



**Stop Service Application - Residential Service in Los Altos**  
*This stop service application is NOT intended to accommodate any type of extended leave or long-term vacations.*

The City of Los Altos requires all residents to subscribe with MTWS for garbage collection services, recyclable materials and compostable materials collection services.

Property owners who find themselves with an empty residential/commercial dwelling space where no utilities are consumed have an opportunity to temporarily stop services until another tenant establishes occupancy. A stop service form, IN ADDITION TO A VACANCY FORM WITH THE REQUIRED ATTACHMENTS, must be completed and submitted by the property owner to the City of Los Altos.

Stop service date: **(NOTE: MTWS will stop service on your service day only)** \_\_\_\_\_

Reason:  Moving  Home under construction

Name(s): \_\_\_\_\_

**SERVICE ADDRESS:**

Street \_\_\_\_\_  
 City \_\_\_\_\_  
 State, Zip Code \_\_\_\_\_

**FORWARDING ADDRESS: (REQUIRED)**

Street \_\_\_\_\_  
 City \_\_\_\_\_  
 State, Zip Code \_\_\_\_\_

Please supply at least one phone number:

Work Phone \_\_\_\_\_  
 Home Phone \_\_\_\_\_  
 Cell Phone \_\_\_\_\_  
 Email Address \_\_\_\_\_

Please have your carts at the curb by 6:00 a.m. on the day you are requesting we stop service. Your carts will be serviced as normal on your last service day and a second truck will remove the carts later that day. Billing will continue until ALL carts are removed.

**REQUIRED INFORMATION**

**Serial numbers are located on the front of carts: (ex - G32 000012)**

Garbage Cart Serial # \_\_\_\_\_

Recyclables Cart Serial # \_\_\_\_\_

Organics Cart Serial# \_\_\_\_\_

If you have a credit on your account a refund check will be mailed within 60 days of service stop date.

Signature: \_\_\_\_\_ Dated: \_\_\_\_\_

**COMPLETED FORMS CAN BE:**

- emailed to: customerservice@missiontrail.com
- faxed to: 650-473-1300
- mailed or hand-delivered to: 1060 Richard Avenue, Santa Clara, CA 95050

