



March 1, 2024

CURRENT RESIDENT
<<ADDRESS>>
<<CITY, STATE ZIP>>

CR&R Customer Account Number: <<XX-XXXXXX>>

Dear Valued Customer:

On July 13, 2023, CR&R Environmental Services (CR&R), and the City of Laguna Beach entered into a new contract for residential, multi-family, and commercial waste and recycling collection. The new contract complies with California State Laws regarding solid waste and provides enhanced environmental programs, including new collection vehicles and carts.

CR&R is sending all Laguna Beach residents this letter to inform our new customers that effective July 1, 2024, you will be billed directly for all solid waste and recycling services. Currently, residents are billed for waste and recycling services by the City through an annual charge placed on residential property tax bills. However, the new contract requires CR&R to bill residents directly.

CR&R utilizes a quarterly billing system and issues invoices prior to services being performed. Your quarterly invoices will arrive in the months of February, May, August, and November of each year and will be due thirty days from your billing date. You will be billed according to the number and size of containers on your account. CR&R will send a separate communication piece in the month of March to confirm the size and number of carts you have at your home.

Your first invoice from CR&R will arrive on or after August 1st, and will cover July through October. This first quarterly cycle includes an extra month due to the contract's start date of July 1st.

Additionally, the first quarterly invoice received from CR&R will only include one month of charges for any additional carts listed under your account beyond those included in your rate. Residents are subject to the additional cart charges beginning October 1, 2024. Future invoices received from CR&R beginning November 2024 will only include three months for the quarter and will include all associated ancillary charges.

Once you receive your first invoice from CR&R, you can visit www.crrinc.com/pay to make a payment online using your credit card or bank account information. There is also an option to set up automatic payments and sign up for e-billing. If preferred, residents can also make payments by mail or by calling CR&R's dedicated Laguna Beach Customer Service line at (949) 662-3819.

Your invoice will include your current service, your unique account number, and any additional information from CR&R. At the top of this letter, your account number will allow you to reference and access services with CR&R.

Enclosed is a template copy of a sample invoice and a summary of all rates, charges, and ancillary services provided by CR&R for the 2024-2025 fiscal year.

If you have any questions or concerns about the upcoming transition, please contact Laguna Beach's Sustainability Team at LagunaBeach-Recycles@crrmail.com, or by calling (714) 372-8257.

Thank you in advance for your cooperation during this transition. CR&R is grateful for the opportunity to provide solid waste and recycling services to Laguna Beach.

Sincerely,

CR&R Incorporated

PLEASE NOTE THAT IF YOU LIVE IN A MULTI-UNIT PROPERTY, YOU WILL HAVE TO CONTACT CR&R AT LAGUNABEACH-RECYCLES@CRRMAIL.COM TO SET UP SERVICES.