

MISSED SERVICE PENALTY

| Omission/Incident | Penalty |
|--|---|
| Commencement of collection prior to 7:00 a.m. except as expressly permitted herein | \$100 per incident (each truck on each route is one incident) |
| Failure to clean-up and collect Contractor caused spillage | \$100 each incident to a maximum of \$500 per truck per day for Cart \$100 each incident per Detachable Container |
| Failure to complete a City residential block. An incomplete block is where more than 10% of houses within the same block had either trash or bulk waste that was not collected | \$150 per incident |
| Days incomplete. Days are uncompleted if more than four (2) blocks are not collected on the scheduled day. | \$1,000 when not completed on the scheduled day. \$2,500 when uncompleted days are not recovered by the next calendar day |
| Failure to deliver Commercial Containers to new participating locations within five (5) business days of receipt of the new sign-up request | \$250 per Container per incident |
| Failure to deliver or replace Carts for any reason within five (5) business days of written notification | \$100 per Cart per incident |
| Any additional collection misses, at the same address, within one (1) year after Contractor's receipt of 2nd notice | \$100 per incident |
| Failure to submit complete and accurate monthly and annual reports by specified deadlines | \$500 each |
| Failure to place Carts at customer original set out location | \$500 for over 5 incidents per month |