

Solid Waste Haulers Requests For Rate Increases

July 14, 2022

Agenda

- Background
- County's Role
- Customer Bill of Rights
- Current Providers
- Maps of Coverage Areas
- Themes Impacting Industry
- Typical Solid Waste Complaints
- Request from Vendors
- Benchmark Data



Background

- The Community Environmental Services Division works with Guilford County communities to ensure the health of our residents and protection of our environment through collection of solid waste
- Greensboro, High Point, Gibsonville, and Jamestown provide municipal solid waste collection services
- Oak Ridge and Stokesdale contract with GFL Environmental (formerly Waste Industries)
- Sedalia, Summerfield, and Whitsett contract with Republic Services
- Residents in unincorporated Guilford County and Pleasant Garden can contract individually with any company licensed by Board of Commissioners

County's Role

- Guilford County does not provide county-operated solid waste collection
- Chapter 15.5 of County Code allows Board of Commissioners to issue a franchise for solid waste hauler services per NCGS 153A-136
- Board of Commissioners establish a maximum fee
- Last fee increases were approved in 2019
- Board approved a Customer Bill of Rights in 2019

Customer Bill of Rights

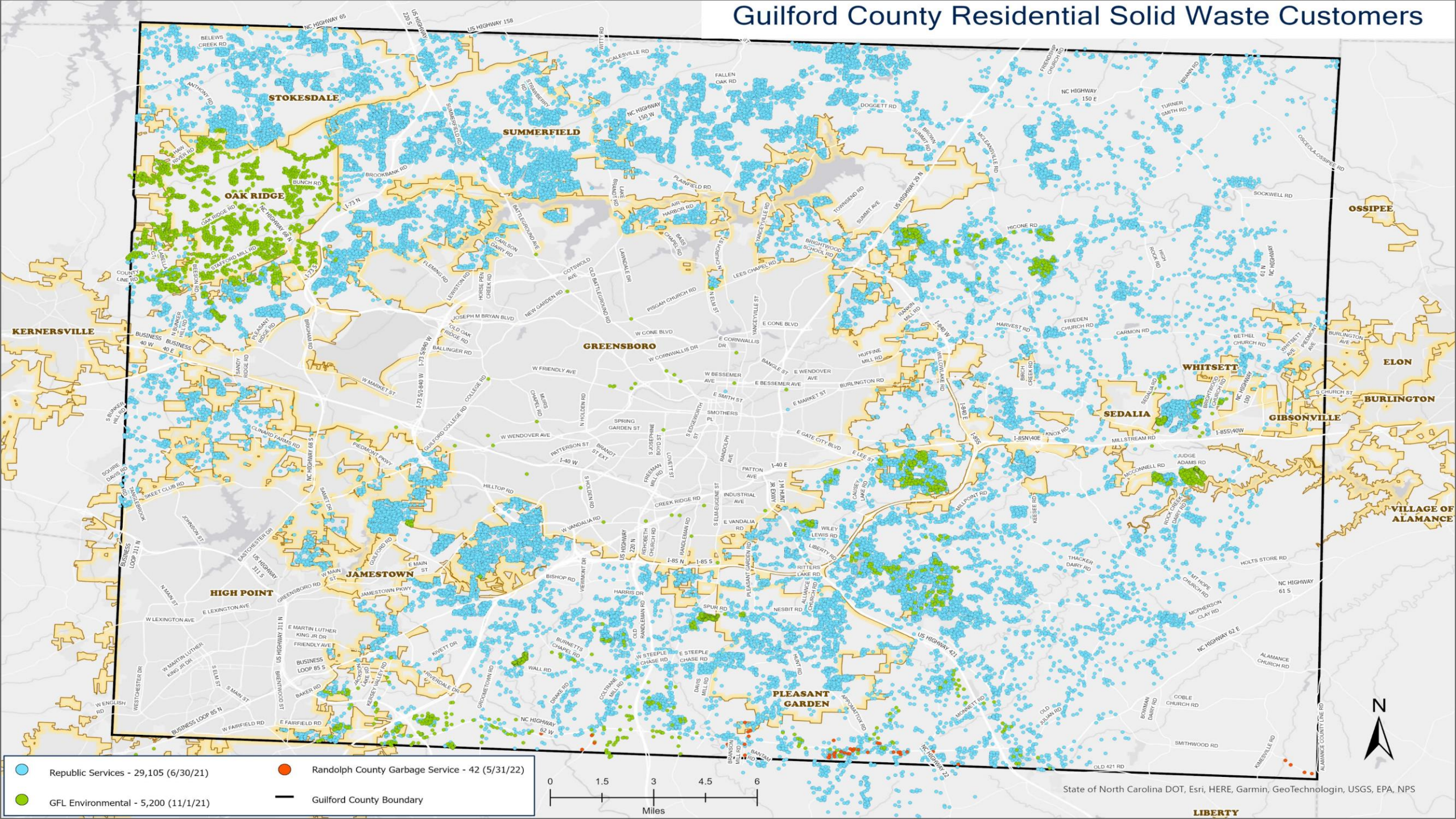
- Guilford County citizens have the right to select their solid waste hauler on a competitive basis.
- Haulers must:
 - provide optional curbside recycling service
 - remove and transport solid waste in an environmentally sound manner
 - assist the customer in the selection of the most favorable service 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
 - deliver replacement poly carts within seven (7) business days
 - notify its customers in writing at least thirty (30) days prior to any change in rates
 - handle customer complaints in a prompt, courteous, and efficient manner
 - provide notice of any service delay along with an alternate service schedule
- Full Bill of Rights can be found here: [637864935898170000 \(guilfordcountync.gov\)](https://www.guilfordcountync.gov/637864935898170000)

Guilford County Licensed Providers*

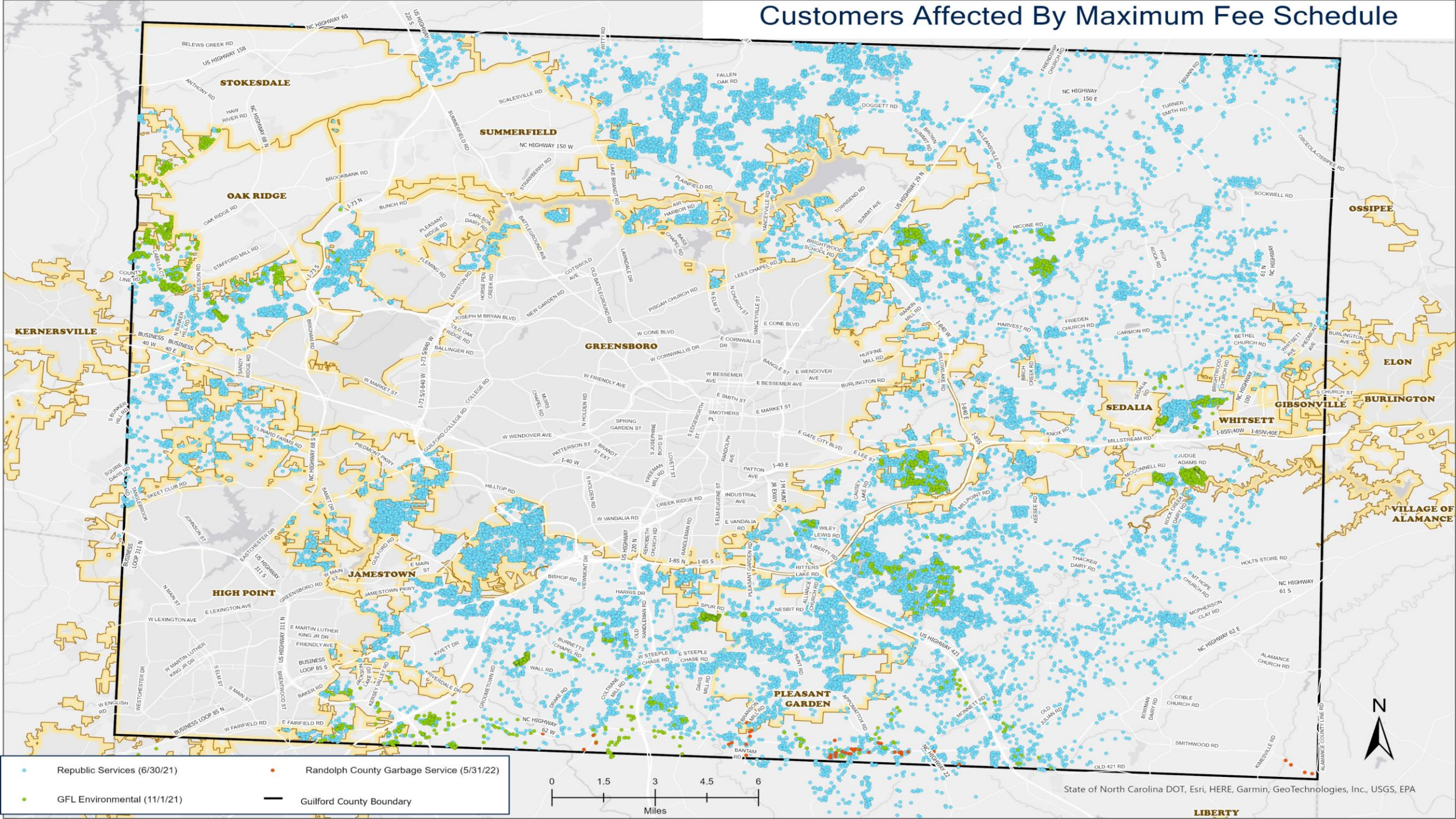
- Republic Services (85% of total customers)
- GFL Environmental (14% of total customers)
- Randolph County Garbage Service (1% of total customers)

* Haulers determine service area(s) at their discretion

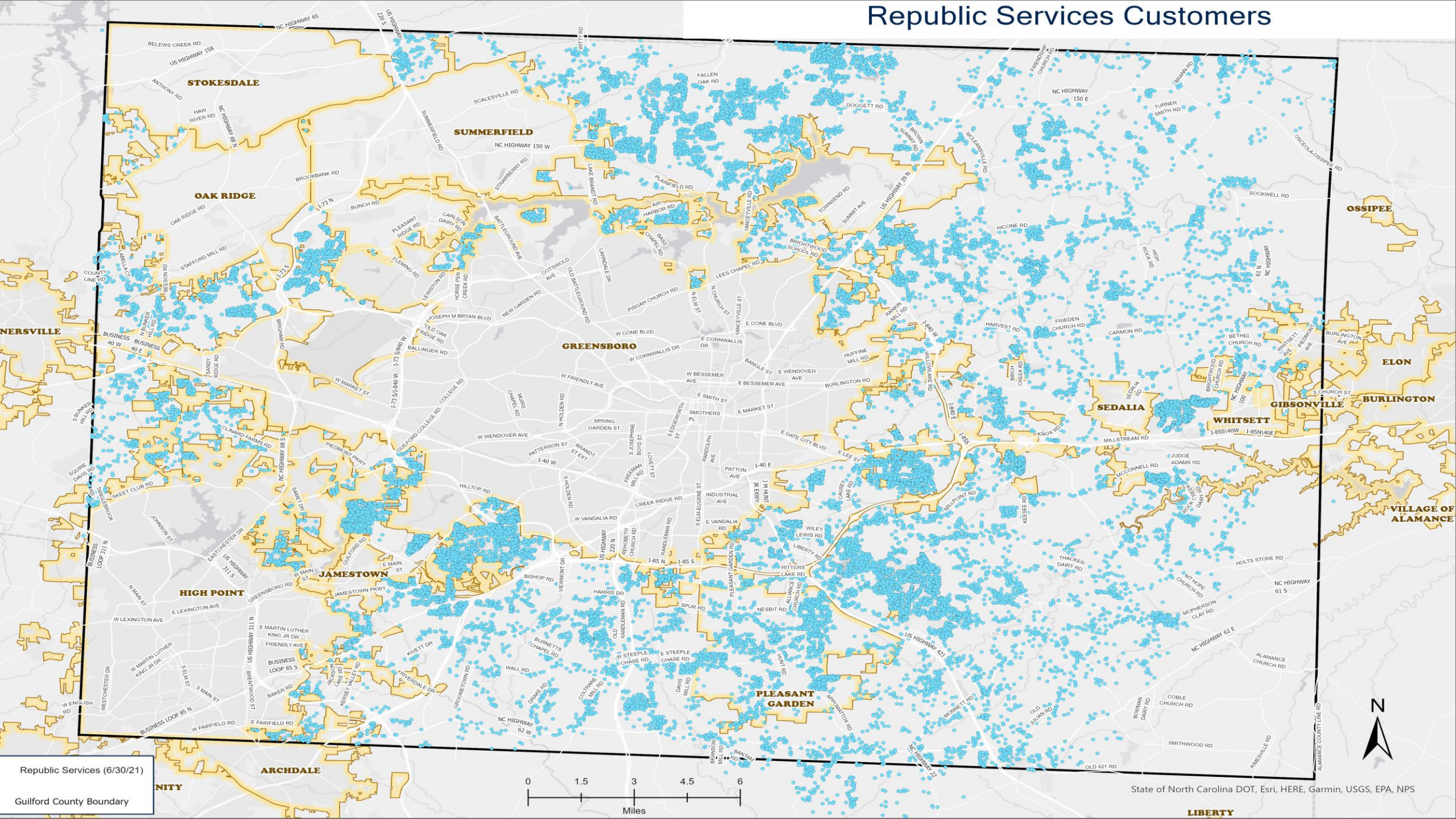
Guilford County Residential Solid Waste Customers



Customers Affected By Maximum Fee Schedule



Republic Services Customers



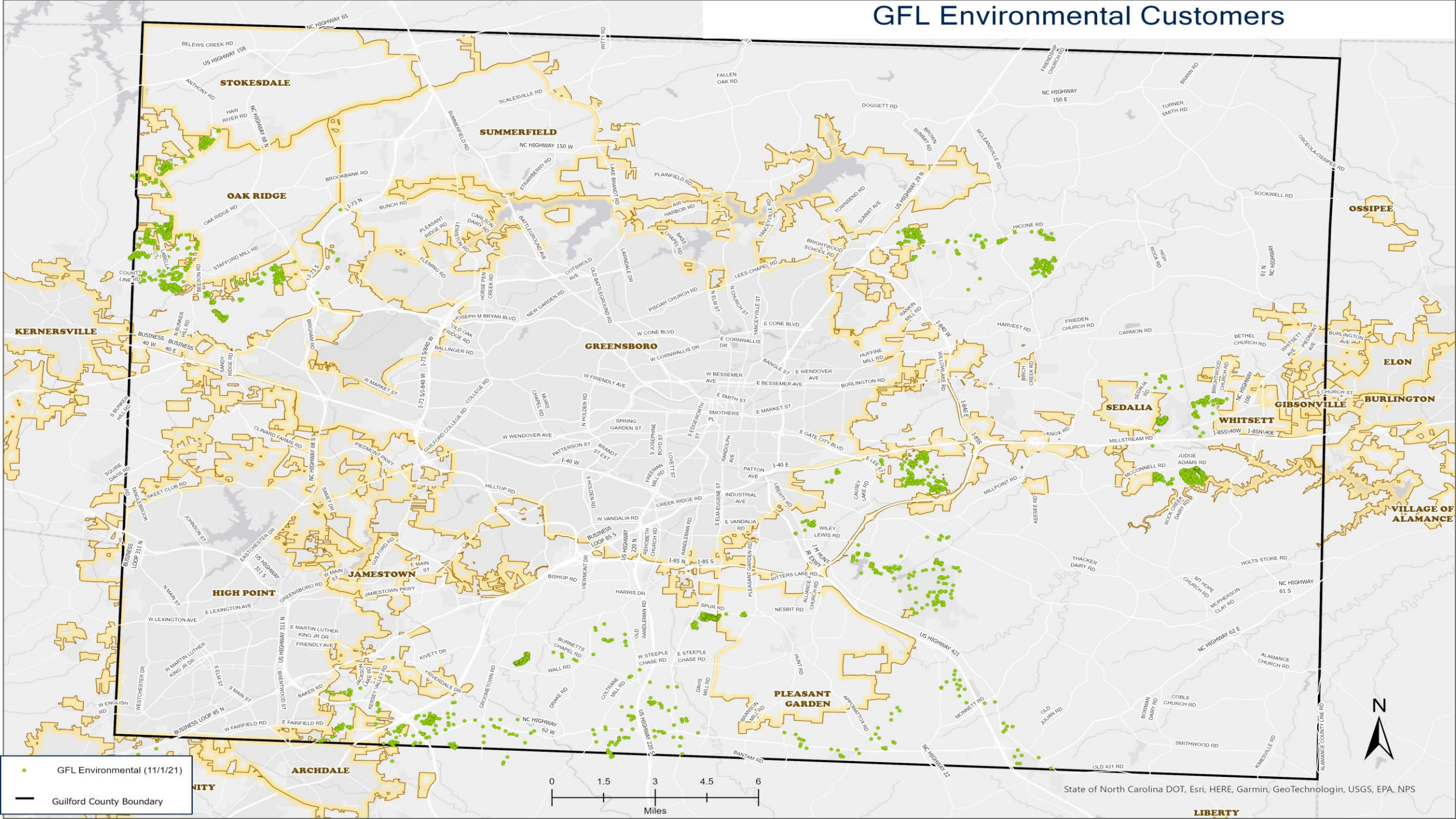
Republic Services (6/30/21)

Guilford County Boundary

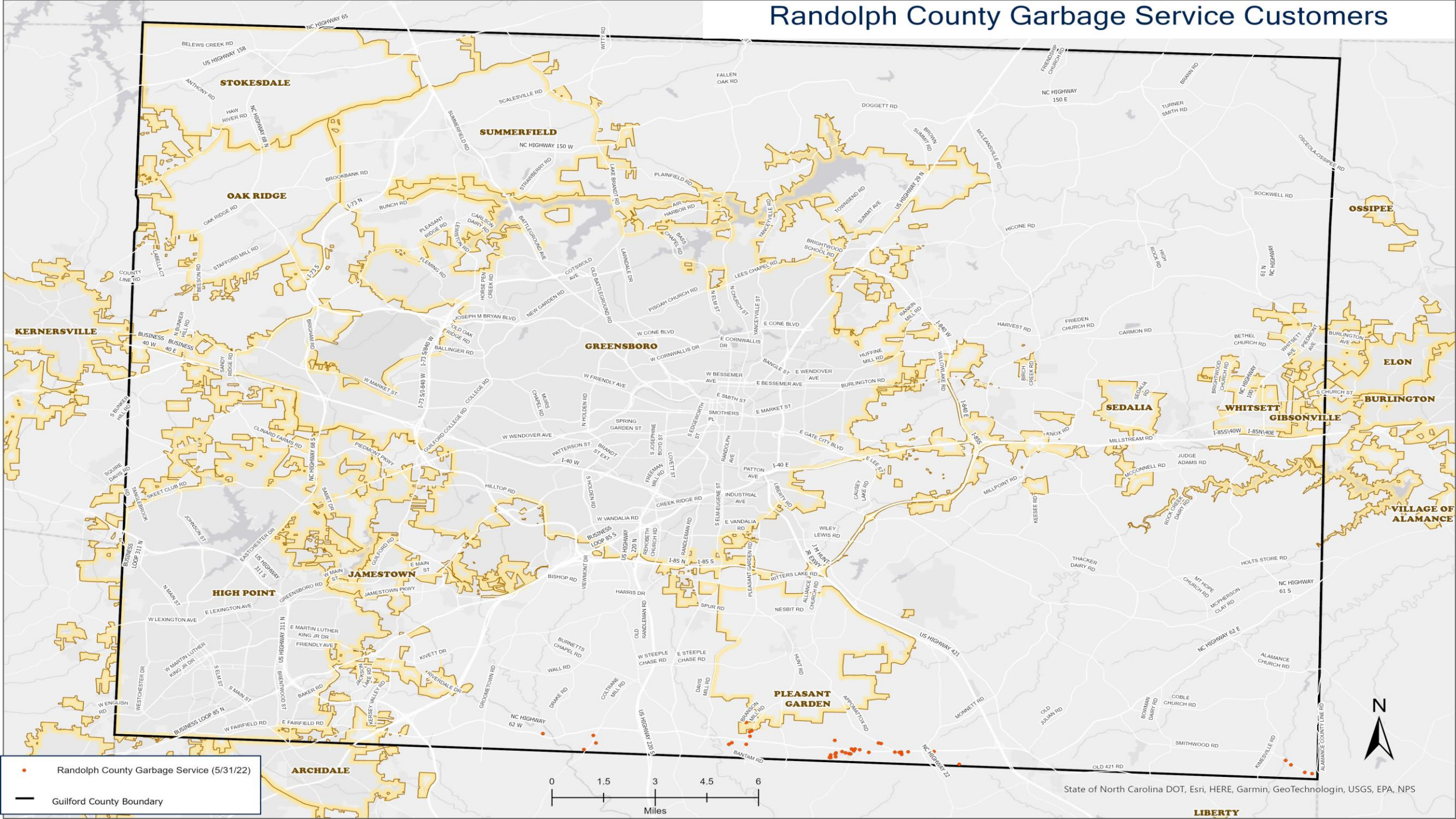
State of North Carolina DOT, Esri, HERE, Garmin, USGS, EPA, NPS

LIBERTY

GFL Environmental Customers



Randolph County Garbage Service Customers



Guilford County Licensed Providers

Republic Services & GFL Environmental

Maximum (current) charges including container fees are as follows:

- \$21.50/month for once per week garbage and twice per month recyclables collection at the curb.
- \$24.50/month for once per week garbage and twice per month recyclables collection at the back door. This additional \$3.00 per month pays for back door service, at the discretion of the collection company, for elderly or disabled residents who require assistance with their garbage and recyclables collection.

Guilford County Licensed Providers

Randolph County Garbage Service*

Maximum (current) charges including container fees are as follows:

- \$18.50/month for once per week garbage and twice per month recyclables collection at the curb (includes \$2.00 per month container fee)
- \$25.50/month (includes \$2.00 per month container fee) for once per week garbage and twice per month recyclables collection at the back door. This additional \$7.00 per month pays for back door service, at the discretion of the collection company, for elderly or disabled residents who require assistance with their garbage and recyclables collection.

*Hauler's request in 2021 was for license only

Themes Impacting Industry

- **Republic Services**

- Fuel Costs
- Driver Labor
- Technician Labor
- Customer Support
- Disposal Costs

Total Additional Annual Impact \$1.341M

(See attached slide)

Themes Impacting Industry

- **GFL Environmental**

- Fuel Cost
- Driver Labor
- Repair & Maintenance/Supply Chain Disruptions Increase Parts Costs
(See attached letter)

- **Randolph County Garbage Service**

- Disposal cost increase
- Fuel and labor cost increases
- Increase in solid waste tons collected
(See March letter)

Typical Solid Waste Customer Complaints

- Solid waste hauler Customer Service Departments could not resolve the issue or could not be reached
- Missed garbage pickup
- Missed recycling pickup
- Leaking fluid or collection truck contents blowing out
- Most complaints are from Republic Services' customers (Republic Services has 85% of the total customers)

Request from Vendors

Company	Service	Current Rate Including Container Rental Fee	Proposed Rate With Subsequent CPI-U Increases	Proposed Rate Without Subsequent CPI-U Increases	\$ Amount Increase	% Increase
Republic Services*	Once per week garbage & twice per month recyclables collection at the curb	\$21.50	\$24.72 \$26.56	N/A	\$3.22 \$5.06	15.0% 23.5%
GFL Environmental	Once per week garbage & twice per month recyclables collection at the curb	\$21.50	\$26.05		\$4.55	21.2%
				\$27.35	\$5.85	27.2%
Randolph County Garbage Service	Once per week garbage & twice per month recyclables collection at the curb	\$18.50	\$21.50	N/A	\$3.00	16.2%

*Republic Services requested \$24.72 per month on 3/2/22. Updated request on 6/28/22 is \$26.56 per month.

Benchmark Data*

Proposed rates: \$21.50 - \$27.35

1. Alamance – \$25.95 (South) & \$26.85 (North)
2. Durham – \$17.00 (Garbage only—recycling picked up by County contractor)
3. Forsyth – \$26.95
4. Orange – \$28.00 (Garbage only—recycling picked up by County contractor)

*1x/wk. garbage & 2x/month recycling collection services as of 5/23/22

Questions

