



CITY OF DURHAM

Solid Waste Management Department
1833 CAMDEN AVENUE | DURHAM, NC 27704
919.560.4186 | F 919.560.1228

www.DurhamNC.gov

May 18, 2015

**PLEASE READ – CHANGES COMING
TO YARD WASTE SERVICE
EFFECTIVE JULY 1, 2015**

Dear Solid Waste Customer:

To better serve you, effective July 1, 2015, the City of Durham is changing its billing and payment options, which will impact some of our yard waste customers.

Annual Customers Are Now Monthly Customers

This mandatory billing change means yard waste customers who currently pay for their service on an *annual* basis will now pay on a monthly basis. This option allows all charges to be in one location – your monthly City water utility bill – with the added convenience of securely paying online or by U.S. mail. It also enables you to pay for service in monthly installments of \$7.50 instead of the entire \$90 annual fee all at once. We have converted all annual accounts into monthly accounts, applying the monthly installment service fee of \$7.50 to your City water utility bill effective July 1. This monthly fee includes the collection service and cart rental.

Existing Monthly Customers

Customers who already pay for their collection service and cart rental on a *monthly* basis will have no changes in their \$7.50 monthly fee, or how they pay through their City water utility bill.

Mandatory Cart Rental For All Customers

We have one additional change to share with customers who purchased their cart in previous years. Effective July 1, all carts now have a monthly rental fee regardless of past purchase history. This means that yard waste customers who were paying \$6 per month (\$72 per year) will now be charged an extra \$1.50 per month for their cart rental, for a total of \$7.50 per month (\$90 per year). Please note that if you have more than one cart, you will see an additional charge of \$1.50 for each extra cart on your monthly City water utility bill. This change ensures that carts can be replaced as needed and simplifies our service offerings. .

Service Renewal For All Customers

Service renewals will begin July 1 and expire the following June 30 of each fiscal year. Once yearly service is established and monthly billing begins, you are responsible for paying each month during the fiscal year (July 1 through June 30 of the following year). Please note that cancellation of yard waste service is only allowed for customers who are moving and no longer need the service and customers closing their utility water account. If you need to cancel your service, contact Durham One Call to arrange for cart removal since your cart must be returned to avoid accumulating charges.

Questions?

If you have any questions about this new billing process change or the new cart rental requirement for all customers, contact Durham One Call at (919) 560-1200 or visit our department’s webpage at www.DurhamNC.gov for our “Frequently Asked Questions.” We look forward to serving your yard waste collection needs and hope you will welcome this new, streamlined billing process and simplified service offering.

Sincerely,

Donald Long

DURHAM



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Director