



June 18, 2021

Dear Valued Customer:

**Starting July 1, 2021**, CR&R Environmental Services, together with the County of Orange will launch an expanded waste, recycling, and organics collection program.

New program offerings include a source separated three-cart system (trash, recycling, and green waste), an additional free bulky item collection now totaling three (3) collections per year (four (4) items per collection), an annual paper and document shredding event, a compost giveaway, and an annual neighborhood cleanup. In addition, certain existing programs are maintained, including senior citizen and low-income discounts, holiday Christmas tree collections, and free recycling education and assistance.

Below is relevant information for you regarding this change:

- Monthly Rate: Your new monthly rate will be \$19.99 (billed quarterly)
- Service Day: Your service day will remain the same.
- Billing: Residential customers will continue to be billed quarterly with CR&R's first bill going out on July 1, 2021. Senior and Low Generator discounts are available. Refer to reverse side for further information.
- Equipment: No change in your collection equipment. If you require replacement carts or would like to exchange sizes, please contact our Customer Service Department.

### **Holiday Schedule**

As a reminder, CR&R observes the following holidays:

New Year's Day	Independence Day	Thanksgiving Day
Memorial Day	Labor Day	Christmas Day

Note there will be **no service delay** this July 4th, 2021 as the holiday falls on a Sunday.

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If a holiday falls on a Saturday or a Sunday, trash will be collected on your normal collection day with no delays to your pickup. If the holiday falls during the work week, collection for the remainder of the week will be delayed for one day. For example, if Christmas Day falls on a Monday, and your normal collection day is on Thursday, your pick up for that week will be on Friday.

**Residential Rates\***

\*Effective July 1, 2021

<u>Standard Trash, Recycling, Green Waste Service</u>	<u>Monthly</u>	<u>Quarterly</u>
35/65/95 Gallon Sets	\$19.99	\$59.97
35/65/95 Gallon Additional Waste	\$7.53	\$22.59
35/65/95 Gallon Additional Recycling	\$3.67	\$11.01
35/65/95 Gallon Additional Green Waste	\$7.05	\$21.15
Bulky Item Collection (4 items per pick-up)		3 free per year
4th + Any future additional bulky item collection (4 items per pick up)		\$32.38

**Senior Citizen and Low-Income Discounts**

CR&R provides Senior Citizen and Low Income Discounts of 10% to qualifying residential customers.

How do I qualify for the **Senior Citizen Discount**?

- Must be 65 years of age or older
- Must provide proof of being the head of household
- Must agree to reduce cart sizes to 35-gallon capacity

How do I qualify for the **Low-Income Discount**?

- Must provide proof of low-income by being enrolled in "California Lifeline" telephone program or CARE/FERA program, or by submitting a copy of a utility bill showing a low-income discount.
- Name on utility bill or another low-income program.

If you have any questions about this transition or your service, please do not hesitate to contact our Customer Service Department at (714) 372-8272 and we will be happy to assist you. We are open Monday through Friday from 8:00 a.m. to 5:00 p.m. and Saturday 8:00 a.m. to 12:00 p.m.

CR&R is grateful for the opportunity to provide waste and recycling services to the community. We look forward to getting to know you better and begin servicing your location.

Sincerely,

CR&R Incorporated