



Our Goal: World Class Customer Service

The new year has brought several changes designed to better serve you, our customer. Some of these changes include offering a new quarterly payment schedule for smaller, more frequent payments and an optional curbside green waste subscription service.

We strive to offer you the services you want and get you the information you need when you need it.

Do you know all of the services we offer? Visit us online at wasatchfrontwaste.org and peruse. Use our "Which days are we in your neighborhood?" online tool to determine when Area Clean Up will take place in your neighborhood even before you get your reminder postcard. And of course, the Wasatch Front Waste website offers tips on recycling and composting.

We have also redesigned our phone service to offer FAQ messages for our very popular trailer rental program and for general operation questions such as holiday hours. As always, direct access to a customer service representative is available.

Still not enough information? Email your questions to info@wasatchfrontwaste.org and get a response within 24 hours during weekdays.

2014 Fee Structure

- Basic Service (one garbage and one recycle can): \$177/year
- Extra garbage can rental (optional): \$180/year
- Green waste curbside can rental (optional): \$60 startup fee & \$114/year

Wasatch Front Waste & Recycling District provides these services:

- Garbage Collection Weekly
- Recycling Collection Weekly
- Seasonal Clean Up Program
- Fall Leaf Pick Up
- Curbside Christmas Tree Collection
- Curbside Green Waste Subscription
- Trailer Rental
- Glass Recycling Drop-off Sites
- Box Collection for new move-ins
- Can to Curb Assistance

Tidbits

- Homes serviced by the District: 81,000
- % of homes that recycle: 96%
- Recycling tonnage in 2013: 21,000
- Garbage tonnage in 2013: 118,000

Paying Your Quarterly Bill

In an effort to make paying easier, Wasatch Front Waste has established a quarterly billing cycle for 2014. This smaller, more frequent payment cycle is similar to the payment schedule offered by many other utilities. It will allow Wasatch Front Waste to collect funds that are needed to keep the District operating while making it easier for families to budget.

The most time and cost efficient method to make your payment is still through the xpressbillpay.com online payment option. Setting up the online service is an easy way to make automatic payments that will save you time, postage and potential late fees.

Mailing your payment is also easy. A payment coupon is located at the bottom of your invoice. Please return this coupon, unaltered, along with your check to ensure that your account is quickly and properly credited.



Is This What I Paid Last Year?

After a public hearing in December 2013, a \$2 per home per month increase was approved bringing the annual fee to \$177 up from \$153. This rate change is mostly due to the increase of tipping fees (the landfill dumping charge) by \$5 per ton. This will increase Wasatch Front Waste's costs of doing business by over \$600,000 in 2014. Since Wasatch Front Waste is a non-profit government organization that collects only the fees necessary to run the District, this increase in tipping fees cannot be covered by current revenue.

In addition to the tipping fee increase, over 4,000 second black garbage cans were returned in 2013. As our billing has become more transparent, customers have realized that they may not need a second can. These can returns have resulted in a revenue loss of \$880,000 annually.

3 Tips to Keep Fees as Low as Possible

Tip #1 — Rent a Green Waste Can

Are you putting green waste in a black can? Consider renting a green waste can instead. Not only is renting a green waste can less expensive than renting an additional black garbage can (a one time \$60 start up fee plus an annual service fee of \$114 compared to \$180 annually service fee for an additional garbage can), but green waste disposal is also less expensive than garbage disposal.

An estimated 23% of waste going to a landfill in the black garbage cans is actually green waste. Considering the cost difference between composting and dumping green waste into a landfill, it is estimated that over \$300,000 could be saved if the majority of residents use the green waste cans.

Tip #2 — Recycle, Recycle, Recycle

The cost of collecting garbage versus recycling is the same. However, garbage costs \$31 per ton to dispose of while we receive revenue for our recycling, which helps offset collection costs.

In 2013, we were challenged by the County Mayor to double the amount of items being recycled. If we reach this goal, \$1M will be saved by diverting recycling from the landfill to the recycle center.

To learn more about what goes in the recycling can, visit our website at wasatchfrontwaste.org.

Tip #3 — Have Cans Out by 7am

Going back for cans that were not on the curb when the trucks were in the area creates unnecessary additional costs for everyone.

Typically, the cost for two trucks, one garbage and one recycling, to return to an area to pick up late cans is more than the quarterly fee.

In order to avoid these costly trips, please have you cans out by 7am. Also please make sure cans are 3 feet apart and that the recycling can contains only recyclables and not garbage or green waste.

Did You Know?

Approximately 60% of items found in a typical garbage can could have gone in the recycle can. Visit our website at wasatchfrontwaste.org and click on the Recycling link to watch a video of our 2010 Waste Stream Audit.

