



SERVICE AGREEMENT FOR COMMERCIAL TRASH AND RECYCLING COLLECTION

This agreement between _____ (Customer) and the Resource Recovery Division (RRD) of the City of Alexandria, Virginia is for the removal of trash and recyclables (Collection Services) from the business or residence located at _____.

The start date for Collection Services is _____.

The number of service units requested is _____.

Description of Service

RRD agrees to provide Collection Services once per week according to the regular residential trash collection schedule established by RRD. The Customer's collection day is _____. The set-out location for collection will be determined by RRD.

One unit of service is defined as one standard 65-gallon size trash cart (provided by the City) or the equivalent volume of standard kitchen garbage bags. This one unit of service includes as many recycling containers (either bins or carts) as deemed necessary by the solid waste inspector to adequately service the property.

The Customer is required to prepare any trash or recycling for collection according to the guidelines published in the City's Guide to Recycling, Yard Waste, and Trash Collection Services (available online at the City's Resource Recovery web page).

The Customer may request one trash cart for each unit of service purchased. The Customer may request multiple recycling containers. All carts and containers remain the property of RRD and are not to be removed from the Customer's location without written permission of RRD. Any loss of or damage to the carts is the responsibility of the Customer except for any damages that occur during collection by RRD or its chosen contractor. If Customer opts to provide their own containers, RRD is not responsible for any damage to collection containers.

Cost of Service

The annual service charge for trash and recycling services is set annually by the City of Alexandria's City Council as part of the annual budget process. Any change in fee set by Council goes into effect on July 1st of the relevant year.

The FY_____ annual fee per 'unit of service' for commercial accounts is _____.

RRD will invoice for collection services twice annually (every six months). The Customer is responsible for paying for service in 6-month increments and will be invoiced during the six-month period in which service is received. The service period will be stated on the invoice. The customer is required to make payment within 30 days of receiving a valid invoice. The City has the right to suspend service for lack of payment after 45 days of delivering a valid invoice to the Customer. If RRD fails to provide an invoice during any service period, but the Customer avails himself of collection services during this period, the Customer is obligated to make payment when invoiced at a later date.

If the Customer receives service for any fraction of a service period, the Customer is responsible for payment for the entire 6-month period. RRD will not 'pro-rate' any 6-month service period.

Failure to pay any invoice by the stated due date constitutes a default under this agreement, and may result in the assessment of penalties, interest, and all allowable costs and fees. The City may take any permissible distress collection action, as allowed under the Code of Virginia, Section 58.1-3919, to recover the full outstanding balance due.

Cancellation & Communication

Either RRD or Customer may cancel this agreement and related service by providing written notice fifteen days prior to intended cancellation date. Customer's communication for any issue regarding Collection Services should be made in writing, by e-mail, or by phone. The RRD contact information is as follows:

Resource Recovery Division
Attention: Commercial Collections Manager CommercialRecycling@alexandriava.gov
2900 Business Center Drive 703-746-4357
Alexandria, Virginia 22314

Disputes concerning payment for Collection Services or damage to the property of the Customer shall be resolved by the Director of the City's Transportation & Environmental Services Department or his designee. The Customer hereby agrees that after such resolution that the matter contested shall not be further pursued in any manner.

Customer acknowledges that the selection of RRD to provide Collection Services is not mandated by City Code, but a result of mutual agreement between Customer and RRD.

Customer Name: _____
Service Address: _____
Billing Address: _____
Customer Phone: _____
Customer E-mail: _____

I, as Customer, hereby agree to the terms and conditions listed above.

Signature: _____ Printed Name: _____ Date: _____

Resource Recovery Division representative: _____