

# Solid Waste Haulers Requests For Rate Increases

**July 14, 2022**

# Agenda

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- 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)

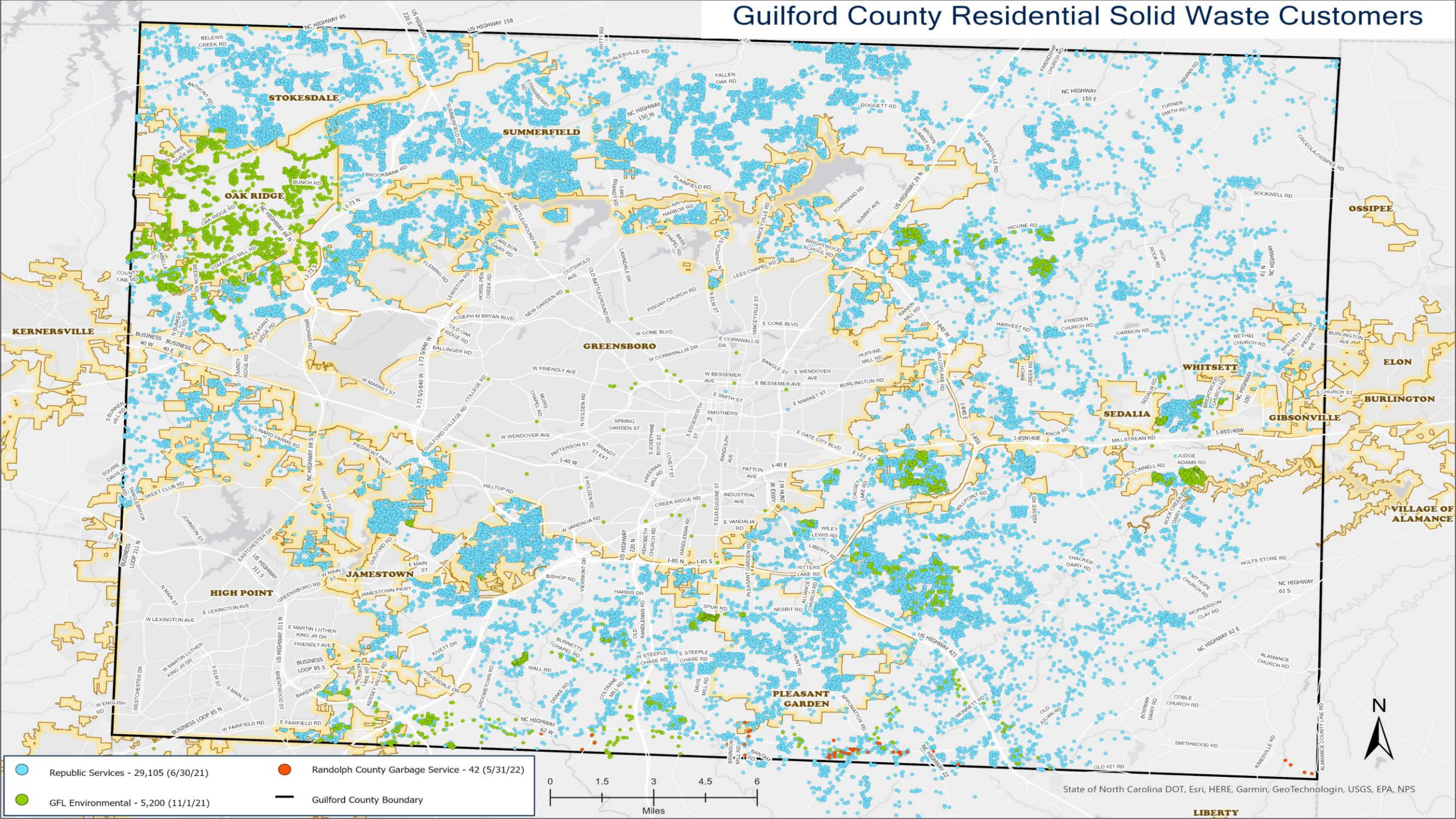
# Guilford County Licensed Providers\*

- 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

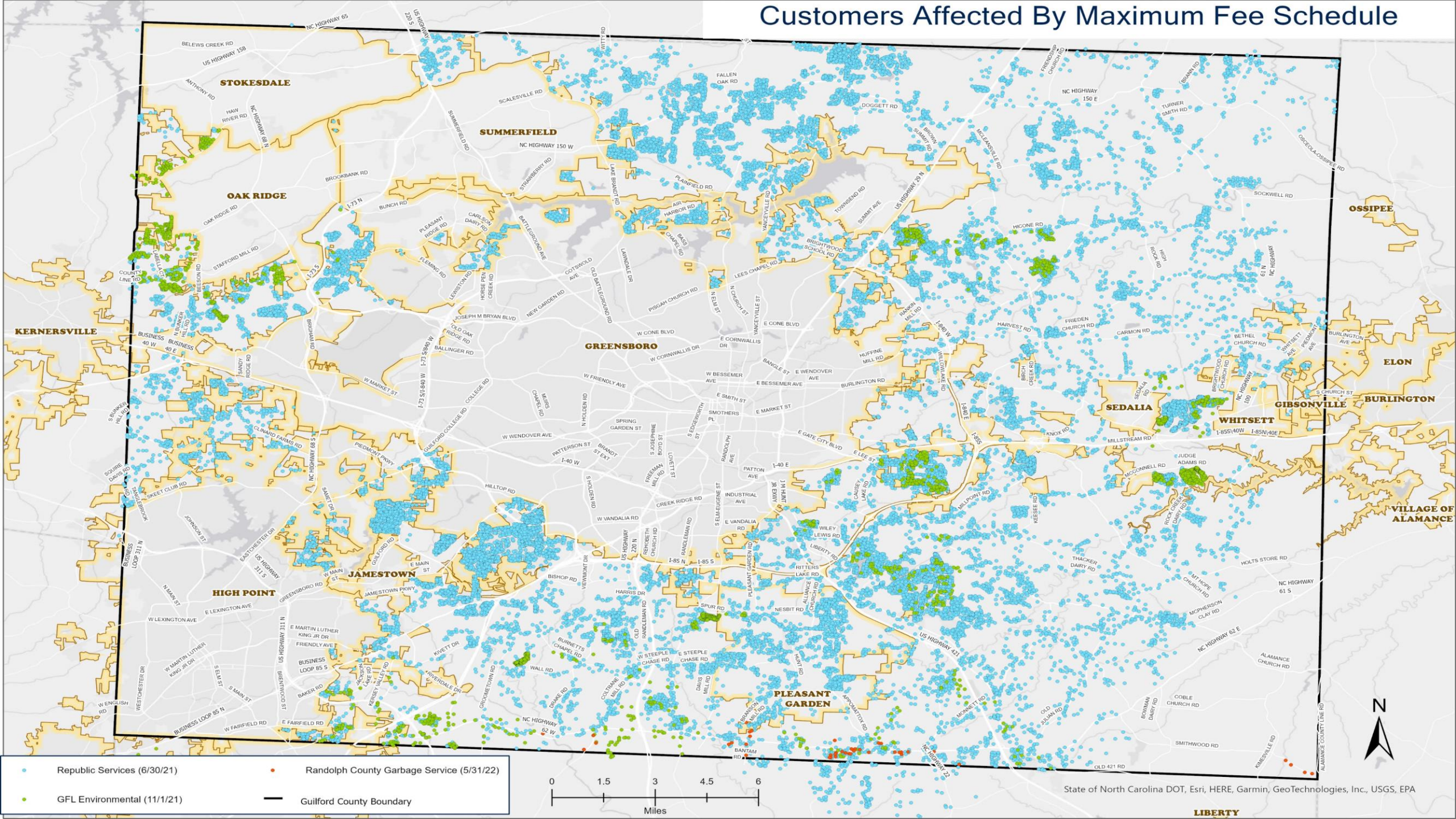


# Guilford County Residential Solid Waste Customers



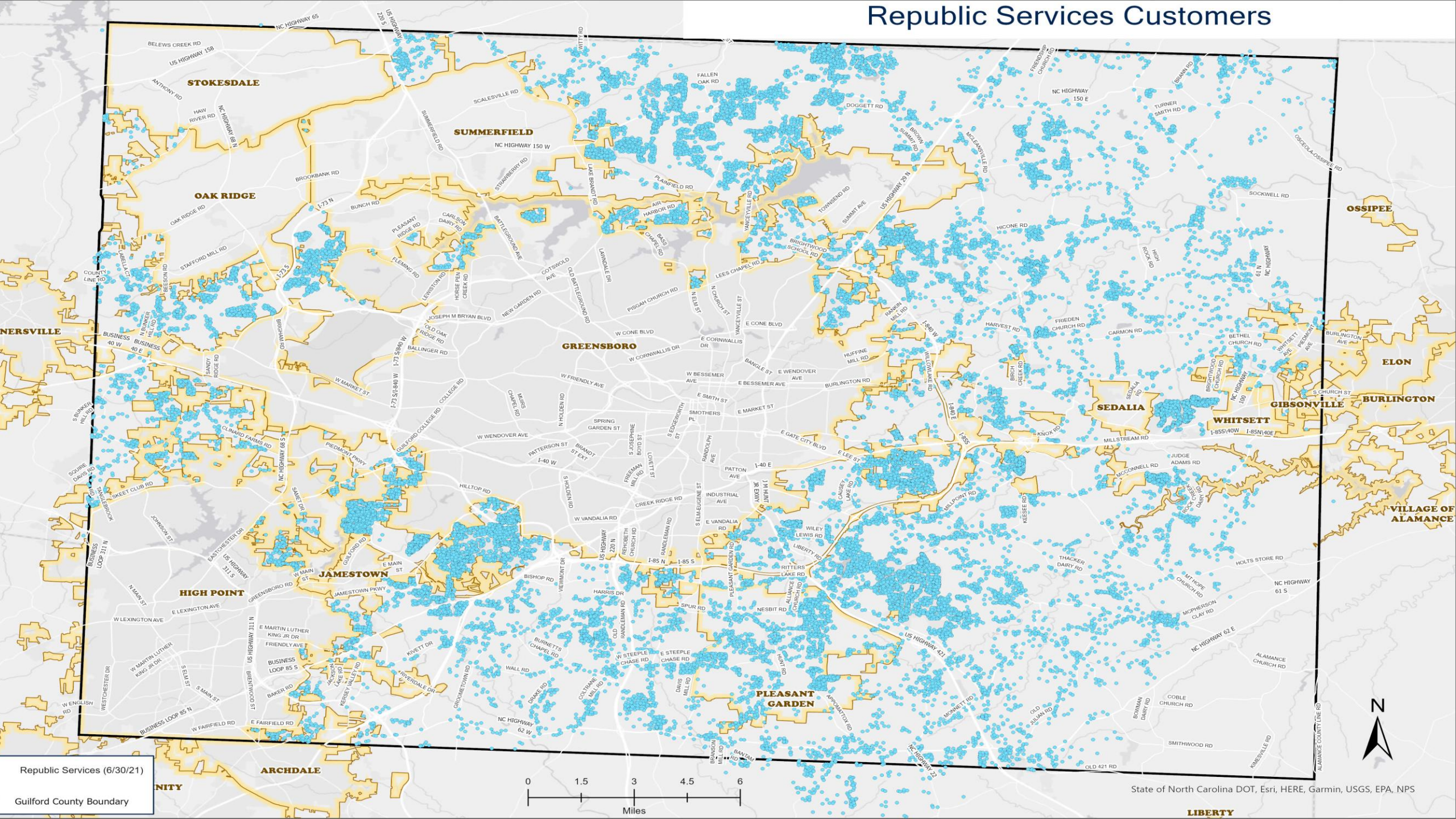


# Customers Affected By Maximum Fee Schedule





# Republic Services Customers



Republic Services (6/30/21)

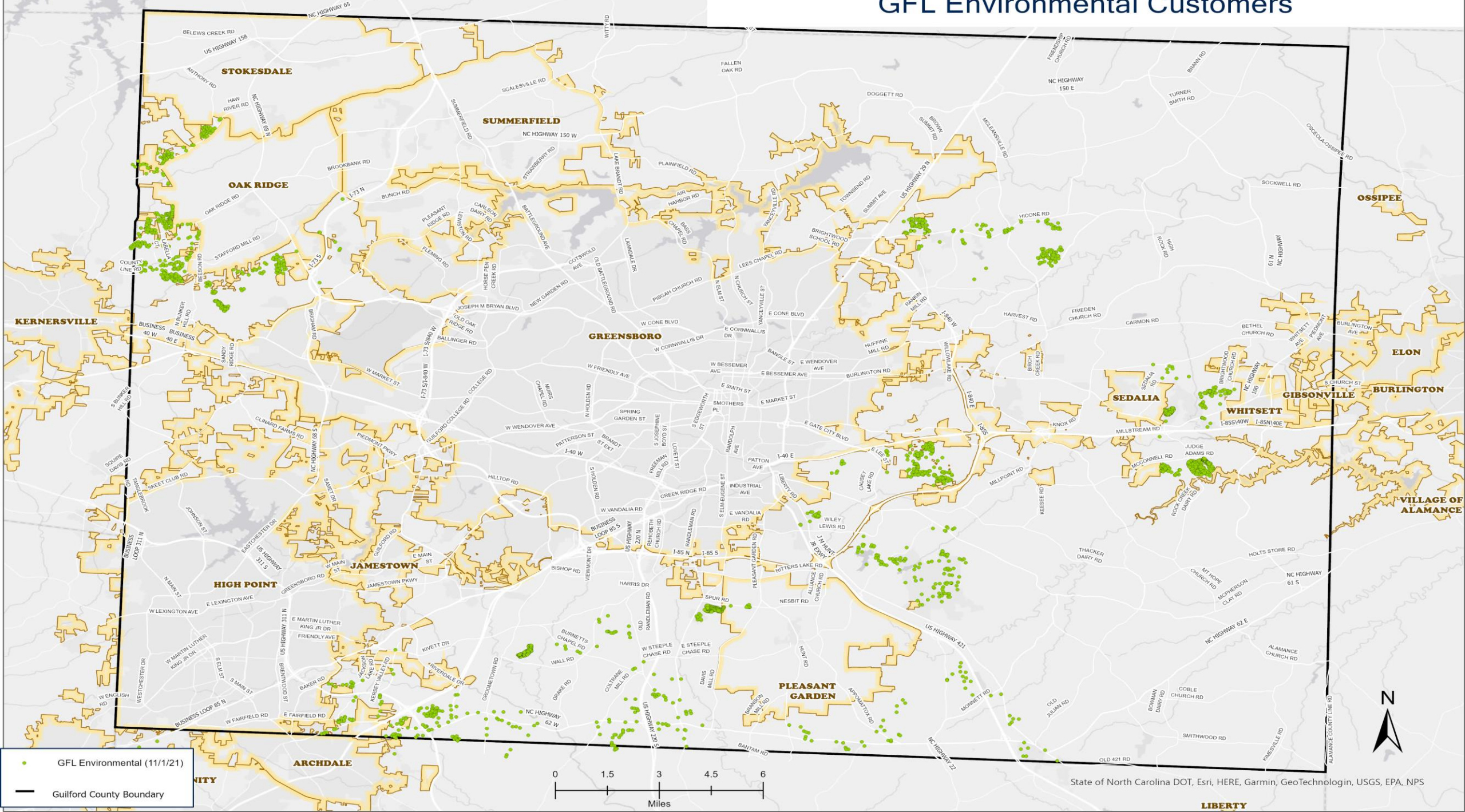
Guilford County Boundary

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

LIBERTY



## GFL Environmental Customers

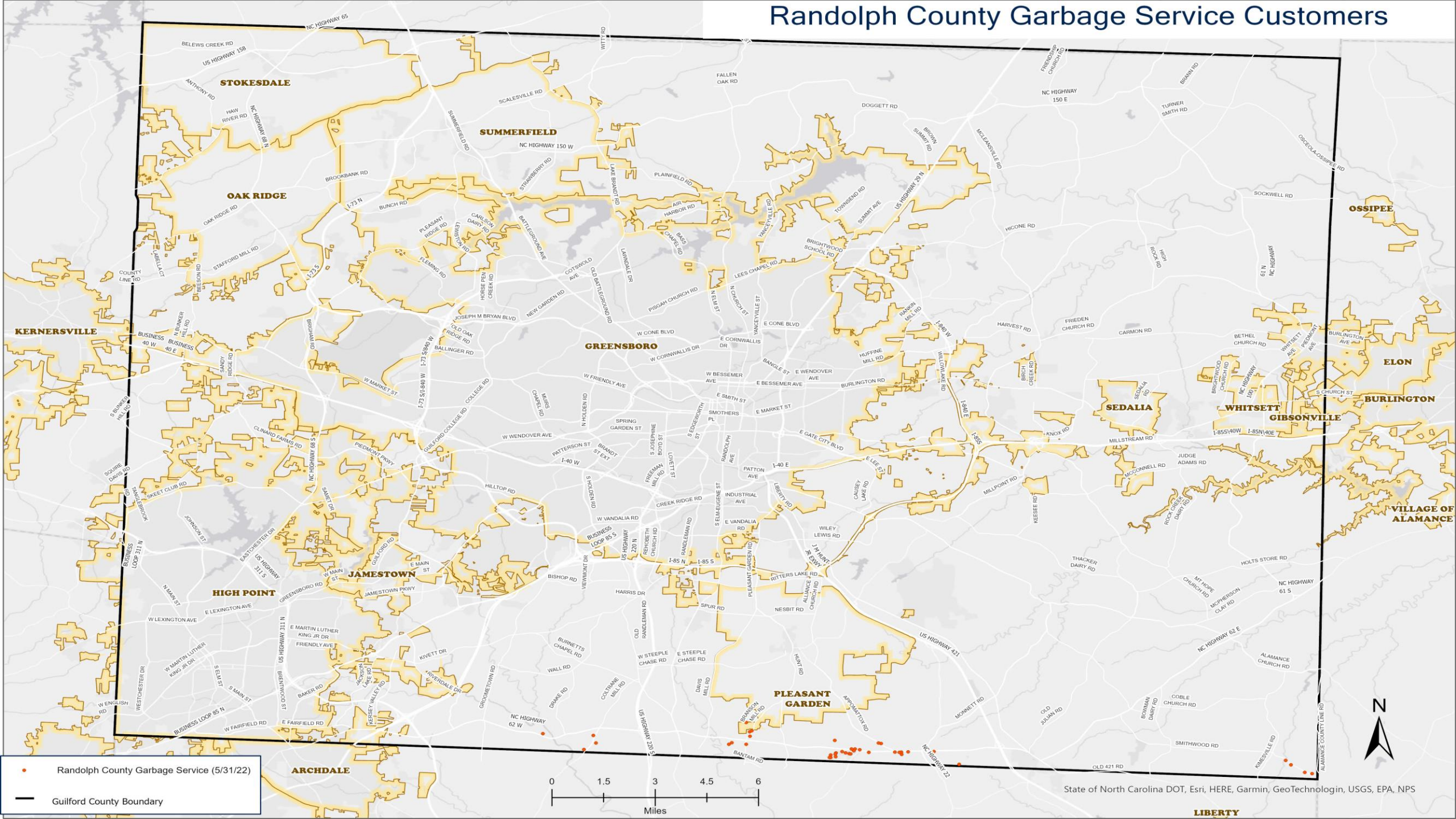


State of North Carolina DOT, Esri, HERE, Garmin, GeoTechnologin, USGS, EPA, NPS

LIBERTY



# 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

