAL % CHANGE IN RATE	0%	0%	0.03%	0%	.03%
CALCULATED % CHANGE IN COST PER CONTRACTUAL FORMULA	3.01%	2.97%	5.07%	6.65%	17.70%
DIFFERENCE IN ACTUAL VS CONTRACTUAL	(3.01%) (\$0.88) \$30.22	(2.97%) (\$0.89) \$31.11	(5.04%) (\$1.57) \$32.68	(6.65%) (\$2.17) \$34.85	(17.67%) (\$5.51) \$34.85

**Recommendations – Tips to Continue Our Mutual Success**

*Education:* We recommend an update to the City’s website to include a direct link to WM’s local dedicated City of Agoura Hills page and a downloadable Senior Discount Application.

*Contract Discussion:* We respectfully request we continue the discussion of the MFN and annual rate cap and the disparity between actual rates compared to those calculated under the Agreement.