

IMPORTANT FACTS & FREQUENTLY ASKED QUESTIONS ABOUT NEW GARBAGE, TRASH & RECYCLING PROVIDERS



In an effort to inform residents in the cities of Biloxi, D'Iberville, Long Beach, Pass Christian and unincorporated areas of Harrison County about the change in their garbage, trash and recycling services beginning October 1, 2017, the Harrison County Utility Authority (HCUA) has issued the following answers to commonly asked questions about the transition.

HCUA, Team Waste and Pelican Waste, will be hosting a series of community meetings over the next two months to answer residents' questions. The following is the tentative schedule as of August 4, 2017:

COMMUNITY MEETINGS: All are from 6-7 pm

- 1. MONDAY, AUGUST 28TH** – Woolmarket Community/Senior Center
- 2. THURSDAY, AUGUST 31ST** – D'Iberville Civic Center
- 3. TUESDAY, SEPTEMBER 5TH** – Dr. Frank Gruich Community Center
- 4. TUESDAY, SEPTEMBER 12TH** – Long Beach Senior Center
- 5. THURSDAY, SEPTEMBER 14TH** – Pass Christian City Hall
- 6. TUESDAY, SEPTEMBER 19TH** – West Harrison Community Center
- 7. THURSDAY, SEPTEMBER 21ST** – Donal Snyder Community Center

Final dates, times and locations will be posted on the HCUA website. One session will also be taped for those who cannot attend and available online at www.hcua-ms.us.

WHY AM I GETTING A NEW COMPANY TO PICK UP MY TRASH AND RECYCLING?

- The current contract with Waste Pro expires on September 30, 2017, unless extended for up to one year by HCUA.
- The Harrison County Utility Authority (HCUA) recently went through an extensive Request for Proposals (RFP) process and contract negotiations to select a new contractor(s) for trash, garbage, and recycling household collection services in Harrison County.
- Under the new contracts resulting from this RFP, HCUA has strengthened its administrative abilities to more quickly address poor contractor performance by monthly withholding of contractor payments to be used, when necessary, to assess/recover fines for failure to perform specific responsibilities identified in the contract.
- With its new contracts, HCUA has taken steps to encourage, promote and improve recycling participation by providing wheeled 35-gallon carts (rather than the current 18 gallon bins).
- The development of focused public outreach and education programs geared toward increasing recycle participation will be an important component of our new services.
- Through the public procurement process, four (4) proposals were received in response to HCUA's Request for Proposals. Proposals were submitted by Waste Management, Team

Waste, Pelican Waste and Bobcat.

- Team Waste was awarded the contract for garbage and recycling pickup from HCUA.
- Disposal of garbage collected by Team Waste is provided under an existing agreement between HCUA and Waste Management.
- Pelican Waste & Debris was awarded the trash (rubbish/debris) pickup contract from HCUA.
- Disposal of trash wastes collected by Pelican Waste is provided under an existing agreement between HCUA and Team Waste.

WHEN DOES NEW SERVICE START?

- October 1st for residents in Biloxi, D'Iberville, Long Beach, Pass Christian and all unincorporated areas of Harrison County.

WHAT WILL MY BILL BE?

- HCUA does not bill residents directly - they only manage the service and bill the cities and county. Bills to member agencies are based on the number of customers in each city/county using a household count done on an annual basis.
- With the new contracts, HCUA's estimated bills to the cities and county is \$14.33 per month per home for home services. Additional charges for dumpster services to the cities and county, if/when requested, are not included in this rate.
- Residents in Biloxi, D'Iberville, Long Beach, and Pass Christian will receive their bills from their respective city. We recommend you contact your city with regard to any possible changes to your current bill.
- Residents in unincorporated Harrison County will continue to have their garbage/recycle/trash bill included as part of their annual county taxes. For any questions regarding this assessment, please contact Harrison County directly.

WILL MY CURRENT PICKUP SCHEDULE CHANGE?

- Our contractors are working diligently to minimize changes to your service days. We anticipate the new routes being finalized by mid-August. Once finalized, they will be released and published. This information will be made available online at the HCUA website. Hard copies will also be available for viewing at the HCUA office.

WILL I GET A NEW CART AND WHEN WILL I GET IT?

- YES. You will receive two (2) new carts – one for garbage and one for recycling.
- The garbage cart is the same size as your current one – 96 gallons.
- The recycling cart will take the place of the current handheld recycle bins and will hold up to 35 gallons of material. The new

cart will have a lid and wheels to make it more user friendly to our customers. The new cart will also hold about twice the volume as the current bins.

- To ensure all new carts are delivered before the start of service on October 1, 2017, a cart delivery schedule is being developed. We must work with both our current contractor, Waste Pro, as well as our new contractor, Team Waste, to ensure there is no interruption in service due to the change in contractors. A full schedule of deliveries by city will be released as soon as the schedule is finalized. Initial delivery of new carts is anticipated to begin in mid-August.

CAN I GET A SECOND CART?

- YES. Residents who would like a second cart can get one for \$2.44 per month. Please call Team Waste at 228-328-1820 or order online at www.teamwasteusa.com to get your name on the additional cart list. You will be billed annually by Team Waste for the second cart.

WHO DO I CALL IF I DO NOT GET MY NEW CARTS OR HAVE QUESTIONS ABOUT THE NEW SERVICE?

- HCUA will establish a dedicated phone number to handle all customer service related calls beginning October 1, 2017. Prior to October 1, 2017, calls should be directed to 228-868-8752.

WHAT DO I DO WITH MY OLD CART?

- We are working with WastePro on a schedule to pick up your cart and recycling bins. Once finalized, this information will be released and published.

I LIVE WITHIN THE CITY LIMITS OF GULFPORT. WILL THESE VENDORS SERVE ME AS WELL?

- Residents and businesses should call the City of Gulfport at (228) 868-5700 for more information on your garbage, trash and recycling services.

WHAT PROVISIONS ARE IN THESE NEW CONTRACTS TO ENSURE PROPER SERVICE FROM THE NEW VENDORS?

- The contracts have identified specific performance standards that must be met. Failure to meet those standards has specific fines that may be assessed.
- The new contract provides for the withholding of 1 1/2% of the monthly payment of each contractor. This retainage will be evaluated and acted upon by the HCUA Board on a quarterly basis. Should the withholding amount be inadequate to cover

the fines, the contract enables HCUA to withhold additional funds from the contractor's payment.

- All carts will include computer chips that are specifically associated with each cart, as well as the address to which the cart is assigned. This will provide a number of benefits:
 - It will enable HCUA to verify the performance of the contractor to ensure pick-ups are performed, as required.
 - It will enable us to measure participation percent for recycling. This information will assist in quantifying improvements and growth in our recycling program.
 - Participation rates may provide useful information that can be used to improve our public outreach and education efforts.
 - This will enable us to identify carts that are relocated to another address from which it was originally assigned.

RECYCLING: WHAT CAN / CAN'T BE PICKED UP:

YES:

- Clean pizza boxes
- Clean garden plastics
- Flattened cardboard boxes
- Empty and rinsed containers
- Capped plastic bottles
- Paper products with staples, clips, labels, stamps, spiral bindings and metal fasteners

NO:

- Plastic Bags
- Foam or Styrofoam containers
- Wire hangers
- Window panes, mirrors, ceramics and Pyrex dishware
- Organic material and food waste
- Electronics
- Paint, pesticides, oil and cleaners
- Waxed cardboard
- Needles or syringes
- Hazardous waste
- Scrap metal



FOR MORE INFORMATION, PLEASE CALL (228) 868-8752

Service Starts October 1st in Biloxi, D'Iberville, Long Beach, Pass Christian and all unincorporated areas of Harrison County.