



Multi-Family Bin Request - New Customer

Requested delivery date: _____

Account Number: _____

Customer Name: _____

SITE ADDRESS:

Street _____

City _____

State, Zip Code _____

Phone Number _____ Email _____

BIN COLLECTION SERVICE - 1YD - 8YD (Please check appropriate box):

☐ Multi-Family Garbage Service - Bin size _____ To be serviced _____ time(s) a week

☐ Mixed Recyclables Service - Bin size _____ To be serviced _____ time(s) a week

Note that recyclables and organics collection service will be provided for no additional charge to multi-family residential complexes with adequate garbage service. For every 4 living units, you are entitled to weekly service of 96-gallons of recyclables and 96-gallons of organics. If recyclables and organics service is not already in place, we invite you to contact us today and get started.

CART COLLECTION SERVICE - 32-GALLON - 96 GALLON (check appropriate box):

☐ Mixed Recyclables Service - Cart size _____ To be serviced _____ time(s) a week

☐ Organics (food/yard waste) Service - Cart size _____ To be serviced _____ time(s) a week

Customer Initials _____

July 2025





Multi-Family Bin Request

SERVICE NOTES:

- Container should be out and available for pickup by 4:00am the day of pickup.
- Please do not block container in with parked cars, trucks, or leave container behind a locked gate.
- If for any reason the garbage, recycling or organics container is not picked up on the regularly scheduled day, please call our office no later than 8:00am the next day so we can return to service the container.
- **DO NOT DISPOSE OF HAZARDOUS WASTE IN CONTAINER.**
- Do not place wooden pallets in containers.
- We will not pick up any material that is not in the appropriate container.
- No more than 400 pounds in one-yard containers.
- Service cancellations or modifications must be made in writing either by mail, fax, email or in person. Verbal cancellations will not be accepted. Cancellations will not be made retroactively. It is the customer's responsibility to end services with Mission Trail Waste Systems, Inc. All services are due and payable until proper paperwork is submitted.

If you have any questions regarding the service, please call our office Monday through Friday 8:00a.m to 5:00p.m at (650) 473-1400.

COMPLETED FORMS CAN BE:

scanned and emailed to: customerservice@missiontrail.com

faxed to: (650) 473-1300

mailed or hand delivered to: Mission Trail Waste Systems, 1060 Richard Ave., Santa Clara, CA 95050

Thank you,
Mission Trail Waste Systems, Inc.

Customer Initials _____

July 2025





Liability Waiver

In consideration of the agreement of Mission Trail Waste Systems, Inc. and/or its affiliates ("MTWS") to enter onto the premises of the undersigned described below with MTWS's vehicles and equipment to collect solid waste and/or recyclable materials, the undersigned does hereby agree to forever release and save harmless MTWS and its shareholders, officers, directors, agents, affiliates, insurers and successors from and against any and all claims, damages, actions, causes of action, costs and expenses (*including attorney's fees*) relating to damage to pavement or driving surfaces on such premises which may arise in any manner out of or in connection with the entry or operation on, or egress from, such premises by MTWS's vehicles and equipment.

The undersigned also acknowledges, and waives to the maximum extent permitted by law any rights or benefits the undersigned may have under, Section 1542 of the California Civil Code, which provides as follows:

"A general release does not extend to claims which the creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her must have materially affected his or her settlement with the debtor."

Name: _____ Title: _____

SITE ADDRESS (where container will be located):

Street _____

City _____

State, Zip Code _____

Signed: _____ Dated: _____





Credit Application

Account# (to be completed by MTWS representative) _____

Company/Owner Name:: _____

SERVICE ADDRESS: _____

Street _____

City _____

State, Zip Code _____

BILLING ADDRESS:

Street _____

City _____

State, Zip Code _____

Please supply at least one phone number:

Phone _____ Phone _____

Fax _____

Fax _____

Cell phone _____

Cell phone _____

Email Address _____

Email Address _____

TYPE OF ENTITY (please check one):

☐ Corporate

☐ Sole Proprietor/Owner

☐ Partnership

Customers are required to complete this credit application only once for life of their MTWS account.

Customer Initials _____

July 2025





City of Los Altos - Multi-Family Rates

BASIC SERVICE MENU FOR RESIDENTS OF MULTI-FAMILY COMPLEXES

Valid as of July 1, 2025

Basic Weekly Collection Service.*

Billed Monthly.

Garbage Container Size	Collection Frequency					
	1X Week	2X Week	3X Week	4X Week	5X Week	6X Week
20 Gallon	\$49.89	\$99.80	\$149.67	\$199.58	\$249.45	\$299.37
32 Gallon	\$53.74	\$107.46	\$161.21	\$214.92	\$268.67	\$322.38
64 Gallon	\$107.46	\$214.95	\$322.41	\$429.94	\$537.38	\$644.87
96 Gallon	\$161.23	\$322.39	\$483.62	\$644.84	\$806.07	\$967.22
1 Cubic Yard	\$210.84	\$421.73	\$632.56	\$843.41	\$1,054.27	\$1,265.09
2 Cubic Yard	\$421.73	\$843.41	\$1,265.10	\$1,686.81	\$2,108.52	\$2,530.22
3 Cubic Yard	\$632.54	\$1,265.09	\$1,897.68	\$2,530.24	\$3,162.79	\$3,795.33
4 Cubic Yard	\$843.41	\$1,686.81	\$2,530.24	\$3,373.60	\$4,217.06	\$5,060.49
6 Cubic Yard	\$1,265.09	\$2,530.24	\$3,795.33	\$5,060.46	\$6,325.57	\$7,590.68

Bin Push Rates (to be multiplied by collection frequency). 0-25 feet, No Charge. \$39.70 per month for each 25 feet increment over the first 25 feet.

MISCELLANEOUS SERVICE RATES

Service	Rate
On-Call Bulky Waste Collection (Loose)	\$47.78 Per cubic yard/occurrence
On-Call Bulky Waste Collection (Individual Large Items)	\$31.03 Each item/occurrence
On-Call Bulky Waste – Large Items Containing Freon	\$95.57 Each item/each occurrence
Charge for Opening Locked Gate	\$47.78 Per month
Charge for CONTRACTOR supplied lock	\$47.78 Each lock
Charge for installing lock bar	\$334.47 Each locking bar
Charge for special bin delivery	\$143.37 Each special bin
Charge for extra bin service same day	\$143.37 Each occurrence
Extra Bin Cleaning	\$143.36 Each occurrence
Additional Garbage Bin Exchange	\$47.78 Each occurrence
Additional Bin Garbage Replacement	\$143.37 Each occurrence
Charge for collecting manure	95% of Garbage rate
Charge for extra day bin service on regular collection day	1/3 of Monthly Rate

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