

# **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. Should the hauler discontinue service at any time, the customer shall be provided at least a thirty (30) day notice;
3. Solid waste haulers shall provide optional 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 for all services 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 thirty (30) days prior to any change in rates;
11. The solid waste hauler shall handle customer complaints in a prompt, courteous, and efficient manner and that in the event a solid waste hauler fails to pick up solid waste on a regularly scheduled day and such failure is not caused by an act or omission of the customer, the hauler shall make the pick up as soon as possible, but in no event shall it be later than the next regularly scheduled collection day (that particular customer's 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 operation of a solid waste vehicle would pose a threat to the safety of the public and/or the equipment and

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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 prior to the discontinuation of service for nonpayment of bill(s);
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 customer's request;
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;
19. Solid waste hauler licenses shall not exceed the time period for which its license has been granted by the Guilford County Board of Commissioners;
20. Solid waste haulers shall submit Solid Waste Annual Report to Guilford County by August 1<sup>st</sup> of each year;
21. Solid waste haulers shall display their name on all vehicles and containers as it appears on its 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.