



Yard Waste Billing Change Frequently Asked Questions

What is changing, and why am I receiving this information?

While most customers who receive yard waste service pay on a monthly basis, some customers pay on an annual basis. To simplify billing to yard waste customers, all customers will be billed on a monthly basis beginning with the July 2015 billing period (billed in August with your water bill). In addition, separate charges for yard waste collection and cart rental will be eliminated in favor of a single monthly service charge.

Are rates changing for the yard waste service that I receive?

Beginning July 1, 2015, the City will implement a single, monthly yard waste charge of \$7.50 for all customers that includes cart repair and maintenance services, cart replacement as needed, and collection and processing of yard waste materials. Additional carts, if needed, are charged \$1.50 per month. And, of course, yard waste customers continue to receive two annual curbside collections of bulky brush as part of their service, at no additional cost.

When will this change occur?

The City will begin billing all yard waste customers on a monthly basis as of the July 2015 billing period. This fee will appear as a new yard waste service charge on your August water bill. Your water billing charge is for a specific date range, but your yard waste billing will be for the month prior.

I have already submitted payment for my yard waste service for next year by submitting a check for the entire annual fee.

Any payment received prior to June 30, 2015 will be applied to the customer's water bill. To avoid confusion and the cost to return checks, refunds will not be issued.

Why is there a cart fee included with my service?

The last time carts were available for purchase was June, 2008. Most purchased carts have, or will soon need to be, replaced due to damage, wear and tear, etc. The new service agreement will allow for a more cost effective replacement as needed for the duration of your participation in the yard waste program.

What if my water bill account number is in another person's name? Can yard waste be set up in my name?

To ensure proper billing on water accounts, and to streamline the billing process, all yard waste accounts must be set up in the name that appears on the utility water bill account.

What if there is a discrepancy on my water bill?

Even if you have a discrepancy on your water bill, your yard waste fee for the month (identified separately on your bill) should still be paid. If it is not, it will carry over as an unpaid amount to your next water bill.



Will the yard waste service that I receive be changing?

No, you may continue to place your yard waste cart at your curbside for collection each week. You will also continue to be eligible for your two free bulky brush collections each year.

What if I need more than one cart?

To manage more yard waste than will fit in a single cart, customers may request one or more additional carts and collection. To manage the additional quantity of yard waste being placed at your curbside for collection, each cart will cost an additional \$1.50 per month.

Why does the City need to charge for yard waste service?

The costs charged to you are to offset the cost of providing carts to customers, collecting yard waste at curbsides each week, and transporting the collected materials to the City's yard waste management facility for grinding and processing.

Why do I have to sign up for a full year of service?

The City must purchase and maintain carts and collection trucks for the provision of yard waste services on a year-round basis. As such, we cannot offer services for only part of the year.

What happens to my yard waste once it is taken to the yard waste facility?

All yard waste received is ground and processed for the creation of compost.