

MANDATORY SOLID WASTE COLLECTION SERVICE 2025 FEE WAIVER PROGRAM OVERVIEW

Residential Solid Waste Collection Service is Mandatory in designated unincorporated areas of San Bernardino County. Customers are invoiced for services quarterly based on the minimum service requirement or their service level selection. Customers whose homes are vacant or have infrequent use may apply for a Fee Waiver. Fee Waivers are granted one time per year for qualified months in the prior year where a household is at or below a six (6.00) Kilowatt Hour (KwH) daily average of electrical use for any given month requested.

Customers that have met the requirements of the Fee Waiver Program will receive a credit or refund equal to fees paid for qualified months. Customers may not qualify for the Fee Waiver Program during any month the customer utilizes the Clean Desert Sites or curbside waste/recycling collections programs.

In order to receive credit or refund consideration for the previous year's qualified months, the Fee Waiver Application must be completed and sent to Burrtec Waste & Recycling. Once the Fee Waiver Application is received, a non-refundable Application Fee of \$30.90 will be assessed to the account requesting the Fee Waiver and the application will be processed. The Application Fee will be assessed whether the Fee Waiver Application is approved or not.

Requirements For Fee Waiver Requests:

1. Completed Fee Waiver Application Form.
2. Submittal of qualified monthly electric bills (showing the service address) for **each** month being considered (electric bills from the prior calendar year that show an average daily use of 6.00 kwh or less for each qualifying month). Statement of Accounts from the power company will not be accepted. The usage graph from one month will not be accepted as verification for any other months.
3. Account requesting a Fee Waiver shall be current, with no past due balance, as of December 31, 2024. Accounts with delinquent balances do not qualify for the fee waiver.
4. Customer affirms by their signature on the Fee Waiver Application that there was no use of the Clean Desert Sites or curbside waste/recycling collections programs during the requested Fee Waiver month(s).
5. The Fee Waiver Application review period is January 1, 2025 through February 28th, 2025 for the 2024 calendar year for credit or refund requests. Fee Waiver Applications must be received or postmarked **no earlier than January 1, 2025 and no later than February 28th, 2025**.
6. Customer may only apply for the Fee Waiver Program for the prior calendar years' service (January-December).
7. Short-Term Rental properties are not eligible to participate in the Fee Waiver Program.
8. A non-refundable Application Fee of \$30.90 for the period of January-December 2024 will be assessed to the account requesting the fee waiver whether the application is approved or not. An additional Application Fee will be assessed for *each* subsequent or duplicate submission.

Please note: Incomplete Fee Waiver Application forms will be denied. Requested re-examination of updated applications within the allotted timeframe shall be subject to an additional application fee. Customers will have until February 28th 2025 or a maximum of 30-days from the date printed on the Response Letter, whichever is later, to reapply and provide any missing information. Fee Waiver Application forms may be mailed, emailed, delivered to our office, or filled out online by going to the Burrtec website (www.burrtec.com) and selecting your service area. If submitting your application online, please scan and attach all qualified monthly electric bills.

Included with this notice is a Fee Waiver Application form. These Application forms are also available at Burrtec Waste & Recycling's Customer Service Office located at 58925 Sunnyslope Dr Yucca Valley, CA. Fee Waiver Applications and supporting electric bills may be submitted electronically on our website, emailed, returned to our Customer Service Office or mailed to the address at the bottom of the Fee Waiver Application page. Faxed applications will not be accepted.

After a thorough review of the Fee Waiver Application, all applicants will be contacted in writing regarding the result of their Fee Waiver Request.

2025 FEE WAIVER APPLICATION FORM

First Name

Last Name

Mailing Address

City or County Area

State

Zip Code

Service Address

(Address for which Credit/Refund is being requested)

Burrtec Customer Account Number

Contact Phone Number

Contact Email Address

Application Fee Paid

Please update my mailing address on file with the address listed above

If approved, how would you like any credit(s) processed?

Send a refund to the mailing address shown above
(processing time is approximately 6-8 weeks)

Leave credit balance on the account

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Customer Signature

Date

How to Submit Fee Waiver Applications

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| <ul style="list-style-type: none">• Online by visiting burrtec.com• Mailed to:
Burrtec Waste & Recycling– Fee Waiver Processing
41575 Eclectic St Palm Desert, CA 92260 | <ul style="list-style-type: none">• Via email to DEC@burrtecdesert.com• Delivered in person to:
Burrtec Waste & Recycling
58925 Sunnyslope Dr Yucca Valley, CA 92284 |
| <ul style="list-style-type: none">• Faxed requests will <u>NOT</u> be accepted | |

PLEASE NOTE: An incomplete form containing missing or illegible information will result in the application not being processed. Only months that qualify will be considered for refund or credit. If no preference is indicated, pending credits will be applied to the account. One application is allowed per single family dwelling. If you are uncertain which month an electric bill belongs to, please note the graph - the last month indicated on the far right is the month to which that bill pertains. **Please, only submit electric bills for those months that qualify.**