



# TOWN OF DEWEY BEACH

[www.townofdeweybeach.com](http://www.townofdeweybeach.com)

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February 14, 2017

TO: All Residential Property Owners in Dewey Beach,

We are excited to announce that the Dewey Beach Town Commissioners have approved a bid for town-wide residential trash and recycling services. Waste Industries, LLC will be the single-source vendor for those services in Dewey Beach for the next 5 years. This initiative was developed and recommended by the Trash and Recycling Committee (a citizens' committee) over the past 14 months. Trash in our town has been a concern to many citizens for an extended period of time. This initiative should help lead to fewer cans on our public right-of-way and fewer trash trucks in our town. We hope this will result in a reduction of noise and cleaner streets.

**Trash pick-up, Recycling pick-up, and Valet service is required for all residential rentals from May 1<sup>st</sup> - September 30<sup>th</sup>.**

**All residential property owners should contact Waste Industries of Delaware, LLC. Customer Service at (302) 934-1364 to arrange for residential trash and recycling service no later than April 1<sup>st</sup>.** Identify yourself as a Dewey Beach property owner or representative of a condo association when signing up for this service to ensure you get the bid prices. **New service will be in place no later than May 1<sup>st</sup>, 2017.**

**New service provides:**

- Recycling pickup weekly from May 1<sup>st</sup> through September 30<sup>th</sup> on Monday
- Trash pickup twice a week from May 1<sup>st</sup> through September 30<sup>th</sup>, on Monday and Friday
- Optional service is available year round or for an extended season by month
- Optional valet service is available for non-rental residential properties.
- Optional yard and bulk waste pickup is available
- Optional extra cans are available

Please review the attached price sheet and 'Frequently Asked Questions' document for more details. If you have any further questions, please contact Dewey Beach Town Hall at (302) 227-1640, or log into the Town of Dewey Beach website: [www.townofdeweybeach.com](http://www.townofdeweybeach.com).

**Dumpsters and Trash Enclosures in the Right of Way:**

There was a grace period in 2016 for fixed trash enclosures and dumpsters in the right of way. Originally they were to be removed by December 31, 2016. We have extended that deadline until May 1, 2017 to give people more time to get this done. However any fixed enclosures or dumpsters in the town right of way must be removed or after May 1 2017, fines will apply. All enclosures must have either an opening or a gate in order for the trash company to access your cans.

Best wishes for a wonderful 2017,

Mayor Dale H. Cooke

Commissioners Diane Hanson, Mike Dunmyer, Gary Persinger, and Courtney Riordan

Trash and Recycling Committee Members: Debbie Knight, Robert Duncan, Walt Barlow, Henry McKay, Judy Mazur, Harry Wilson, Scott MacDonald

Waste Industries Pricing Sheet

<b><u>Residential Trash and Recycling Service</u></b>	<b><u>May 1st to September 30th, per month</u></b>	<b><u>October 1st to April 30th, per month</u></b>
(One) 95 Gallon Trash, (One) 95 Gallon Recycling	2x week trash, 1x week recycling \$27.32 per residence	1x week trash, bi-weekly recycling \$23.32 per residence
Multi-unit residences may request as many trash and recycling containers as reasonably determined to meet their needs, with the total amount not required to equal the number of residences. (One) 95 Gallon Trash, (One) 95 Gallon Recycling. Additional can prices apply if more cans are requested than the total number of living units.	\$27.32	\$23.32
Valet Service	\$15.00 extra, per residence	\$10.00 extra, per residence
Extra Cans (applies to cans in addition to the standard service levels in and out of season)	\$16.00 each per residence for garbage; \$4.00 each per residence for recycle	\$11.00 each per residence for garbage; \$3.75 each per residence for recycle
<b>Trash Dumpsters- Each</b> 2 cubic yards 4 cubic yards 6 cubic yards 8 cubic yards	<b>2x per week</b> \$205.00 \$275.00 \$357.00 \$445.00	<b>1x per week</b> \$105.00 \$165.00 \$214.00 \$267.00
<b>Recycling Dumpsters- Each</b> 4 cubic yards 6 cubic yards 8 cubic yards	<b>1x per week</b> \$110.00 \$110.00 \$110.00	<b>Bi-weekly</b> \$75.00 \$75.00 \$75.00
<b>Roll offs for bulk solid waste</b>	\$60.00 delivery \$185.00 haul \$85.00 per ton disposed	
<b>Roll offs for yard waste</b>	\$60.00 delivery \$200.00 haul \$40.00 per ton disposed	

## **Yard Waste**

### On-Call Service (Tuesdays)

- \$7.50 for first 3 bags, containers, or bundles
- \$2.50 for each additional bag, container or bundle

### Weekly Service (Tuesdays)

- \$25.00/month

## **Bulk**

General household bulk items will be collected on an on-call basis. Bulk is defined as any household item(s) that cannot be placed within the standard Waste Industries 96 gallon cart. Pricing will be \$25:

- Per two yards of small material (residential rear load hopper load) to include but not limited to:
  - Charcoal grill
  - Bicycles
  - Beach and camp chairs
  - TV
  - Microwaves
- Per large item to include but not limited to:
  - Gas Grills (cannot accept propane tanks)
  - Mattress & Box Spring (1 set)
  - Recliner
  - Couch
  - Loveseat
  - Dining Room Table
  - Range
  - Carpet Rolls (must be cut into 4' sections)
  - Washer
  - Dryer
  - Exercise Equipment (Treadmill, Elliptical, Bench, etc.)

Freezers, refrigerators, wine and keg coolers, or any items that contain refrigerant will be collected on an on-call basis for \$50 per item. These items must be collected in a separate, non-compaction vehicle and taken to an alternative disposal site.

## **Trash Initiative Frequently Asked Questions**

### **Why did the Town choose to use a single-source trash and recycling provider for all residential properties?**

- Increased recycling service from May 1<sup>st</sup> thru September 30.
- Fewer trucks on the road means less noise and wear and tear on streets.
- Valet service for residential properties will help eliminate cans from being left in the public right-of-way.
- Additional optional services such as yard waste and bulk item pick-ups will be available

### **Who did the town choose to use as a single-source trash and recycling provider for all residential properties?**

- Waste Industries of Delaware, LLC. (WI)

### **Will my costs go up?**

- While some may have a slight increase of cost, we believe that we've negotiated competitive pricing. We are hopeful it will result in lower costs for most of the town, while still receiving additional trash and recycling service from May 1<sup>st</sup> thru September 30.

### **Does everyone need to use Waste Industries?**

- Waste Industries will be the only provider for all residential trash and recycling, with a few exceptions:
  - Commercial entities may continue to use their current provider
  - If you have an existing service agreement with another company, you may be able to continue using that company for a limited period of time.
  - A residential unit that is part of a mixed-use property that shares a trash and/or recycling container with a commercial entity is excluded, but does have the option to enroll in service with WI.

### **I only rent my house in the summer. Will I have to pay for year-round trash service?**

- If you obtain a residential rental license, you are required to have service from May 1<sup>th</sup> thru September 30. Outside of that timeframe, it will be your option to decide what type of service you need provided that you have service whenever you have rentals.

### **Are multi-unit properties, such as condos, duplexes, and stacked cottages, included in this program?**

- Yes. They are included whether they use cans or dumpsters. The property owner can determine whether they need a dumpster or cans, how many containers, or what size

dumpster they need. For example, a 10-unit condo does not need to pay for 10 cans unless they need 10 cans.

**What day(s)/time(s) may I have my trash and recycling containers on the public right-of-way?**

- Containers may be placed on the public right-of-way only between 12:00 p.m. Sunday through 8:00 p.m. Monday, and 5:00 p.m. Thursday through 8:00 p.m. Friday.

**What is “valet service”?**

- WI will retrieve cans from your residence for pick-up, and will return them to your residence from the public right-of-way. Please contact the provider to ensure the location of your cans is suitable.

**Am I required to sign-up for valet service?**

- Residential rental properties are required to sign-up for valet service through WI. Non-rental residential properties are not required to sign up, but do have the option to participate. Valet service will prevent you from being ticketed due to having your cans in the public right-of-way outside of the allotted timeframes.

**Who will pay for valet service and who receives the payment?**

- Only the properties that receive valet service will pay that fee. These properties will be billed directly by WI.

**I am a full time resident and need service all year except when I go to Florida for 2 months in the winter. Do I need to pay even when I’m out of town?**

- No. You are able stop your service for a minimum of one month at no additional charge.

**What type of trash can must I use?**

- All cans must be approved WI containers with a hard lid. No material may be placed outside of containers; fines may be issued.

**How will the trash provider know which houses they need to service?**

- They will be servicing all residential properties with few exceptions. This improves efficiency and lowers the overall cost.

**How will I dispose of yard waste under the new contract?**

- The Town plans to continue having a dumpster in the spring and fall at Town Hall for yard waste. However, you may make special arrangements to have yard waste picked up by calling WI. A price list is attached to the FAQs.

### **How will I handle bulk waste?**

- The Town plans to continue having a dumpster in the spring and fall at Town Hall for bulk waste. However, you may make special arrangements to have bulk waste picked up by calling WI. A price list is attached to the FAQs.

### **Will there be any changes to Town Code?**

- Yes. ORDINANCE 737 was enacted on February 11, 2017 to amend Chapter 153 of the town code but most requirements for trash collection are covered in these FAQs and accompanying letter.

### **Are Dumpsters and Trash Enclosures allowed in the Right of Way?**

- No. There was a grace period in 2016 for fixed trash enclosures and dumpsters in the right of way. Originally they were to be removed by December 31, 2016. We have extended that deadline until May 1, 2017 to give people more time to get this done. However any fixed enclosures or dumpsters in the town right of way must be removed by May 1, 2017 or fines will apply.

### **Are there any other trash providers authorized to pick up residential trash in Dewey Beach after May 1, 2017? Are there any exceptions?**

- No other trash company is authorized to pick up residential trash or provide valet service in Dewey Beach after May 1, 2017, except that if you have a current service agreement with another provider, you may be granted an exception for a limited period of time by contacting Town Hall. Companies other than Waste Industries may still service municipal trash or commercial properties in town.

### **What are my obligations to enroll in the program?**

- **Contact Waste Industries of Delaware, LLC. Customer Service at (302) 934-1364 to arrange for residential trash and recycling service no later than April 1<sup>ST</sup>.** Identify yourself as a Dewey Beach property owner or representative of a condo association when signing up for this service to ensure you get the bid prices. The April 1<sup>st</sup> deadline is necessary to ensure you receive cans or dumpsters from WI in time for the season. Acting sooner will facilitate better planning. You will also get a welcome letter from WI with sign-up instructions and information shortly.  
**Note:** Condo associations who currently arrange for trash service collectively (through the association rather than individually) may continue this practice and have their designated representative contact Waste Industries.

### **Which days of the week will my trash and recycling be picked up?**

- Service days for waste collection from May 1<sup>st</sup> thru September 30<sup>th</sup> will be two times per week on Mondays and Fridays. Recycling will be once per week on Mondays. From October 1<sup>st</sup> thru April 30<sup>th</sup> service days for trash will be every Monday, and every other Monday for recyclables.

### **Will my trash and recycling be picked up on holidays?**

- WI will send a calendar out with the schedule at the beginning of each year. But generally if a holiday falls on a Monday or Friday in summer, trash will be picked up on the holiday including Memorial Day, July 4<sup>th</sup> and Labor Day. For Thanksgiving, Christmas Day and New Year's Day, if the holiday falls on your scheduled pickup day, your trash will be picked up on the following day. Other holidays occurring during the offseason from October through April will not affect the schedule.

### **When this program is implemented, who do I call if I have a problem with my trash pick-up?**

- Waste Industries (302) 934-1364

### **Am I able to start this program sooner than May 1<sup>st</sup>?**

- Yes. You may start this program prior to May 1<sup>st</sup>.

### **If I already have service with Waste Industries, do I still need to call them?**

- If you already have arrangements with WI, you do not have to contact them unless you need extra cans or valet service. WI will automatically move their existing customers into the new pricing. Pricing and service levels will be effective May 1, 2017.

### **What do I do with my current trash provider's service and their cans, and when will I receive new cans from Waste Industries?**

- After making arrangements with WI, cancel service with your current trash provider, and arrange for their cans to be picked up. WI will be delivering trash and recycle containers every Thursday from March 2<sup>nd</sup>, through April 27<sup>th</sup>.

### **Who will bill me for my service, and when will I be billed?**

- WI will bill you directly, on a monthly basis in advance.

### **Who do I contact if I need additional containers?**

- If you need additional containers, contact WI at (302) 934-1364.