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TEL: (800) 773-2489

## Final Notice

October 25, 2010

Dear Resident:

Our records indicate that you are currently categorized as a “lifeline” customer. Lifeline customers, because of age or disability, and low-income status, receive a discounted rate for the Solid Resources Fee – otherwise known as the “trash fee”.

Lifeline customers currently have 100% of their Solid Resources Fee subsidized by the City of Los Angeles and pay \$0.00 for this service. As adopted by City Council on February 3, 2010, eligible lifeline customers will be required to pay 35% of the monthly Solid Resources Fee beginning on August 1, 2010. Additionally, beginning on July 1, 2011, lifeline customers will pay 70% of the Solid Resources Fee. The monthly dollar amounts that lifeline customers will be charged are shown in Table 1. The reduction in exemption will be addressed by the Los Angeles City Council through a revision to the Los Angeles Municipal Code Section 66.41. The Bureau of Sanitation anticipates that the reduction will go into effect January 1, 2011.

In addition to the increase in the Solid Resources Fee, the Los Angeles City Council also voted to require that the eligibility of all lifeline customers be re-certified every two years to determine if the discounted rate should continue.

Applications for re-certification were sent to all lifeline customers on June 22, 2010. **To date, no application for re-certification has been received for your account.** If you do not intend to re-certify for the lifeline discount, you do not need to do anything further and your monthly fees will be adjusted accordingly.

If you do wish to be re-certified, you must complete and return the **enclosed Utility User’s Tax Exemption / Electric & Water Lifeline Rate Application by December 8, 2010, for determination of continued eligibility.**

If, after review of your completed application, you are determined to be eligible for continued lifeline status, the monthly Solid Resources Fee will be as follows:



Solid Resource Fee Lifeline Exemption Application

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**Solid Resources Fees for Lifeline Customers**

Table 1

Effective Date	Current	7/1/2010	7/1/2011
<b>Single Family and each duplex unit</b> per month	\$0.00	\$12.71	\$25.42
Increase		\$12.71	\$12.71
<b>Multifamily</b> (3 or more units) per month	\$0.00	\$8.51	17.03
Increase		\$8.51	\$8.52

If, after review of your application, it is determined that you do not meet the eligibility requirements for the lifeline subsidy or if no application is submitted by **December 8, 2010**, you will be required to pay the full Solid Resources Fee as shown below.

**Solid Resources Fees for non-Lifeline Customers**

Table 2

	Current Monthly Rate
<b>Single Family and each duplex unit</b> per month	\$36.32
<b>Multifamily</b> (3 or more units) per month	\$24.33

Because the City Council has limited the number of lifeline customers and the funding to only those that are currently eligible and participating, it is important that you complete and submit your application as soon as possible. Current lifeline customers that do not meet eligibility requirements or fail to submit an application with the required documents for re-certification may be replaced with pending applications currently on file.

Please note that the Solid Resources Fee pays for more than just refuse collections and disposal. It pays for collection and processing of recyclables, green material, dead animals and unlimited bulky items, as well as mulching operations, equipment, infrastructure, container replacements, bonds, support services, landfill closure and maintenance, alternative technology studies and land acquisition, etc. Therefore, even if you generate little or no trash, the Solid Resources Fee will still be applied to your utility bill.

If you have any questions, please feel to call the Bureau of Sanitation Customer Service Center at 1-800-773-2489 and press 7. Please note that due to the high volume of calls, and in order to provide quality service to our customers, you are encouraged to leave a message and staff will call you back between the hours of 8:00 am and 8 pm Monday thru Saturday.