

## Important Questions to Ask Your Hauler

Before setting up a recycling program or making a change to your current waste collection program, review your collection contract. It is important to know what you are comparing when you check into other collection companies. The more upfront time you spend looking into your options the more likely you are to end up with a program that meets your needs and your pocketbook. The following is a list of helpful questions to consider when shopping around for a waste collection company and to assess your current collection program.

1. When does my current collection contract expire?
2. What are the parameters of their contract :
  - a. are there built in price increases at regular intervals?
  - b. does the contract automatically renew?
  - c. what are the penalties for exiting a contract early?
  - d. how flexible are they in making changes to your collection program should you need to increase or decrease your services?
3. Can I provide this service myself? If a minimal amount of a banned material is produced at your site, it may be easier to self-haul to a depot or safe disposal facility rather than pay someone to pick it up.
4. How do you pay for the removal of waste (you want to make sure you are not paying for the dumping of empty air space or the collection of rainwater or snow):
  - a. through 'tip fees' (the number of times they pick up and empty your bins),
  - b. based on weight or volume
5. Do you get rebates from the sale of your recyclables? Recyclables have value; some haulers may reduce your bill or waive certain fees based on the revenues they receive from the sale of your recyclables. You may want to ask your hauler to itemize your bill showing the revenue from the sale of each commodity.
6. What collection options does the hauler offer?
  - a. a flexible collection schedule,
  - b. on-call pick-ups to ensure that you are only paying to empty a full bin,
  - c. scheduled pick-ups,
  - d. a mixed recyclables bin,
  - e. individual bins for each recyclable.
7. Can they assist you in determining how frequently you will need garbage and recycling pickups and with the collection equipment you will need – personal totes, wheeled carts, dumpsters a combination of collection containers?
8. What type of collection bins can they offer/do they provide?
9. What kind of locking systems does the hauler provide for their receptacles? In high-density areas, illegal dumping in your dumpster can become an issue causing you to pay for the disposal of other people's garbage.
10. Where will the collection containers be located?
11. Can they provide any signage and/or other educational materials?
12. Ask about space-saving ideas, and other services.
13. Ask for references.