

December 31, 2009

Subject: An Important Notice Regarding Your Waste & Recycling Service

Dear Rossmoor Community Resident:

CR&R Incorporated is pleased to announce the new automated collection service is coming to the Rossmoor Community the week of July 1, 2010.

With this letter we have included a copy of the Residential Waste & Recycling Services Guide for the Rossmoor Community. This guide will familiarize you with your new automated collection program and provide information on bulky item service and temporary 3 yard clean up bins for green waste.

Beginning the week of June 21st, each residential customer will receive a set of (3) 96-gallon automated carts. The new carts will be delivered on your collection day. If you require smaller carts in 64 or 35 gallon sizes or additional carts, we will send information in a separate mailing on April 1, 2010. Additional carts, above the standard set of three are available for a monthly charge of \$4.49 per cart. Qualifying Senior Citizens may receive a (10%) reduced residential monthly collection fee. The following criteria must be met in order for the resident to receive the discount: (1) must be 65 years of age or older, (2) must provide proof of being the head of household, and (3) must agree to reduce cart size to 35 gallon capacity. Qualifying Low Income Residents may receive a (10%) reduced residential monthly collection fee. The following criteria must be met in order for the resident to receive the discount: (1) 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, (2) Name on utility bill or other low income program must be head of household. The Low Income Discount only applies to single family dwellings using the standard three cart disposal system.

We will make the new carts available for viewing mid-April. The viewing locations and cart selection information will be included in your April 1, 2010 quarterly billing. We ask that you carefully review the information and return your postage paid selection card to CR&R by mid-May.

If you have any questions about the new automated program please do not hesitate to contact our Customer Service Department at 800-826-9677. You may also visit our website at www.crrwasteservices.com/cities/Rossmoor/residents/ to learn more about your new service.

We appreciate being of service to the residents of Rossmoor.

Sincerely,

CR&R Incorporated

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96 - GALLON
43.25"h x 29.75"w x 35.25"d



64 - GALLON
41.75"h x 24.25"w x 31.75"d



32 - GALLON
28.50"h x 19.25"w x 24.25"d