

FREQUENTLY ASKED QUESTIONS (FAQs) ON REVISIONS TO JACKSON COUNTY WASTE MANAGEMENT ORDINANCE

FAQ Version 2; Dated April 13, 2009

What are the main changes to the County's Ordinance?

There are two significant changes to the Ordinance, plus some smaller revisions. Potentially affected parties should read the Ordinance to be aware of all the language it contains.

Significant Change #1: All haulers will be required to provide curbside recycling service to each residential dwelling they service which contains four (4) or fewer units and is located within the corporate limits of a municipality. Refuse and recycling service shall be provided for a single, combined price rate, with no option for the resident to opt-out of procuring the recycling service. Service shall occur at least every other week.

Significant Change #2: All haulers providing recycling service to residential dwellings within the county shall collect, at a minimum, aluminum cans, steel cans, glass bottles and jars, plastic bottles (#1 and #2), newspaper, and corrugated cardboard. #1 and #2 plastic bottles and cardboard are both new to the list of required materials.

When do the changes become effective?

The changes to the Ordinance take effect January 1, 2009. However, Jackson County Health Dept. (JCHD) is giving all waste haulers a grace period until May 1, 2009 to attain compliance with the two main changes (single-rate, combined residential refuse and recycling service and adding cardboard and #1 & #2 plastic bottles). Until then, all other portions of the Ordinance will be in full effect and enforced. Haulers are encouraged to immediately begin assessing their operations to determine if any modifications will be necessary, as these modifications may take time to implement.

Why were changes made to the Ordinance?

The changes to the Ordinance were not taken lightly. These changes were formulated and refined over several years and were needed to advance the curbside recycling program in Jackson County. While Jackson County had early success with the program when it was introduced in 1997 (City of Carbondale program was implemented prior to that), many private waste haulers had not pushed the program and new growth was not happening on

its own. The changes to the Ordinance will add curbside recycling customers, and are expected to increase participation and the amount collected through curbside recycling programs by at least 175 tons per year.

I'm a waste hauler. How do the Ordinance changes impact my operations?

The answer to this depends upon the customers you service and your current operations.

If you provide residential refuse collection, you must provide curbside recycling as well to all dwellings that contain four units or less within the corporate limits of any municipality in Jackson County. Refuse and recycling service must be billed for a single, combined rate. You may need to make adjustments to your billing software to accommodate this change. If you cannot remove the "Recycling" line from residents' bills, then the amount column next to "Recycling" should not indicate a number above zero. The purpose of structuring the bill this way is to prevent residents from getting the impression that they can reduce their fee by not participating in the recycling service. Residents who pay for recycling service are much more likely to participate, especially when they are properly educated about recycling by their service provider.

You are not required to provide curbside recycling to residents in unincorporated areas or multi-family complexes. However, if you voluntarily choose to do so, you must collect, at a minimum, all of the required materials and arrange the billing as you would if you were required to provide the service. This will standardize the curbside recycling service in the county and reduce customer confusion that may otherwise occur.

You will be required to collect aluminum and steel cans, glass bottles and jars, #1 and #2 plastic bottles, newspaper and corrugated cardboard in your curbside recycling program. #1 and #2 plastic bottles and cardboard are new to the list of required materials. You may need to alter your equipment or routes to accommodate the additional materials.

Haulers may voluntarily collect additional materials in their curbside recycling program beyond the list of required items. Additional materials should be listed in the Material Management Plan on file with JCHD.

I'm a municipal official. How do the Ordinance changes impact our municipal government?

The answer to this depends upon your municipality's level of involvement in refuse collection. The City of Carbondale is the only municipality in Jackson County known to provide refuse collection with municipal crews. Therefore, the changes impact the City of Carbondale just as they do a private waste hauler.

Other municipalities contract with a waste hauler to provide refuse collection service. In these communities, the contracted waste hauler must comply with the changes to the Ordinance, so the hauler may need to alter its services to be in compliance. In such circumstances, the contracted hauler may seek to change the structure of the contract if they feel the changes will result in increased operational costs. In such cases, JCHD is available to provide both the hauler and the municipality with information that may help facilitate negotiations between the two parties.

In some municipalities it is up to each individual residence to subscribe with a hauler of their choosing. In those communities, the municipal government is merely asked to pass along information to JCHD when non-compliance by haulers is known.

I'm a resident of a single-family home within a municipality. How do the Ordinance changes impact my refuse and recycling service and rates?

Your hauler should communicate with you regarding any changes in their services resulting from the updates to the County's Ordinance. Your hauler is now required to provide you with refuse and recycling collection service for a single, combined rate. There is no option for you to opt-out of the recycling program.

While we hope you take advantage and participate in the recycling program, you may choose not to. However, there will be no reductions in your service charge if you do not recycle. For those that did not previously recycle, you might see your monthly service charge increase around \$2 per month. However, your hauler sets the rate of the service charge; Jackson County does not dictate to haulers any minimum or maximum rates.

Your hauler will be required to collect aluminum and steel cans, glass bottles and jars, #1 and #2 plastic bottles, newspaper and corrugated cardboard in your curbside recycling program. #1 and #2 plastic bottles and cardboard are new to the list of required materials. Your hauler may also voluntarily collect additional materials beyond those required. Haulers are required to collect your recyclables at least once every two weeks.

All licensed waste haulers in Jackson County are provided with 18 gallon recycling bins for their residential customers free of charge. Haulers are not allowed to charge their customers for bins paid for by Jackson County. You may request up to two bins for your household. Contact your hauler directly for a bin or to find out information on their recycling service.

I'm a resident of a single-family home in rural Jackson County (outside of any municipality). How do the Ordinance changes impact my refuse and recycling service and rates?

The Ordinance changes do not impact you directly. Haulers are not required to provide curbside recycling service to rural residents due to the potential cost to those residents. Haulers are able to provide curbside recycling to residents in town much more cost-effectively due simply to the density of customers.

Some haulers voluntarily provide curbside recycling service to some or all of their rural residents. Contact your hauler for more information.

If your hauler does not provide you with curbside recycling service you may chose to find a different hauler that provides the service, or you may utilize one of Jackson County's four recycling drop-off sites or another recycling facility. Jackson County Health Department may provide you with a recycling bin to hold your recyclables. Contact JCHD to request a bin.

Are apartment buildings affected by the Ordinance change?

Haulers will be required to provide the single-rate, combined refuse and recycling service to all apartment (multi-family) buildings within municipalities if A) each building has four or fewer units or B) if units in buildings that have more than four units are each served individually by the hauler (i.e., each apartment has its own trash can and no central dumpster). Haulers are not required to provide curbside recycling to apartment buildings outside of municipal corporate limits.

Residents of multi-family dwellings without curbside recycling service may utilize one of Jackson County's four recycling drop-off sites or another recycling facility. Jackson County Health Department may provide you with a recycling bin to hold your recyclables. Contact JCHD to request a bin.

Are mobile home parks (MHPs) affected by the Ordinance changes?

Haulers that provide refuse collection service to individual units at mobile home parks within municipalities will be required to provide the single-rate, combined refuse and recycling service. MHPs outside of municipal corporate limits will not be included, nor will MHPs that utilize centralized dumpster service.

Residents of MHPs without curbside recycling service may utilize one of Jackson County's four recycling drop-off sites or another recycling facility. Jackson County Health

Department may provide you with a recycling bin to hold your recyclables. Contact JCHD to request a bin.

Are businesses or other commercial accounts affected by the Ordinance changes?

No, the Ordinance does not impact service at businesses. Haulers are encouraged to provide recycling services to businesses and JCHD is available to assist businesses in obtaining such service, but the changes to the Ordinance do not impact refuse and recycling services to businesses.

I'm a municipal official and we invoice our residents for trash and/or recycling on their water/sewer bill. How do the Ordinance changes affect our billing?

Residents of single-family homes (up to four-plexes) within municipal limits should receive a bill that has a single, combined rate for trash and recycling service. You may need to make adjustments to your billing software to accommodate this change. If you cannot remove the "Recycling" line from residents' bills, then the amount column next to "Recycling" should not indicate a number above zero. The purpose of structuring the bill this way is to prevent residents from getting the impression that they can reduce their fee by not participating in the recycling service. Residents who pay for recycling service are much more likely to participate, especially when they are properly educated about recycling by their service provider.

I'm a waste hauler. These changes will require me to provide many new customers with curbside recycling bins. Can JCHD provide me with bins for my customers?

Yes, just as JCHD has always done. Please request an appropriate number of bins as soon as possible to guarantee prompt availability. Remember, provide one bin per household, unless they request an additional one; no more than two per household maximum. Bins may only be distributed to Jackson County residents. No fee shall be assessed by haulers for providing a JCHD-supplied bin. Your customers without bins must be able to request one from you and have it delivered to their home within a reasonable time period. Do not refer them to JCHD directly for a bin.

Can JCHD assist us with educating our residents or customers about these changes?

If you are a hauler or municipality that would like to inform your customers or residents about these changes, please contact JCHD and we will help craft a message for you to provide them. We can also provide refuse and recycling clip art to help improve the visual

appeal of your outreach. The type of outreach you provide is at your discretion. The cost of any outreach is the responsibility of haulers and municipalities, so we encourage you to include such messages in other literature you may send out (bills, newsletters, etc.)