

## Understanding Our Rates, Charges, and Fees

World Wide Disposal Service is committed to providing high-quality service to our customers through operations that are safe, responsible and sustainable. World Wide Disposal Service is responsible for managing its operations and billing its customers. This page provides terms and conditions, disclosures and additional information to you regarding some of our most common charges and fees that you may see in your Service Agreement and/or on your invoice. Our charges and fees also help us to recover our direct and indirect costs of operation and to achieve an acceptable profit margin. Please refer to the information below to help you understand the charges and fees you may see on your invoice.

### Written Service Agreements and Franchise or Municipal Customers

If you have a written Service Agreement with World Wide Disposal Service, the types and amounts of rates, charges, and fees that apply to your service, and terms related to changes in those rates, charges, and fees, are set forth in your written Service Agreement. If you request or require an additional service that is not addressed in your written Service Agreement, additional charges will apply. If you receive service from World Wide Disposal Service pursuant to a franchise or other form of governmental or HOA agreement, your rates, charges and fees (including increases) will comply with the applicable agreement.

### Customers Without a Written Service Agreement

If you are a customer who is receiving service from World Wide Disposal Service without a written Service Agreement, your services are provided pursuant to the terms on your invoice and the terms disclosed on this page. If you request a service modification during the service period, those charges will be reflected on your next invoice. World Wide Disposal Service reserves the right to change or increase your rates, charges, and fees at its discretion with advanced notice to you, which notice will be in the form of a change on your invoice. If you do not agree to such change, you must notify World Wide Disposal Service of your disagreement or terminate service. By paying an invoice or continuing services after a rate, charge or fee change, you are agreeing to such change. Additionally, some or all of the charges and fees described on this page will apply to your service including, but not limited to, container delivery and removal fees (at the prevailing rate for the World Wide Disposal Service providing your service at the time of delivery or removal), Rates Increases, Charges, and Fees

### Environmental Recovery Fee

The Environmental Recovery Fee (“ERF”) is an enterprise-wide recurring fee that is a set percentage of all invoice charges, except taxes. It is not a tax, surcharge or fee mandated by or remitted to any governmental or regulatory agency. The ERF is intended to help World Wide Disposal Service recover both direct and indirect costs associated with the operation of its collection, transfer, landfill, recycling, and landfill gas-to-energy services and facilities nationwide in an environmentally sustainable manner, and it includes an amount designed to achieve an acceptable operating margin. The current ERF is 16.5% but is subject to change at

any time at World Wide Disposal Service' discretion. Your ERF will be combined with your FRF on your invoice.

### Fuel Recovery Fee

The Fuel Recovery Fee ("FRF") is an enterprise-wide recurring fee that is a fluctuating percentage of all invoice charges, except the ERF and taxes. It is not a tax, surcharge or fee mandated by or remitted to any governmental or regulatory agency. The FRF is intended to help World Wide Disposal Service recover both direct and indirect fuel, petrochemical and compressed natural gas costs associated with the operation of its collection, transfer, landfill and recycling services, and facilities nationwide, and it includes an amount designed to achieve an acceptable operating margin. Each monthly FRF rate is determined by cross-referencing World Wide Disposal Service' FRF Table with the peak weekly diesel price per gallon, published in the 30-day period ending on the 15th of the month, as reported by the U.S. Department of Energy Information Administration "On-Highway Diesel Fuel Prices" index. World Wide Disposal Service reserves the right to change its method of determining the FRF at any time at its discretion. Your FRF will be combined with your ERF on your invoice.

### Administrative Fee

The Administrative Fee ("ADMIN") is an enterprise-wide recurring fee. It is not a tax, surcharge or fee mandated by or remitted to any governmental or regulatory agency. The ADMIN is intended to help World Wide Disposal Service recover costs associated with the administrative processes related to account maintenance, invoicing and payment processing for all customers nationwide, and it includes an amount designed to achieve an acceptable operating margin. The ADMIN is currently \$2.99 per invoice but is subject to change at any time at World Wide Disposal Service' discretion.

### Rate Increases

Throughout the course of providing your service, World Wide Disposal Service may increase your rates for service. Rate increases are necessitated over time to keep up with increasing costs of operations and to ensure World Wide Disposal Service is maintaining an acceptable operating margin and/or an acceptable rate of return on its investment in the services provided. World Wide Disposal Service reserves the right to determine in its sole discretion the amount of all rate increases. If your service is subject to a written Service Agreement (or other written agreement applicable to your service), your rate increase will comply with any limitations set forth in such Service Agreement, if any. World Wide Disposal Service will provide prior notice of any rate increases, which notice may be in the form of a change on your invoice.

### Recycling Processing Charge

The Recycling Processing Charge ("RPC") is an enterprise-wide fluctuating charge imposed on customers receiving recycling services. The RPC is intended to help World Wide Disposal Service recover both direct and indirect costs associated with the processing of materials received at its recycling facilities nationwide necessitated by high levels of contamination, strict

specifications by purchasers of commodities, and highly fluctuating commodity values. World Wide Disposal Service reserves the right to change its method of determining the RPC at any time at its discretion. Learn more about residents and businesses.

### Container Delivery and Removal Fees

World Wide Disposal Service provides containers (in some cases for a rental charge) for your convenience with respect to the collection and on-site storage of your solid waste and recyclable materials while World Wide Disposal Service is providing your service. In some cases, the containers are specifically designed to function with World Wide Disposal Service' vehicles and associated equipment. Container delivery and removal fees are intended to offset World Wide Disposal Service' operational costs of sending a truck to deliver your container(s) at the start of your service and removing your container(s) when your service terminates, as well as costs related to cleaning, repairs and refurbishment of the containers following your use. Container delivery and removal fees are set by each operating and are subject to change at any time at that operating subsidiary's discretion. If your service is not subject to a written Service Agreement, you will be charged the operating subsidiary's prevailing rate for container delivery or removal at the time your container is delivered or removed.

### Service Interruption Charge

If you fail to pay your invoice on or before its due date, World Wide Disposal Service reserves the right to suspend your service until you pay all outstanding invoices. We also reserve the right to charge you a service interruption fee. Service interruption fees are intended to mitigate some of World Wide Disposal Service's loss of return on the container assets in the customers' possession and for the interruption in its business and costs associated with stopping and restarting service. Service interruption charges are set by each operating subsidiary, up to any amount allowed under applicable law, and are subject to change at any time at that operating subsidiary's discretion.

### Late Payment Fee

If you fail to pay your invoice on or before its due date, World Wide Disposal Service reserves the right to charge you a late payment fee. Late payment fees are intended to help World Wide Disposal Service recover its costs incurred in managing customers' unpaid accounts. Late payment fees are set by each operating subsidiary, up to any amount allowed under applicable law, and are subject to change at any time at our discretion.

### Taxes

Some services provided by World Wide Disposal Service (including equipment rental) may be subject to state, local and/or franchise taxes or fees. If applicable, such state, local and/or franchise taxes or fees will be separately itemized on your invoice, collected by World Wide Disposal Service and submitted to the appropriate taxing authority and/or franchise authority.

Collection during the holiday week will take place on the day after the normal collection day. For more information, residents can contact World Wide Disposal Service by calling **678 975 3271**.

All customers should have their trash on the street by 7 AM on the designated service date. There will be no leaves or grass pickup with the municipal waste collections, this is a separate service.