



March 1, 2024

CURRENT RESIDENT
<<ADDRESS>>
<<CITY, STATE ZIP>>

CR&R Customer Account Number: <<XX-XXXX>>

Dear Valued Customer:

On July 13, 2023, CR&R Environmental Services (CR&R), and the City of Laguna Beach entered into a new contract for residential, multi-family, and commercial waste and recycling collection. The new contract complies with California State Laws regarding solid waste and provides enhanced environmental programs, including new collection vehicles and containers.

CR&R is sending all Laguna Beach multi-family property owners this letter to inform our new customers that effective July 1, 2024, you will be billed directly for all solid waste and recycling services. Currently, multi-family property owners of five (5) units or less are billed for waste and recycling services by the City through an annual charge placed on their property tax bills. However, the new contract requires CR&R to bill all multi-family property owners directly.

CR&R utilizes a monthly basis billing system and issues invoices prior to services being performed. Your monthly invoices will arrive at the beginning of the month and will be due thirty days from your billing date. Your first bill will arrive in July of 2024 and will be issued according to the number and size of containers on your account.

Once you receive your first invoice from CR&R, you can visit www.crrinc.com/pay to make a payment online using your credit card or bank account information. There is also an option to set up automatic payments and sign up for e-billing. If preferred, property owners can also make payments by mail or by calling CR&R's dedicated Laguna Beach Customer Service line at (949) 662-3819.

Your invoice will include your current service, your unique account number, and any additional information from CR&R. At the top of this letter, your account number will allow you to reference and access services with CR&R.

Enclosed is a template copy of a sample invoice and all available rates, charges, and ancillary services provided by CR&R for the 2024-2025 fiscal year.

If you have any questions or concerns about the upcoming transition, please contact Laguna Beach's Sustainability Team at LagunaBeach-Recycles@crrmail.com, or by calling (714) 372-8257.

Thank you in advance for your cooperation during this transition. CR&R is grateful for the opportunity to provide solid waste and recycling services to Laguna Beach.

Sincerely,

CR&R Incorporated

**PLEASE NOTE THAT IF YOU LIVE IN A SINGLE FAMILY RESIDENCE AND HAVE RECEIVED
THIS LETTER, YOU WILL HAVE TO CONTACT CR&R AT
LAGUNABEACH-RECYCLES@CRRMAIL.COM TO SET UP SERVICES.**