



CR&R
INCORPORATED

environmental services

the face of a greener generation

TO AVOID INCORRECT ACCOUNT CHARGES, ACTIONS ARE REQUIRED BY APRIL 24th, 2022

April 1, 2022

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Dear Valued Customer:

On January 15, 2022, CR&R Environmental Services (CR&R) and the City of Newport Beach (City) entered into a new contract agreement for residential waste and recycling collection. Within this new contract agreement are instances where an additional charge may be billed to your account.

As CR&R does not direct bill for trash, recycling, and organics services, residents will need to create a Web-Pak™ account in order to access online services, including to pay your bill electronically.

Once a Web-Pak™ account is created, residents will have the opportunity to schedule and request the following services:

- Bulky Item Pickup
- Exchange Size(s) of Cart(s)
- Removal of Extra Cart(s)
- Delivery of Additional Cart(s)
- Request Standard or Premium Valet Services
- View and Pay Bill(s) Online

To create a Web-Pak account, please visit <https://oss.crrinc.com>

Your CR&R customer number is:



Your online access code for Web-Pak registration is



Expected Monthly Charge: \$6.09

Extra Carts Charges

All residents are provided the following at no additional charge: either two (2) 32-gallon Trash Carts, one (1) 64-gallon Trash Cart, or one (1) 96-gallon Trash Cart; either one (1) or two (2) Recycling Carts of any size; and one (1) Food Scraps/Green Waste Cart of any size. Cart sizes available include 32-gallon, 64-gallon, and 96-gallon. Residents who would like additional carts or already possess additional carts at their residence will be charged a nominal fee:

Extra Trash Cart: \$6.09/month

Extra Recycle Cart: \$3.41/month

Extra Food Scraps/Green Waste Cart: \$4.11/month

To verify your current cart services and to remove or add additional carts to your account, please visit <https://oss.crrinc.com>. If the number and types of Carts currently at your residence do not match our records, please update your Web-Pak account with your current level of services.

If you have extra carts that are not needed, avoid the extra cart charges that go into effect on May 1, 2022 by scheduling their removal.

Non-Containerized Waste Charges

Prior to this new contract, the City allowed residents to place trash, recyclables, and green waste materials in either waste hauler containers, non-waste hauler containers, or directly on the curb for collection. As of January 15th, 2022, the City is requiring all trash, recyclables, and food scraps/green waste materials to be stored and placed out for collection only in CR&R-provided wheeled carts with lids fully closed.

Items that are not placed in CR&R-provided wheeled carts are considered Non Containerized Waste. Beginning May 1, 2022, residents who have Non-Containerized Waste are subjected to a fee of \$2.47 for each instance after the first documented warning. Please note that the only instance where Non-Containerized Waste is acceptable is for Bulky Item Pickups. To make arrangements for a Bulky Item Pickup in advance of your regular waste collection day, please use the following web address: <https://oss.crrinc.com>.

Per City of Newport Beach Municipal Code 6.04.080, persistent issues of Non Containerized Waste may be referred to the City for enforcement.

Cart Retrieval Service Charges (Valet)

For an additional charge*, residents can request Valet Cart Services. For Standard Valet Cart Services, a CR&R helper will move one or more carts within a distance over eight feet (8') and up to fifteen feet (15') to where the truck is stationed. For Premium Valet Services, a CR&R helper will move one or more carts over fifteen feet (15') to where the truck is stationed. This includes retrieving and returning carts from a backyard or side yard.

Standard Valet Cart Service: \$8.30/month

Premium Valet Cart Service: \$27.68/month

*For customers with a disability, cart retrieval services are provided at no additional charge. Proof of disability will be required.

To add Standard or Premium Valet Cart Service, please visit <https://oss.crrinc.com>.

Waste Services Ancillary Charges Flyer

Included with this mailing is CR&R's Waste Services Ancillary Charges Flyer to help provide further information about the different ancillary services provided and the associated costs. Topics cover a brief overview of the services and charges described above, Non-Containerization examples, and best practices.

If you would like additional information on CR&R services or are having difficulties creating your account for Web - Pak™, please contact our dedicated Customer Service for Newport Beach at (949) 667-4158.

CR&R appreciates the opportunity to continue to provide waste and recycling services to your community. Thank you in advance for your cooperation.

Sincerely,

CR&R Incorporated

City of Newport Beach Waste Services Ancillary Charges



As required by state law, all residents must subscribe to have trash, recycling, and organics services. CR&R Environmental Services (CR&R) and the City of Newport Beach are providing residents, at no additional charge, the choice of either two (2) 32-gallon trash carts, one (1) 64-gallon, or one (1) 96-gallon trash cart. Additionally, residents are provided up to two (2) of any size recycling carts and one (1) of any size organics cart. Kitchen food scrap pails are also available to each residence.

CART TYPE	CONFIGURATIONS OFFERED AT NO ADDITIONAL CHARGE TO RESIDENTS		
TRASH	Up to two 32-Gallon	One 64-Gallon	One 96-Gallon
RECYCLING	Up to two 32-Gallon	Up to two 64-Gallon	Up to two 96-Gallon
ORGANICS Food Scraps and Green Waste	One 32-Gallon	One 64-Gallon	One 96-Gallon

Each residence may have one 1.9-Gallon kitchen pail at no charge.

Newport Beach-Dedicated Sustainability Team

If you would like additional help with choosing cart sizes that would best suit your needs, would like to request a kitchen food scrap pail, have questions, or would like assistance in establishing a custom recycling program for your home, please reach out to CR&R's Sustainability Team at NewportBeach-Recycles@crrmail.com.

Charges for Additional Carts

Residents who would like additional carts or already in possession of carts will be charged the following fees:

Extra Trash Cart: \$6.09/month	Extra Recycle Cart: \$3.41/month	Extra Organics Cart: \$4.11/month
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Residents may adjust service levels, including adding or removing carts, changing cart sizes, scheduling bulky items, or signing up for valet service online by visiting www.oss.crrinc.com or by calling CR&R's Customer Service at (949) 667-4158.

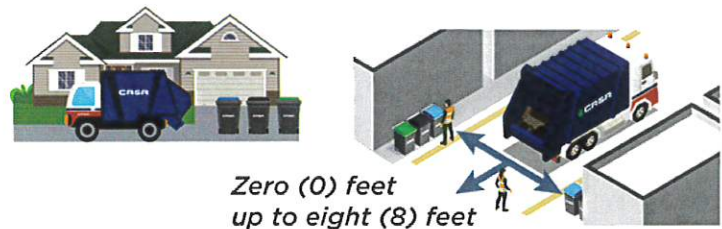
Included Services

Curbside Service:

For all carts placed at the curb for collection.

Alley Way Service:

If you live in an area with alley way collection and place your carts out within a distance of zero (0) feet to eight (8) feet of the collection truck, there is no charge for this service.

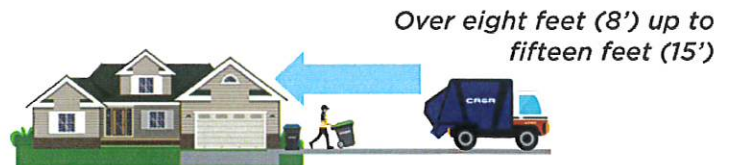


Valet Services

Standard Valet Service:

\$8.30 per home/month

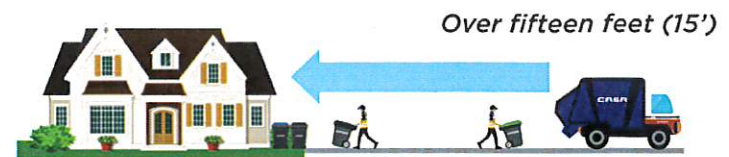
If you would like CR&R staff to collect your carts from your home within a distance of eight (8) feet to fifteen (15) feet from collection vehicle.



Premium Valet Service:

\$27.68 per home/month

If you would like CR&R staff to collect your carts from you home within a distance greater than fifteen (15) feet from the collection vehicle.



**For customers with a disability, valet services are provided at no additional charge. Proof of disability will be required.*

What is Non-Containerized Waste?

Non-Containerized Waste are materials such as trash, recycle, and organic waste that are placed either in piles on the curb or in non-waste hauler containers.



Charges for Non-Containerized Waste

Beginning April 1st, 2022, residents who have Non-Containerized Waste are subjected to a \$2.47 fee for each instance after the first documented warning.

Best Practices

- To prevent being charged for Non-Containerized Waste or overloaded carts, ensure that you have the proper size and desired number for your disposal needs, while also ensuring that the lids are fully closed.
- To avoid contamination, please place trash, recyclable materials, and food scraps/green waste in their respective CR&R provided carts.
- To save space, please make sure to break down cardboard boxes before placing them in your recycle cart.
- Do not place any Household Hazardous Waste (such as batteries, chemicals, and paint) in any of your carts. To schedule a free Household Hazardous Waste pickup, please call Customer Service at (949) 667-4158.



What Goes Where

RECYCLABLES	ORGANICS CART & PAIL		LANDFILL
<ul style="list-style-type: none"> Aluminum Cardboard Glass Metal Paper Plastic 	<p>From The Yard</p> <ul style="list-style-type: none"> Flowers Grass Leaves Prunings Weeds 	<p>From The Kitchen</p> <ul style="list-style-type: none"> Fruits Vegetables Meat Fish Dairy Grains Fats, Oils Grease Food-Soiled Paper Coffee Grounds and Filter <p>Please do not place your kitchen food scrap pail out for collection.</p> 	<ul style="list-style-type: none"> Broken Glass/Mirrors Ceramics Diapers Flexible Packaging Paper Towels/Tissue Paper Pet Waste/Cat Litter Polystyrene Waxed Paper 

 Please do not place Household Hazardous Waste (such as batteries, chemicals, paint, light bulbs) in any of your carts.