

EXHIBIT B
LEVEL OF SERVICE

1. GENERAL

Contractor will perform the following services under the Agreement:

Weekly Solid Waste Collection

- Unlimited Residential Collection Service using existing 32 gallon “trash cans”
- Commercial service using existing 32 gallon “trash cans”, bins or compactors
- Commercial commingled recycling for high volume generators
- House service at no additional charge for disabled or frail elderly residential customers
- Recyclable Materials processing and marketing services
- Green Waste Materials processing and marketing services

Other services include:

- Residential curbside commingled Blue Bag Recycling program
- Resource Recovery Facility for recycling of organic materials
- Transfer Station services for recycling and disposal by self-haul public customers
- Permanent Household Hazardous Waste Collection Facility for residents and CESQGs
- Consolidation Point for Home Generated Sharps
- Certified oil collection facility
- Annual Clean Tahoe Day Event
- Christmas tree collection recycling program
- Certified Recycling buy-back center
- Additional programs as mutually agreed upon by County and Contractor and funded as set forth in Section 6.A.

2. SOLID WASTE COLLECTION

The Solid Waste Collection Services will include the following services:

Residential Solid Waste Collection
Commercial Solid Waste Collection

Contractor is responsible for collecting and transporting Solid Waste to Disposal, Transfer, and/or Material Recovery Facilities. Contractor will conform to the applicable receiving facility’s unloading standards and hours of operation. The Contractor is responsible for

paying the tipping fee at the applicable receiving facility for all tonnage delivered as part of conducting the Collection Services.

Residential Service

The Contractor will provide weekly Solid Waste collection services to Residential customers. Residential collection is mandatory, unlimited service in all portions of the franchise area. The trash service will continue to be serviced on a one time per week basis. The collection service will include collection at the curb using either manual, semi-automated or automated collection vehicles.

Commercial Service

Contractor will provide collection of Solid Waste generated by Commercial customers with container sizes and collection frequencies to serve the needs of the customer.

Multi-Family and Mobile Home Park Solid Waste Collection

Contractor will collect Solid Waste from Multi-family and Mobile Home Park customers pursuant to the mandatory collection ordinance.

Debris Box and Compactor Solid Waste

The Contractor will provide compactors and/or debris boxes for regular and on-call Residential and Commercial customers. The debris box size will be variable and will include debris boxes providing 6, 8, 20, 30 and 40 cubic yards of capacity. The Contractor will arrange, on an on-call-basis, to provide debris box customers with boxes sized to appropriately service their needs. The Contractor is responsible for collecting the compactor or debris box and transporting it to the applicable Disposal, Transfer or Material Recovery Facility. The Contractor must conform to the receiving facility's receiving and unloading standards.

5. COMMERCIAL RECYCLING

Contractor will provide commercial recycling services, including mixed waste Processing, to commercial customers, with service levels, container sizes and collection frequencies to serve the needs of the customer pursuant to AB 341 (Mandatory Commercial Waste Recycling). Modifications to the delivery of commercial recycling services or changes to state law or regulations, requiring additional costs will be determined and funded as set forth in Section 6.A. The Contractor will assist the County with education, outreach and monitoring of commercial accounts as required per AB 341.

6. GREEN WASTE MATERIALS COLLECTION

The Resource Recovery Facility accepts organic materials from the public and from residential green waste collection routes. Upon mutual agreement between County and Contractor, modifications to the Green Waste program will be developed pursuant to the provisions of Section 6.A.

7. RECYCLABLE MATERIALS PROCESSING AND MARKETING

The Contractor will be responsible for all Recyclable and Green Waste Materials processing and marketing services associated with the collection of Recyclable and Green Waste Materials under this Agreement. The Contractor shall provide adequate processing facility capacity. In meeting the obligation to provide processing facility capacity, the

Contractor may purchase, lease, subcontract, or make other arrangements with a new or existing facility for the processing and marketing of the Recyclable and Green Waste Materials collected in the County. Ownership or leasing arrangements will be the sole responsibility of the Contractor. The Contractor will have the responsibility to ensure the technical and environmental suitability of any processing site for its intended purpose. The Contractor will be compensated for Recyclable and Green Waste Materials processing and marketing solely through the Service Rates.

The Contractor shall arrange for the transportation of the Recyclable, Green Waste or other Solid Waste Materials to the processing, transfer or disposal facility. If the Contractor chooses to consolidate the Recyclable or Green Waste Materials to reduce transportation costs to a distant processing site, the Contractor will be responsible for securing and operating a staging area for temporary storage, consolidation, and loading of materials into transfer vehicles for long-hauling to the processing facility. In accordance with the terms of the Agreement, the Contractor shall receive and process the source separated Recyclable and Green Waste Materials, prepare Recyclable and Green Waste Materials for markets, and market the recovered materials for sale, reuse, or other beneficial purpose. All revenues earned from the sale of the Recyclable or Green Waste Materials will be retained by the Contractor. By mutual written agreement, the Contractor will process and market additional types of Recyclables. Disposal of residue remaining after the segregation of the Recyclable or Green Waste Materials will be the Contractor's responsibility. The costs of residue transportation and disposal will be borne by the Contractor and shall be included in the Rates.

8. CHRISTMAS TREE COLLECTION

The Contractor will, without additional compensation, collect all Christmas trees discarded by all Single-family, Multi-family, and Mobile Home Park residents during the first two regularly scheduled collection days after Christmas Day for each collection route. Christmas trees must be cut to three (3) foot by three (3) foot dimensions and placed next to the cart on the scheduled service day. Residential customers will also have the option to deliver their tree to the South Tahoe Refuse Transfer Station/MRF facility during the month of January.

10. BULKY ITEMS PICK-UP BY APPOINTMENT

Contractor shall provide Bulky Item pick-up on an as-requested basis, by appointment, for an additional charge, at rates to be negotiated in good faith by the Contractor and the County. In addition, Contractor will provide one curbside bulky item pickup per Single-Family residential customer each year at no additional charge, which will be scheduled by Contractor in conjunction with other Bulky Waste pickups. Customers will be required to contact the Contractor to arrange for an appointment to collect their Bulky Items.

11. HOUSE SERVICE FOR DISABLED AND FRAIL ELDERLY RESIDENTIAL CUSTOMERS

Qualified individuals requiring house service, due to physical disability or frailty and as determined by the County's qualification procedure and through on-site assessment, will be provided this service by the Contractor at no additional fee. The house service will include collection of Solid Waste, Recyclable Materials and Green Waste Materials.

12. E-WASTE COLLECTION PROGRAM

In the event the County opts to phase out its current single day collection event for electronic waste (e.g., computers), the County and Contractor will work in cooperation to have Contractor establish a curbside collection program for E-Waste, upon terms and at rates that are mutually agreed upon by the parties.

13. MANDATORY SERVICE

Contractor shall provide mandatory collection service in accordance with County's mandatory collection ordinance.