

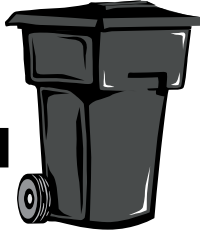
Welcome to...

Valley Vista Services of Orange County
Customer Start-Up Information For Cypress



The City of Cypress has awarded Valley Vista Services of Orange County (VVSOC) a franchise to provide trash and recycling collection services in the Cypress community that will commence on July 1, 2015. VVSOC provides the residents of Cypress, three (3) automated carts. Each resident will initially receive one 96-gallon black cart for trash, one 96-gallon blue cart for recyclables and one 96-gallon green cart for yard-waste.

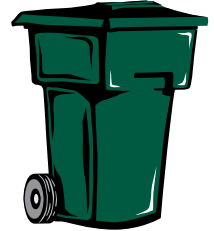
**Black
Cart
Household
Trash**



**Blue
Cart
Recyclables**



**Green
Cart
Green
Waste**



Standard Services/billed bi-monthly included in your water bill,

Standard Services will include the following:

- Once-a-week automated refuse, green waste, and recyclables collection service
- One 96-gallon refuse cart
- One 96-gallon yard waste cart
- One 96-gallon commingled recyclables cart
- Smaller containers upon request. If you have space limitations, you may request 64 or 32-gallon containers
- Additional recyclable container free of charge
- One extra yard-waste cart free of charge, upon request
- Free Holiday Tree collection services
- Free on-call bulky item and electronic waste collections (12 items per year)
- Free SHARPS containers and disposal services, upon request
- Weekly household batteries and cell phone collection
- Free Used Motor Oil drop-off program
- Two citywide household hazardous and electronic waste collection events per year
- Two citywide free disposal day events

FAQ's

Q: Will the new contract affect my rates or who I pay?

A: You will see a reduction in your monthly rate, saving you approximately 18%, and you will continue to pay this on your bi-monthly water bill

Q: Will my collection day change?

A: No, all collection days will remain the same

Q: How will my recycling participation change?

A: You will now have separate carts for recycling (blue), yard waste (green), and trash (black). These will all be collected weekly on your current collection day. Please see our "what goes in what cart" flyer for additional information on these requirements.

Q: Who should I call for service issues or requests?

A: Please call our Cypress office at (714) 380-5450 for any service issues or to order extra services or bulky/e-waste pickups. The office is open 8am - 5pm Monday thru Friday and 8am - 12pm on Saturday.

Q: What should I do with my old carts?

A: Please continue to place your old carts out as usual on your normal collection day. Our staff will be circulating between June 1st and July 3rd to collect your old carts as they drop off your new ones.

Q: What if I need additional carts or smaller carts?

A: Please contact our Cypress office at (714) 380-5450 after July 3rd to schedule an exchange or additional services.

Q: Can I handle any of these issues online?

A: Please visit our website at www.cypress.valleyvistaservices.com to make requests online or to learn more about the programs.

Q: Which holidays are observed by VVSOC?

A: VVSOC observes the following holidays:

New Years • Memorial Day • Independence Day • Labor Day • Thanksgiving Day • Christmas Day

If your collection day falls on or after the holiday, your collection will be delayed one day. If an observed holiday falls on a Saturday or Sunday, there will be no change in your service day. Regular collections will occur on all other holidays not listed.

Additional Services:

Roll-out/Backyard Service

This service means Valley Vista Services of Orange County brings containers to the curb to be serviced by collection vehicle and returned to the back yard for an additional fee of \$25 per month. No charge for residential customers who certify they are not able-bodied and have no able-bodied person residing in their household. This service is for difficult-to-service residential premises or for any customer who requests this service.

Semi-Annual City-Wide Household Hazardous and Electronic Waste Collection Events:

Twice per year we will collect, unlimited amounts of Residential Household Hazardous Waste and Electronic waste at a drop-off site in your community to prevent them from going in the trash. We will notify you of the events two weeks in advance. Household Hazardous Waste includes anti-freeze, paint, automotive products, pesticides, cleaners, solvents and other dangerous substances. If these items are identified in your trash, your cart will be tagged and not collected. Certain electronic devices may be separately collected as described below. For additional safe and legal disposal options, call (714) 834-6752 or visit www.oilandfills/hazardous.com



Used Motor Oil Disposal Drop-off

You may drop off Used Motor Oil for proper disposal and recycling at our Cypress office located at 8891 Watson Street, Cypress, CA 90630, at no additional charge, between 9am - 5pm weekdays.

Weekly Household Batteries and Cell Phone Collection

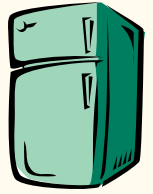
We will collect household batteries and cell phones that are sealed in plastic bags and placed on top of blue recycling carts on your regularly scheduled collection day.

Semi-Annual City-Wide Free Disposal Day Events

Twice per year you will have the opportunity to deliver any and all solid waste for the purpose of disposal or recycling to designated locations throughout the City. We will notify you two weeks in advance of the events.

On-Call Bulky Item Collection (including e-waste)

You may request pickups for up to 12 bulky items and/or electronic items at no charge on your next regularly scheduled pickup day if you call us at least 48 hours in advance. Examples of bulky items/e-waste include discarded furniture (such as chairs, sofas, mattresses, box springs, and rugs); appliances (such as refrigerators, range, washers, dryers, water heaters, dishwashers, plumbing, and other similar items); electronics (such as computers, printers, monitors and other similar items).



Additional On-Call Pickups Of Bulky Items/E-waste

You may also request pickups of bulky items and e-waste, as described above, in excess of 12 items a year on your next regularly scheduled pickup day, at the charges listed on your subscription order, if you call us at least 24 hours in advance.

Holiday Tree Collection

VVSOC will collect your holiday tree placed at curbside on your regular scheduled collection day for two weeks after December 26. You must cut trees into lengths no longer than six feet (6') and remove all ornaments, garland, tinsel, flocking and stands. We will notify you two weeks in advance of the collection.

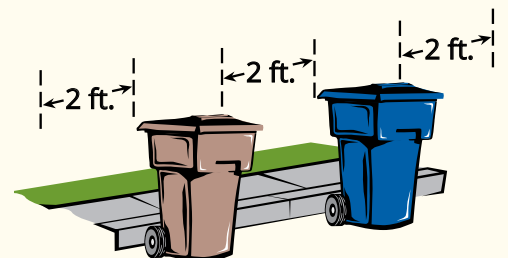


Clean-up Bin

When conducting home improvement projects call VVSOC for a temporary bin. We offer clean up bins in many sizes to assist you with yard clean-up, household clean-up, garage clean-up or small construction projects. To request a "clean-up bin" please contact our customer service department at (714) 380-5450.

Cart Placement

Please place your wheeled cart(s) in the street on either side of your driveway so that wheels are against the curb and the front of the cart(s) face the street. Keep each cart at least two (2) feet away from ANY obstructions, such as vehicles, trees, shrubs, posts, and other containers -see photo. Cart lids should be fully closed to allow for proper pickup without spilling. Carts which are too full, with lids not completely closed, cannot be picked up. All trash, green waste and recycling containers, should be placed at your curbside by 6 a.m. on collection day.



Give at least two (2) feet of clearance on all sides.

Sharps Collection Program

VVSOC will provide a 1 gallon and/or 2 gallon sharps kit to residents four times per year upon request.

Each kit includes:

- A government-approved plastic container specifically designed for sharps waste
- Postage-prepaid mail back shipping box
- Pre-addressed shipping labels
- Once the container is full, simply complete the tracking form and ship the container back to Stericycle in the mail-back box