

SINGLE HAULER – FREQUENTLY ASKED QUESTIONS

Why is the City pursuing a single hauler contract?

- Improve service and reduce costs for the majority of residents.
- Residents will receive pickup of both trash and leaves for an amount that is lower than what most are paying currently for just trash pickup.
- Bring all residents into compliance with code and requirement to have a contract for trash hauling.
- Reduce the amount of illegal dumping.
- Reduce impact of heavy trucks on local roads. Wear and tear on the roads is a major expense to all taxpayers. One trip by a double-axle hauling truck is equivalent to the wear and tear of 1,000 cars on the road.
- Improve quality of life in our neighborhoods and throughout the city by reducing truck noise and pollution, and increase safety on streets by reducing truck traffic.
- Because trash would only be visible on individual streets one day per week – rather than 3 or 4 days per week, as it is now. The entire city could look more appealing to potential businesses and residents.

What company has the City Council selected?

- Granger Waste Services

What are the rates for pick up?

| SERVICE YEAR | YEAR 1 | YEAR 2 | YEAR 3 |
|---|--------------------|--------------------|---------------------|
| Service Dates | 4/1/17- 3/31/18 | 4/1/18- 3/31/19 | 4/1/19 – 3/31/20 |
| Service Type | BASE PRICE | | |
| 96 gallon cart residential refuse | \$ 8.85 | \$ 8.85 | \$ 8.85 |
| Yard Waste Service up to 6 bags/bundles | \$ 6.25 | \$ 6.25 | \$ 6.25 |
| Refuse and Yard Waste exceeding limit-extra bags or bundles | \$ 2.00 per bag | \$ 2.00 per bag | \$ 2.00 per bag |

| MONTHLY RATES | |
|----------------|----------------|
| APRIL-NOVEMBER | DECEMBER-MARCH |
| \$ 15.10 | \$ 8.85 |

| QUARTERLY RATES | | | |
|-----------------|----------------|------------------|---------------|
| APRIL-JUNE | JULY-SEPTEMBER | OCTOBER-DECEMBER | JANUARY-MARCH |
| \$ 45.30 | \$ 45.30 | \$ 39.05 | \$ 26.55 |

ONE YEAR SERVICE \$ 156.20

\$ 6.25/MONTH YARD WASTE WILL ONLY BE CHARGED FROM APRIL UNTIL NOVEMBER.

Will this program actually save residents money?

- Yes. The reason the City has chosen to investigate and evaluate a single-source trash hauler system in Albion is because we believe prices would decrease for the vast majority of residents who are independently contracting with the three different trash haulers presently located in Albion.

What will happen to the other trash haulers? Doesn't this create a monopoly?

- No. All trash haulers have been invited to bid on the service contract for residential clients and the most affordable bid has been selected. After the expiration date of the contract, other trash haulers are welcome to place a competitive bid again for the following contracted years of residential service. Of note: This contract is for residential clients only. Therefore, all trash haulers may seek a license to provide commercial service as well.

What happens if I already have a trash service with another company?

- If the service provider is awarded a Single Hauler Contract through the competitive bid process, then everyone will have the same collector – which may be different than your current trash collector.

Will I be refunded any money that I have paid in advance to my current provider?

- Residents may seek a refund from their current provider.

Is there an added expense of leaves/yard waste pick-up? Can I opt out of leaves/yard waste pick-up?

- The charge for weekly yard waste pick-up is \$6.26 per month or \$18.75 per quarter. There is not currently any opt-out provision.

If I have more than 6 bags of leaves per week, is there a charge for additional bags?

- Yes. There is an additional charge of \$2.00 per bag/bundle of yard waste – up to a maximum of 10 bags/bundles. Must be pre-arranged with contractor for pickup.

How soon will the program be implemented?

- The program will be put into operation effective April 1, 2017.

Who do I contact to set up service?

- General information:
Granger Waste Services
517.372.2800 or 1.8889GRANGER
info@grangernet.com
www.grangernet.com

What is the scheduled pick up day for my area?

- Please refer to the route map or call TBD.

Do I have to rent a container?

- 96 gallon container for residential refuse is provided by the Granger.

Who will residents make their payment to?

- Residents and/or homeowners would make their payments directly to the service provider. The City will not be involved with billing or collection.

Who do I contact if I am unhappy with my service?

- Just as residents do now, trash hauling customers would continue to direct service complaints to the trash hauler. The Contractor will supply a person from the company to respond to complaints and act as a liaison to the City. In addition, a clause would be included in the contract that all service complaints be addressed within 48 hours. If the complaints are not resolved within that time, the resident may contact the City.

Are there other communities that operate this way?

- Yes, in many communities across the country and in the State of Michigan, trash pick-up is considered a public utility. In our area, many have been doing this successfully for over 20 years or more. We are aware that most recently, Jackson, Kalamazoo Charter Township, and Battle Creek have awarded single hauler contracts and have been enjoying the benefits.

Does the City have the authority to implement a single hauler program?

- The City is mandated by state law to assure that solid waste is removed from where it's generated frequently enough to protect public health. That same law authorizes the City to contract with a waste removal company to collect and bill for waste removal from residents within the jurisdiction of the City.

- City Council adopted an Ordinance 2016-02 on August 15, 2016, after determining that it to be in the best interests of the City to switch to a single hauler for residential collection. The ordinance amended Chapter 66, Division 2 and clarified that if the city elects to use a single hauler for residential purposes, the city may limit the issuance of residential licenses to that single hauler. Multiple licenses could still be issued for commercial or industrial refuse collection.

What happens with recycling services?

- The City Council has elected to utilize Granger for residential waste and yard waste services only. The current recycling program with Calhoun County remains in effect.

How will residents be notified of the change?

- The contractor and City of Albion will work together to ensure that each resident is provided with advance notice of the change.