



Rate Year Ten (RY10) 2024 FAQs

When are rate increases effective?

March 1, 2024

Residents are billed quarterly as follows:

Danville and Walnut Creek – February, May, August, November

County, Lafayette, Orinda and Moraga - March, June, September and December

Service Rates

Attachment A: Rates (Adopted at the January 25, 2024 Board of Directors meeting)

Attachment B: Rate Comparison for service rates throughout some East Bay jurisdictions

Attachment C: RecycleSmart Programs and Services

Attachment D: Rate History

Miscellaneous Rates

The miscellaneous rates, unlike the rates for the base services, are generally the same across all Member Agencies, with a 3.98% increase for RY10.

Credits for Missed Collections

Republic Services is required to provide a credit in the amount of one-quarter of a subscribers monthly bill for each call from the subscriber (or CCCSWA staff on behalf of the subscriber) to Republic Services resulting from a missed collection of one or more carts or bins that have been set out on the scheduled collection day and not collected by the end of the following business day. Republic's customer service representatives are also required to be well-educated on the procedure and requirement to issue a credit for missed collections.

Commercial Push/Pull Service Rates

As of March 1, 2023, commercial accounts may incur a "push/pull" fee for each cart or dumpster that is moved more than 25' by Republic Services. The fee is incurred for each push. Please see Attachment A for rates. Account holders can call Republic Services at (925) 685-4711 to schedule a free site visit to confirm fees and/or determine an alternate location where possible. Third-party push/pull vendors may be used to provide push/pull services only.

Residential rates include:

- Weekly single-stream recycling collection,
- Weekly organics collection; yard trimmings with food scraps and uncoated food-soiled paper,
- Weekly landfill collection,
- On-call collection of yard trimmings and/or recyclables (4 total per rate year at no additional cost),
- On-call collection of landfill materials (1 per rate year at no additional cost),
- Two (2) scheduled community Reuse and Clean-up Days per year, where usable items are collected and given to people in need. The unusable items are hauled off for disposal,
- On-call used motor oil collection at the curb,

- Holiday tree collection,
- Disability on-property service,
- Household battery, cell phone, and CFL collection at curb, and,
- Schools waste diversion programs, construction and demolition debris diversion, medical sharps (needles) disposal, organics diversion programs, public outreach, and other services and programs in support of reduction, reuse, recycling, and diverting waste from the landfill.

How can I lower my bill?

If you are recycling and composting properly, and not regularly filling your landfill cart or dumpster, you can downsize to a smaller size landfill cart/bin. For example, **residents** using a standard 32-gallon landfill cart can downsize to a 20-gallon landfill cart, and residents using a 64-gallon landfill cart can downsize to a 32-gallon landfill cart. **Commercial** accounts can downsize to a smaller landfill cart/dumpster *and* decrease the frequency of collection. Please remember to sort properly and request adequate service levels.

If you live in a single-family home and compost organic material in your backyard or with worms, you can certify your efforts through Republic Services at www.RecycleSmart.org/Certification. The Home Compost Certification is \$4.50 per quarterly Republic Services bill (\$18/year). Using your curbside green organics cart to compost does not qualify.

Is there a lower service rate for seniors and/or low-income residents?

No, the RecycleSmart Board of Directors has not approved a lower rate for seniors and/or low-income residents.

Why is my garbage rate different from other neighboring RecycleSmart communities?

Different communities have different service needs because of difficulties related to terrain, different fee structures, and different residential and commercial mixes.

Is garbage service mandatory?

It is mandatory to have garbage service for occupied property within the unincorporated areas of Contra Costa County. Residents in those areas may, however, apply for an exemption by contacting the County's Environmental Health Division of the Health Services Department. If exempt, garbage must be removed from the property a minimum of once per week.

Service for residents living in all other jurisdictions is not mandatory, however, residents not subscribing to service must self-haul or remove materials from the property a minimum of once per week, and properly divert recyclable and compostable material from the landfill. There are additional record-keeping requirements for commercial and multifamily accounts that self-haul.

Residents may not use other service providers to haul garbage, recycling, and organics. Those materials fall under an Exclusive Franchise Agreement with Republic Services.

RecycleSmart (Central Contra Costa Solid Waste Authority)

Who is RecycleSmart?

A government agency – a Joint Powers Authority of six Member Agencies: (1) Danville, (2) Lafayette, (3) Moraga, (4) Orinda, (5) Walnut Creek, and (6) the County.

RecycleSmart does not directly collect recyclables, organics, or landfill materials. Those services are provided by Republic Services under an exclusive franchise agreement.

For questions about your recycling, organics, and landfill services, or for billing questions, contact Republic Services at (925) 685-4711.

Who approves maximum rates?

The RecycleSmart Board of Directors approves rates after careful consideration of costs and expenses identified by an extensive yearly analysis performed by a third party. The Board is comprised of two elected officials from each of the six Member Agencies (City/Town Council Members and County Supervisors).

The Board process to set maximum rates begins at the September Board meeting each year, final approval is in January, and new maximum rates are effective March 1st annually. For Board of Directors meeting information please visit, www.RecycleSmart.org/BoardMeetings.

Where can I get more information?

Visit www.RecycleSmart.org, call (925) 906-1801 or email the RecycleSmart team at Authority@recyclesmart.org. If you would like to provide a written comment, please mail it to:

RecycleSmart
1850 Mt. Diablo Blvd., Suite 320
Walnut Creek, CA 94596

ATTACHMENTS:

- A. Rates
- B. Rate Comparison
- C. RecycleSmart Programs and Services
- D. Rate History