



Agenda Report

TO: CCCSWA BOARD OF DIRECTORS
FROM: LOIS COURCHAIINE, PROGRAM MANAGER
DATE: MARCH 16, 2010

SUBJECT: WRITTEN COMMUNICATIONS TO THE AUTHORITY'S WEBSITE EMAIL

Comment Submitted by:

Lewis Samuels

Email: Lewsamuels@sbcglobal.net

Subject: Increased service rates

Comment:

I just got the latest bill from you and was horrified to see that you have again raised your rates, now \$173 per month up from the previous \$167. Frankly these rates are too high, especially for a retiree like me, not a business like a restaurant or auto repair shop. You have an enviable position - no competition and I the customer have to pay the price you charge. But the way things are these days the cost of diesel for your trucks has not gone up and I'd bet that the cost of labor for you also has not increased much. This economy has kept costs low. So an increase of 7% seems undeserved and therefore I am complaining about these rates. There should at least be a compensating adjustment for non-businesses like me that would bring costs down to something affordable.

A weekly service means I pay about \$43 each time the dumpster is picked up. Considering that the driver only spends 3 minutes performing the pickup amounts to \$860 per hour, a bit high don't you think?

Bottom line: Find a way to bring down your rates for non-businesses like me. I'd appreciate a response to my request.

Email response back to Mr. Samuels from Lois Courchaine, Program Manager

Hi Mr. Samuels:

I spoke with Allied Waste Services about your garbage collection rate. Since your collection is considered to be commercial, the rate of \$173.17 for a 2-yard bin collected one time per week is correct. The rates for this year were raised because of fuel costs, but also to cover increased benefit (e.g. medical) costs for Allied Waste's employees. That being said, the CCCSWA believes that we are able to provide our ratepayers with good customer service and a host of programs at lower costs than neighboring cities. For example: Richmond's charge for the same collection service would be \$341.26 and Concord's would be \$269.

All that being said, by recycling more you may be able to decrease your garbage volume and lower your cost. Your business may qualify to be a part of the CCCSWA's Small Business Recycling Program. If you do qualify, recycling is at no charge. You can find out more about this by speaking with Rhonda Neal at Valley Waste Management (935-8900) or Rneal@wm.com.

An additional note: by having one collection company for garbage, enables our agency to provide more effective service to our ratepayers, while keeping cost low. Having multiple collectors may pose various issues, such as additional traffic and subsequent road damage.

Please let me know if I can be of further service.

Regards,

Lois Courchaine

CCCSWA, Program Manager