



**NEW CITY-WIDE TRASH COLLECTION SERVICE**  
**EFFECTIVE JANUARY 1, 2010**  
**FREQUENTLY ASKED QUESTIONS**

Effective January 1, 2010, all solid waste collection services in Lawndale will be provided by Consolidated Disposal Service ("CDS"), including multi-family residential properties and commercial properties. In addition, there will be changes in the disposal containers available to residential customers and changes in the rate schedules. The following "FAQs" are provided to clarify the changes for customers.

For additional information about your service, contact CDS at (800) 299-4898.

When will the transition take place?

**CDS is scheduled to replace carts starting Monday, January 17, 2011 through January 31, 2011.**

How long will CDS be servicing the OLD containers?

**There will be a transition period of 2-weeks (end of January 2011) where CDS will service and collect old containers. After the transition period, CDS will continue to collect containers (but not return).**

How long will I be without a container when the transition takes place?

**Your container will be removed on its regular service day and a new one will be dropped off to you on the same day.**

What if I don't take out my container when the transition takes place. Will I still get one?

**A refuse container will still be dropped off at each service address. Recycling and green waste containers will only be replaced if a different size container is requested by customer.**

If I'm not satisfied with the container, can I exchange it?

**Yes, you can. Customers are offered a free exchange period of six months (until June 30, 2011). After the free exchange period, customers will be charged \$15 per cart exchange. CDS will be evaluating levels for overflow to see if customers need a bigger container. Customers who need a smaller container, should contact CDS.**

If I want a second container, does it have to be the same size as the original container?

**No, the additional container can be the same size or smaller than the original container.**

If I have a 96-gallon container and it is not enough, can I choose another size as a second container and pay the lesser rate?

**Yes, residents would pay \$17.35 for the 96-gallon container, plus either an additional \$4.00 for the additional 35-gallon container; or \$6.00 for the additional 64-gallon**

If I have two containers but only use one, do I have to pay for the second one?

**Yes you would pay for the additional container. If you are not using it you should return it to CDS and make sure that your bill is revised.**

Most of the above assumes regular trash containers, but to the extent they would also apply to green waste or recycling, please confirm that it is the same, i.e., if someone needs a second green waste container.

**Customers that regularly fill their recycling cart can have one additional recycling cart at no additional charge. Additional recycling carts (more than 2) will be provided for an additional \$2.00 per month. Customers that regularly fill their green waste cart may request an additional cart for \$2.00 per month.**

Will CDS continue to pick up extra bags sitting beside the containers?

**No. However, residents are entitled to two annual pickups per calendar year of material that doesn't fit in their containers at no additional cost. One pickup shall consist of up to the equivalent of 3 large bags, boxes or barrels of refuse. Above two additional collections, the resident will be charged according to the approved rates. In addition to the two free overage pickups, overage collection will be offered at no additional charge for two weeks beginning December 26. Neither of these instances include the four free bulky item collections offered to single-family residents. Additionally, beginning January 1, 2011, multi-family customers will be entitled to the equivalent of one bulky item collection per calendar year for each dwelling unit. Residents should contact Consolidated Disposal Service at (800) 299-4898, 24 hours in advance of their regular scheduled collection day to request bulky item pickups (except for the two weeks beginning December 26); and for the two free overage pickups**

Can I bag or bundle my green waste?

**Yes, if you bag in plastic bags (50 lbs. or less) or bundle (50 lbs. or less and less than 4 ft long) you can leave it by the side of your green waste container.**

If there are two houses on a lot, does each resident have to have their own container/containers or can there just be one for two residences?

**Both will pay the individual service rate.**

I know multi-family properties will have commercial pickup, but what constitutes a multi-family property? 2 on a lot? Duplex? Fourplex?

**Five or more units. Any size multi-family unit can receive equivalent single-family cart service or commercial bin service whichever works better for their circumstances. This can be determined by collaboration of the multi-family property owner/manager and CDS.**