

Council Members

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City of Westlake

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October 10, 2019

City of Westlake Residents

Re: Solid Waste Issues

It is quite clear to all of us that there have been some significant issues with the solid waste contract transition of October 1st. As with all issues there is not one simple answer to communicate the issue and background.

Currently Westlake entered into a contract with Advance Disposal Service (ADS), effective October 1, 2019. ADS was the successful bidder for service in Area 2 of the County through a competitive bid process with the County's Solid Waste Authority. This area covers Westlake and the surrounding areas. Westlake's agreement with the hauler has some different requirements. The county contract that took effect on October 1st contained several changes from the last County wide contract. Additionally, it is my understanding that the hauler (Advance Disposal) was recently purchased by another company and they are experiencing internal management and personnel changes adding to the resultant poor service levels.

The City's administration has received your comments and issues, and is working with the hauler to have them corrected as soon as possible. The City is as frustrated with the debacle in the pick-up of solid waste as you are. Below are some Q&As that should answer most of the issues.

Q. What happened to the old hauler?

R. The hauler is the same as before (Advance Disposal). The difference is new conditions under which ADS is operating.

Q. When is this collection issue going to be corrected?

R. The City is working with the hauler to have the issues corrected before Monday.

Q. How much is the solid waste fee annually?

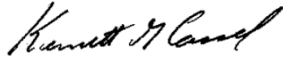
R. The solid waste fee is currently \$420.25 per year and is comprised of three elements. The first is \$175.00 standard disposal fee, \$225.24 collection service fee, and 5% administrative fee on the other two elements.

Q. I thought solid waste collection was paid in my tax bill.

R. Ultimately it is the goal to have the entire solid waste fee collected on the tax roll. Palm Beach County places each \$175.00 Disposal fee on the tax bill each year. The Property Appraiser's office is the one who determines the cutoff date each year as to which homes are on the list and which are not. The balance of \$225.24 is direct billed to the customer. If your home was not on the Property Appraisers' master list, then you would have received a direct bill in the amount of \$420.25 for solid waste service in the coming year, which includes the administrative fee.

- Q.** What is this invoice from Advance Disposal?
- R.** The invoice from Advance Disposal is the direct billing for solid waste service for the coming year. The City handled the direct billing last year; however, this year the hauler is handling the billing and collections for the direct billing.
- Q.** Why am I paying a solid waste bill this year and I did not last year?
- R.** Every home regardless of when they received a CO paid their prorata share of the solid waste fee.
- Q.** What if I can't afford to pay the full amount of the invoice. Are there any payment plans?
- R.** The City has worked out with the hauler the ability for residents to pay over 90 days without penalty or interest or cessation of service.
- Q.** Who should I call for issues with my trash pickup?
- R.** Call Carlos Mangual at 561-471-6110 for customer service. E-mail Carlos.Mangual@advancedisposal.com

Sincerely,



Ken Cassel
City Manager