



February 26, 2025

Sustainability in Action

Guilford County Board of Commissioners
301 West Market Street
Greensboro, NC 27401

Guilford County staff and Members of the Board:

As required, Republic Services is submitting this application for a license to continue solid waste and recycling services in Guilford County. In addition to the terms outlined in the application, our submittal is contingent upon the approval of the rate being adjusted to \$29.50/month effective July 1, 2025, along with adding the below terms and conditions to allow for annual inflation adjustments. These critical items have been part of prolonged discussions with the County and believe there is mutual agreement based on our numerous discussions with County officials. The language referenced above is listed below:

Annual Rate Adjustments. The Licensed Solid Waste Hauler may increase the rates for all Services effective on January 1st, 2026, and annually thereafter, in an amount equal to the Consumer Price Index for All Urban Consumers (Garbage Trash Collection) U.S. County Average, as published by United States Department of Labor, Bureau of Statistics (the "CPI"). For the CPI calculation, rates will be adjusted using the month of July, trailing twelve (12) months' average CPI compared to the preceding twelve (12) months.

Change in Law Adjustments. The Licensed Solid Waste Hauler may increase the rates for Services as a result of increases in costs incurred due to (a) any third party or municipal hauling company or disposal or recycling facility being used; (b) changes in local, state, federal or international rules, ordinances or regulations; (c) changes in taxes, fees or other governmental charges (other than income or real property taxes); (d) uncontrollable prolonged operational changes (i.e., a major bridge closure); (e) increased fuel costs; and (f) changes in costs due to a Force Majeure Event. Any of the foregoing cost adjustments shall be retroactive to the effective date of such increase or change in cost.

In closing, Republic values our partnership with the County, and we have earned the business of the majority of residents in Guilford County by providing superior service and competitive pricing. Our customers, and your constituents, have a choice as to who they select for recycling and waste service. Republic Services has a significant investment in infrastructure and people in this community with a hauling company location on Bishop Road, a Recycling Center on Patton Avenue, and a permitted Treatment, Storage, & Disposal Facility (TSDF) on Patterson Street. We employ 225 employees between the three facilities. Please let me know if you have any additional questions regarding this request. We look forward to the opportunity to continue to provide safe, reliable waste and recycling collection services for the Guilford County residents.

Warm Regards,

Tracy Nestor

Senior Area Manager Municipal Services
828.217.8766 tnestor@republicservices.com



GUILFORD COUNTY PLANNING AND DEVELOPMENT

APPLICATION FOR LICENSE TO OPERATE AS A COLLECTOR OF RESIDENTIAL SOLID WASTE IN GUILFORD COUNTY

The undersigned hereby applies for a license to operate as a collector of solid waste in Guilford County for a period of three years from July 1, 2025, to June 30, 2028, and agrees to abide by all rules and regulations of the State of North Carolina, the Board of Commissioners of Guilford County, and the Guilford County Board of Health pertaining to solid waste collection and disposal. Further, the undersigned also agrees to an annual facility and collection equipment inspection by Guilford County, to provide an annual solid waste/recycling report as required by the County, to provide a minimum of twice per month curbside recycling service to residential subscribers, and adhere to the additional terms of service attached hereto. The terms of this license are subject to applicable law. If additional space is required to provide complete information, please attach additional sheets as necessary.

COMPANY NAME: Republic Services of NC LLC PHONE.: (919) 669-8515

CONTACT PERSON: Chris Wilson E-MAIL: cwilson2@republicservices.ocm

FACILITY ADDRESS: 2140 Bishop Road, Greensboro, NC 27406 FAX: (919)-991-1036

MAILING ADDRESS: 2140 Bishop Road, Greensboro, NC 27406

EQUIPMENT: Describe all collection vehicles, including make, model, and vehicle identification number.

See attached fleet inventory on the following two pages

NUMBER OF EMPLOYEES: 225 NUMBER OF CUSTOMERS: 28,000

2426-3173 (ASL) 3173Grnsbo roHLTS	Mack	LRU613	1M2LR1GC 2KM001358	McNeilus	2018
2427-3173 (ASL) 3173Grnsbo roHLTS	Mack	TE64R	1M2TE1GC 7NM007947	Heil	2022
2428-3173 (ASL) 3173Grnsbo roHLTS	Mack	TE64R	1M2TE1GC 9NM007948	Heil	2023
2429-3173 (ASL) 3173Grnsbo roHLTS	Mack	TE64R	1M2TE1GC 2NM007967	Heil	2023
2430-3173 (ASL) 3173Grnsbo roHLTS	Mack	LR64	1M2LR1GC 7MM004873	Heil	2021
2431-3173 (ASL) 3173Grnsbo roHLTS	Mack	LR64	1M2LR2GC 7RM009505	Heil	2024
2440-3173 (ASL) 3173Grnsbo roHLTS	Mack	LR	1M2LR2GC 6RM009592	Heil	2024
2441-3173 (ASL) 3173Grnsbo roHLTS	Mack	LR	1M2LR2GC 8RM009593	Heil	2024
2443-3173 (ASL) 3173Grnsbo roHLTS	Mack	LEU613	1M2AU02C2 FM008906	McNeilus	2014
2444-3173 (ASL) 3173Grnsbo roHLTS	Mack	LEU613	1M2AU02C4 FM008907	McNeilus	2014
2451-3173 (ASL) 3173Grnsbo roHLTS	Mack	LEU613	1M2AU02C5 BM005850	Heil	2011
2453-3173 (ASL) 3173Grnsbo roHLTS	Mack	LEU613	1M2AU02C3 DM007390	Heil	2013
2483-3173 (ASL) 3173Grnsbo roHLTS	Mack	LRU613	1M2LR1GC 6KM002254	McNeilus	2019
2502-3173 (ASL) 3173Grnsbo roHLTS	Mack	LEU613	1M2AU02C0 BM005853	Heil	2011

2036-3109 (REL) 3173Grnsbo roHLTS	Mack	MR688S	1M2K195C0 6M030240	McNeilus	2006
2080-3173 (ASL) 3173Grnsbo roHLTS	Mack	LR64	1M2AV02C9 FM013257	McNeilus	2018
2081-3173 (ASL) 3173Grnsbo roHLTS	Mack	LRU613	1M2LR1GC 7KM001355	McNeilus	2018
2090-3173 (ASL) 3173Grnsbo roHLTS	Mack	LRU613	1M2LR1GC 7LM002569	McNeilus	2020
2091-3173 (ASL) 3173Grnsbo roHLTS	Mack	LRU613	1M2LR1GC 3LM002567	McNeilus	2020
2150-3620 (REL) 3173Grnsbo roHLTS	Ford	F750	3FRXF7FE2 BV440162	Heil	2011
2401-3173 (ASL) 3173Grnsbo roHLTS	Mack	LR64	1M2LR1GC 2MM003968	Heil	2020
2402-3170 (ASL) 3173Grnsbo roHLTS	Mack	MR688S	1M2K189C7 7M038745	Heil	2007
2410-3173 (ASL) 3173Grnsbo roHLTS	Mack	LR64	1M2LR1GC 4MM004877	Heil	2022
2413-3173 (ASL) 3173Grnsbo roHLTS	Mack	LEU613	1M2AU02C9 CM006324	Heil	2011
2414-3173 (ASL) 3173Grnsbo roHLTS	Mack	LR64	1M2LR1GC XKM002094	Heil	2019
2422-3173 (ASL) 3173Grnsbo roHLTS	Mack	LR64	1M2LR1GC 4MM004264	New Way	2021
2423-3173 (ASL) 3173Grnsbo roHLTS	Mack	LR64	1M2LR1GC 8MM004266	New Way	2021
2424-3173 (ASL) 3173Grnsbo roHLTS	Mack	LR64	1M2LR1GC 3MM004871	Heil	2021
2425-3173 (ASL) 3173Grnsbo roHLTS	Mack	LR64	1M2AU02C0 BM005853	Heil	2021
2425-4784 (ASL) 3173Grnsbo roHLTS	Mack	LEU613	1M2AU02C5 CM006854	Heil	2012



GUILFORD COUNTY PLANNING AND DEVELOPMENT

TOWNS/ROUTES COVERED: Republic Services provides Recycling and Waste services to about 28,000 customers in the unincorporated areas of Guilford County. Additionally, Republic Provides collection for the Towns of Summerfield, Whitsett and Sedalia.

COLLECTION SCHEDULE: Residential trash collection, cart contents only once per week Monday-Friday
Residential Recycling Collection Every other week Wednesday-Friday

METHOD & PLACE OF DISPOSAL FOR SOLID WASTE: Republic Services Bishop Road Transfer Station located at 2140 Bishop Road, Greensboro, NC 27406 and The City of Greensboro Transfer Station located at 6310 Burnt Poplar Rd, Greensboro, NC 27406

METHOD & PLACE OF ~~DISPOSAL~~ PROCESSING FOR RECYCLABLE MATERIALS: Material Recycling Facility FCR Greensboro, LLC 706 Patton Avenue, Greensboro, NC 27406 as an additional back up their may be utilization of The Republic Services Material Recycling Facility in Conover, NC

The undersigned certifies that all information supplied concerning this application is true to the best of his/her knowledge and belief. It is understood that this license may be revoked for any substantial departure from this application or the conditions of approval, for refusal or failure to comply with the

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GUILFORD COUNTY PLANNING AND DEVELOPMENT

requirements of state and local laws, for false statements or misrepresentations made in securing the license, or for other unlawful reasons.

Carlos Guerrero

Carlos Guerrero

2/26/25

Authorized Signature of Applicant

Printed Name of Signatory

Date

*****FOR COUNTY USE ONLY*****

I have inspected the facilities and equipment described in the foregoing application and found that they conform to Guilford County Environmental Services requirements.

APPLICANT: _____

INSPECTION DATE

INSPECTOR

ENV. SRVCS. PROG. MGR.



GUILFORD COUNTY PLANNING AND DEVELOPMENT

Guilford County Solid Waste Collection Customer Bill of Rights

1. The Customer Bill of Rights applies to customers provided solid waste (including recyclables) collection service by a licensed solid waste hauler in Guilford County;
2. Guilford County citizens have the right to select their solid waste hauler on a competitive basis and to discontinue service at any time unless contractually obligated by a service agreement, provided that the hauler is provided with a minimum of thirty (30) days written notice;
3. Solid waste haulers shall provide, at minimum, twice per month curbside recycling service to residential subscribers;
4. The solid waste hauler shall remove and transport solid waste in an environmentally sound manner that safeguards the public health and preserves the quality of the environment;
5. The solid waste hauler is responsible for assisting the customer in the selection of the most favorable service to meet the customer's needs at a rate (e.g., back door service) not to exceed the rate established by the Guilford County Board of Commissioners;
6. Solid waste haulers shall deliver poly cart(s) to new customers within seven (7) business days;
7. Solid waste haulers shall deliver replacement poly cart(s) to customers within seven (7) business days;
8. Solid waste haulers shall indicate where the solid waste hauler's terms and conditions are conveniently available for review and comment by the customer;
9. Solid waste collection rates charged by the hauler may not exceed those rates set by the Guilford County Board of Commissioners;
10. The solid waste hauler shall notify its customers in writing at least ten (10) days before any increase or decrease in rates;
11. The solid waste hauler shall handle customer complaints in a prompt, courteous, and efficient manner, and if a solid waste hauler fails to pick up solid waste on a regularly scheduled day and



GUILFORD COUNTY PLANNING AND DEVELOPMENT

Guilford County Solid Waste Collection Customer Bill of Rights (continued)

such failure is not caused by an act or omission of the customer, the hauler shall make the pickup as soon as possible, but in no event shall it be later than the next regularly scheduled collection day. Should a hauler fail to pick up solid waste from a customer within twenty-four (24) hours of notification, and such failure is not caused by an omission or act of the customer, the solid waste hauler will issue a pro-rata credit on the next billing cycle;

12. In the event of equipment failure, holidays, or inclement weather when the operation of a solid waste vehicle would pose a threat to the safety of the public and/or the equipment and personnel of the hauler, the solid waste hauler shall provide notice of any service delay along with an alternate service schedule;
13. The solid waste hauler shall provide thirty (30) days written notice to the customer before the discontinuation of service for nonpayment of bills, provided it gives the customer at least ten (10) days for payment of the bill before issuing the ten-day notice of discontinuing service;
14. Where solid waste collection service is provided in containers or other equipment supplied by the solid waste hauler, and the service is discontinued either by the solid waste hauler or the customer, the solid waste hauler shall be required to remove its container or other equipment from the customer's premises within five (5) business days of the effective date of discontinuance regardless of the status of the account;
15. Solid waste haulers will provide a local contact to respond to customer concerns. Additionally, Guilford County must have a direct phone number and an email for the contact;
16. Solid waste haulers will document the number of complaints received that have not been addressed or resolved within twenty-four (24) hours. Fifteen (15) or more complaints within one calendar month is unacceptable and is a breach of license;
17. Solid waste haulers will comply with all NC Department of Transportation (NCDOT) regulations regarding business hours;
18. Solid waste haulers will comply with all NC Department of Transportation (NCDOT) regulations regarding collection drivers;



GUILFORD COUNTY PLANNING AND DEVELOPMENT

Guilford County Solid Waste Collection Customer Bill of Rights (continued)

19. Solid waste hauler licenses shall not exceed the time period for which the Guilford County Board of Commissioners has granted its license;
20. Solid waste haulers shall submit a Solid Waste Annual Report to Guilford County by August 1st of each year;
21. Solid waste haulers shall display their name on all vehicles and containers as it appears on their solid waste hauler license;
22. Solid waste haulers are subject to standards and any other reporting requirements set out in the Guilford County Solid Waste Ordinance;
23. The Guilford County Board of Commissioners reserves the right to amend Customer Service Performance Standards on a case-by-case basis with respect to need and solid waste hauler documented performance.