



City of Upland

Solid Waste Rate Frequently Asked Questions

Public Hearing Schedule for January 27, 2020

Why are rates going up?

Burrtec Waste Industries is the Solid Waste Collection Service Provider for the City of Upland. Annually, their collection service rates are reviewed by the City for an allowable CPI service adjustment as well as pass through costs for disposal and recyclable materials processing. Annual increases are capped at 4% each year. This year's rate adjustment exceeds the annual 4% cap due to extraordinary increased cost associated with recyclables, green waste and organics processing. Solid Waste disposal, recycling, and organics processing charges are a pass-through cost to the customer.

Over the past two years, the value of collected recyclables has reduced dramatically due to a collapse of the recycling market. This material value has been used in years past to offset the cost of cleaning, separating and marketing residential and commercial recyclables.

Historically, California has exported a significant portion of collected recyclable material to China for processing. While a majority of the recyclables exported are clean and free of contaminants or non-recyclable materials, they may still contain 5-10% percent contamination. In 2018, China reduced the level of contamination in their accepted recyclable materials to less than 0.5%, essentially banning all recyclable material. This ban has drastically shifted the global recycling markets and reduced the revenues generated from collected recyclables.

Green Waste and organics processing costs are increasing due to changes in statewide legislation. Sanitary Landfill and land-use applications for these materials have been eliminated or use has been severely limited due to new State Regulations. Residential and Commercial Green Waste is a major contributor to the City's overall diversion percentage.

Many agencies in the region and throughout the State are experiencing this significant increase in recycling, green waste and organics diversion costs.

When would rates increase?

If approved, rates would on February 1, 2020. The next rate adjustment would be no earlier July 1, 2021.

What did the City do to review the extraordinary rate adjustment request?

The City performed a review of the "uncontrollable circumstances" claimed by Burrtec and found the extraordinary expense request to be reasonable and based upon actual costs incurred by Burrtec.

What do the Solid Waste Fees pay for?

The Solid Waste Fees include the following costs:

- Collection Service (Three Vehicles)
 - Trash
 - Recyclables
 - Green Waste / Organics
- Disposal / Processing
 - Trash
 - Recyclables
 - Green Waste / Organics
- Vehicle Impact Fees
- Street Sweeping Fees

- City Administration and Program Fees
 - Customer billing
 - Customer Services

What are Organic Recycling Materials?

Organic recyclable materials include green waste and food waste. Effective January 1, 2019, Commercial businesses with services equal to or greater than 4 cubic yard of trash are required to implement a green waste and food waste service program (organics recycling program). Additionally, Multi-family complexes with five or more units are required to have green waste service. Separate containers are required to manage green waste and food waste disposal.

Businesses are eligible for getting a free solid waste audit. Additionally, some businesses may potentially be able to obtain an exemption, please contact Burrtec at (909) 949-0500 for more information.

Who regulates solid waste?

CalRecycle is the State agency responsible for insuring all cities are meeting the mandatory solid waste diversion requirements to reduce the amount of waste being placed in the landfill. Cities are subject to potential fines for non-compliance with the State mandated recycling requirements.

Where does City of Upland Residential and Commercial Trash (Solid Waste in the black barrel) go?

Trash collected in the City of Upland is taken to the West Valley Materials Recovery Facility, located approximately 11 miles East of City Hall. All trash is dumped within the transfer building where it is inspected for hazardous waste and additional waste recovery. It is then placed compacted into large Semi Tractor Trailers and taken to the landfill.

Where does recycling and green waste/food waste go?

Burrtec delivers recyclable materials (recyclable solid waste, green waste and food waste) to the West Valley Materials Recovery Facility (MRF) located approximately 11 miles East of City Hall. Recyclable solid waste delivered to the MRF is cleaned and separated by commodity type, then sent to processing facilities which may be domestic or overseas.

Green Waste and Food Waste (organics) are delivered to the MRF, where it is cleaned and processed, then sent to various locations and facilities in the region, where it is used in waste to energy programs, land application or further processed into organic soil amendments.

Is there a discount for senior citizens (62+ years old)?

No, Proposition 218 requires that rates be proportional to the benefits received, which are based upon the barrel size selected by each customer.

Where can I find information about the Proposition 218 public hearing and protest process?

Download the explanatory document and rate structure by clicking here: <https://www.uplandca.gov/> and then clicking on the links in the icon BURRTEC “We’ll Take Care of It” on the City website.

Interested in the Downtown Service Blocks – Shared Bin Services?

Download the explanatory document and rate structure by clicking here: <https://www.uplandca.gov/> and then clicking on the links in the icon BURRTEC “We’ll Take Care of It” on the City website.

Can I change the size of my residential or commercial refuse barrel or bin?

Yes, Residential accounts may contact the City Finance Department at City Hall by calling (909) 931-4150. They will adjust your service billing and coordinate delivery of a different size container with Burrtec.

Commercial and Multi-Family accounts need to contact Burrtec directly at (909) 949-0500.

How can my family and I help keep solid waste costs down for all residents?

The most important thing you can do is to recycle. When you recycle, you can make sure that your family only needs one trash barrel avoiding the need for an extra trash barrel.

Questions about your account and solid waste subscription?

Residential Customer Service Representative. (UPLAND) **(909) 931-4150**

Commercial & Multi-family Service Representative Customer Service (BURRTEC) **(909) 949-0500**

Other questions about the rate increase or solid waste services?

Contact City of Upland staff Michelle Madriz at (909) 291-2935.