

recycLA
FREQUENTLY ASKED QUESTIONS
JANUARY 2022

ANNUAL RATE ADJUSTMENT

What is the rate increase for 2022?

Effective January 1, 2022, the scheduled annual recycLA rate adjustments take effect. The 2022 rate adjustment is **7.80%** and is in accordance with the recycLA contracts.

How will this affect me as a recycLA customer?

This adjustment affects base rates as well as extra service charges. The adjustment includes:

1. 4.80% – The calculated consumer price index (CPI), which is the cost of doing business annually. This annual adjustment is a weighted price index made up of three price indices computed and published by the U.S. Department of Labor, Bureau of Labor Statistics and the Saint Louis Federal Reserve. The CPI is out of City control – sometimes it goes up and sometimes it goes down.
2. 3.0% – In accordance with section 7.3.4 of the recycLA contract amendments.

Will there be adjustments in 2023 year over the calculated consumer price index?

No. Beginning in 2023, and for the duration of the recycLA contracts, there will only be CPI related adjustments.

Why is there an additional increase of CPI?

In 2019, the City approved changes to the recycLA contracts that provided a number of benefits to recycLA customers. These changes resulted in Clarity on Applicability of Extra Service Fees and a delay in certain annual adjustment over CPI. The annual adjustments over CPI were delayed a year and moved to occur in 2020, 2021, and 2022. Beginning 2023 there will be no more annual adjustments over CPI for the term of the contract.

How can customers further reduce their monthly recycLA fee, even with the new rate adjustment?

recycLA was designed to help move the City of Los Angeles away from relying on and using landfills by encouraging recycling. The more customers recycle properly, the more money they will save by reducing their black bin solid waste service. recycLA customers should call 1-800-773-2489 for a Waste Assessment Service Request.

LANDLORDS, MULTI-FAMILY HOUSING OWNERS, PROPERTY MANAGERS

What can multifamily property owners do if they have been impacted by the challenges of the Covid-19 pandemic?

Although recovery from the Covid-19 crisis has begun, the City and the RSPs recognize that a number of multifamily properties continue to struggle. As such, the RSPs have agreed to implement the Multifamily Rate Relief Program for the rate increase effective January to June 2022, similar to the Rate Relief Program of 2021, during the period of April to September 2021. See details below:

recycLA Multifamily Rate Relief Program Summary

1. All multifamily customers will have the ability to defer their 2022 rate increase beginning with their January billing.
2. Multifamily customers will need to notify their RSP if they wish to defer their rate increase.
3. There will be no late fees or finance charges associated with the deferred amounts.
4. Customers will be able to defer their rate increase through June 2022
5. Customers will have until September 30, 2022 to pay the deferred amount. The deferred amount can be paid monthly over the 3 months or as a lump sum by September 30th.
6. Allow any multifamily customers whose deferred amount exceeds \$1,000 be given additional time, beyond September 30th, to pay the deferred amount.

What is required to participate in the Program?

The multifamily recycLA customer must contact their RSP and request to participate in the Program. The recycLA customer must be in good standing and remain current on their monthly payments, less the rate increase.

Who should a customer call regarding any questions regarding the rate adjustment or if they need to discuss payment arrangements?

recycLA customers should call LASAN's Customer Care Center at **1-800-773-2489**. Customers will be put in contact with the appropriate RSP as necessary.

How will multifamily customers be notified of the recycLA Multifamily Rate Relief Program?

The RSPs will notify their multifamily recycLA customers and include a *Bill Insert* in their January recycLA bill about the Rate Relief Program for instructions to call and make payment arrangements. See information below:

1. *Enrollment.* You must enroll to participate in the program. Contact your RSP.
2. *No late fees.* There will be no late fees or finance charges associated with the deferred amounts.

3. *Deferral period.* Multifamily customers will be able to defer their rate increase amount for billings between January and June 30, 2022.
4. *Payment for deferred amounts less than \$1,000.* Multifamily customers with a deferred balance of less than \$1,000.00 as of July 1, 2022, will have until September 30, 2022 to pay the deferred amount. You will have an option to pay deferred amounts monthly over a 3-month period, or as a lump sum by September 30, 2022.
5. *Payment for deferred amounts more than \$1,000.* Multifamily customers with a deferred balance of more than \$1,000.00 as of July 1, 2022, will be offered additional time to pay their deferred balance based upon a negotiated payment plan that will be outlined in writing. The payment plan offered will be a minimum of six (6) months and up to 12 months as agreed upon by both parties. In all cases, the total deferred amount must be paid back in full.

RECYCLING TRENDS

What's going on with recycling markets? Is it even worth recycling?

The export of recyclable materials is a key component of California's recycling infrastructure. Each year, California exports about a third of the recyclable materials it collects. Historically, most of that material—particularly unsorted mixed paper and mixed plastics—went to China for processing and manufacturing into new products. China's recent strict contamination limits and import bans have led to the need to identify new markets and reestablish local processing capacity, both of which have added cost to handling recycling. Due to this recent strain in recycling markets, the City amended the RSP contracts to include a recycling market rate adjustment of 0.25% in 2020 and 0.25% 2021 with the objective of keeping recyclable materials from going to landfill.

BILLING

If I have other rate or billing questions and disputes and I am not satisfied with my RSP's response, what should I do?

Please contact LASAN's Customer Care Center at 1-800-773-2489 to create a billing inquiry service request or to find out the status of your billing inquiry or dispute.