



## Tahoe Truckee Sierra Disposal

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May 4, 2012

Gerri Silva, M.S., REHS  
Director of Environmental Management  
County of El Dorado Placerville Office  
2850 Fairlane Ct., Building 'C'  
Placerville, CA 95667

RE: TTSD Rates and Services

Dear Gerri:

We write in response to your letter of April 19th, 2012, requesting a comprehensive listing of all services and associated rates offered in the area we serve. To that end, we have compiled the following description of services and attached schedules.

The additional rates and services that in the past have not been included in the summarized rate sheet presented to the Board of Supervisors for approval fall into two main categories: Supplemental Residential services, and Supplemental Commercial services. Please be aware that these services represent a small portion of the overall business in the area, and many of the services listed are rarely, if ever, provided and billed. Nonetheless, in the interest of completeness, we have gathered what we believe to be every possible service and scenario which we may provide in the area, along with the rates our company charges for said services. We believe that we discussed a fair number of the more common of these special services with *The Newpoint Group* during the rate and service review inquiry that took place several years ago. Please note that some of these services (herein noted) are specifically excluded from the franchise agreement or are otherwise services not typically falling under the jurisdiction or auspices of a franchise agreement in the State of California.

### **SUPPLEMENTAL RESIDENTIAL SERVICES**

We offer the following Supplementary Residential services to existing customers on 1-can or 2-can 32-gallon can weekly collection subscription service. The method of charging for these services is based on the extra can rate, with customers charged for each supplemental service based on the number of extra can equivalents of each service.

#### **Residential Can Credits**

As a benefit to our customers in what is largely a second home market, we automatically offer can credits for unused subscription service. Our unique can credit system is enormously fair in its automatic application to the extra services we provide, but does require charges to be calculated on a per extra can basis. Under this system, in weeks when customers on subscription service do not leave garbage out to the full extent of their service level, they earn a credit for the unused cans, which can then be applied towards extra can charges incurred for the

supplemental services described above. Can credits for customers on single can service are good for the current Quarterly billing cycle, and then reset going into the next billing cycle. Can credits for customers on two can service roll-over into one future billing Quarter. We have had a lot of customer feedback that this is a very fair system and we believe that it has generated considerable customer good will in the area as well as a consistency of service benefitting the overall cleanliness of the community.

### **Extra Trash Left Curbside in Bags or Cans**

Extra trash left curbside in bags or cans is collected without customer pre-authorization for amounts up to 7 extra can charges (equates to one yard of garbage). For larger amounts, the trash is not picked-up without customer pre-authorization of the resulting charges. For example, a customer on 1-can service but leaving out two cans in a given week is charged for a single extra can for that week. Likewise, a customer on 2-can service but leaving out three cans in a given week is also charged for a single extra can for that week. For billing purposes, when accounting for extra trash left out in bags instead of cans, 1-2 "small" bags (or any portion thereof) equates to 1 extra can charge, and 1 "large" bag equates to 1 extra can charge. One "small bag" equates to a 32-gallon bag that has been tied, and has thus had its capacity reduced to less than what would fit in a 32-gallon can. One "large bag" equates to a 45-55 gallon bag that has been tied, and has thus had its capacity reduced to approximately what would fit in a 32-gallon can.

### **Bulky and Special Handling Items**

A list of bulky and special handling items and their extra can billing equivalencies is attached. Customer pre-authorization is required in all cases for bulky items and special handling items left curbside, to both insure that the customer is aware of the additional charges, and also to confirm that the items left out by the customer are indeed intended for trash. We recommend that customers call the office ahead of time for scheduling and authorization for all bulky and special handling items. When the customer has not called ahead for advance scheduling and has simply left the items out, we make all reasonable efforts to contact the customer and seek authorization, and then accommodate pick-up of items on the same day the items are left out; for larger bulky items and special handling items requiring separated collection (e-waste and universal waste items), however, we occasionally need to schedule pick-up for the following week.

### **On-Route Messes**

The Company automatically cleans any messes not exceeding the contents of two 32-gallon cans and not extending beyond thirty feet from the area of the refuse containers. The customer is billed for the clean-up service at a rate equivalent to three extra-can charges for each 32-gallon volume of trash, in addition to the standard disposal charge that would apply had there been no mess. For messes exceeding these limits, the Company may clean the mess at the Company's discretion, and charge an additional amount proportionately. In such cases, the Company first seeks customer approval of the charges to be incurred.

In cases of messes, whether picked up or not, the customer receives notification of the situation encountered, either via tagging at the site or via direct communication. In the case of messes containing spilled liquid or in the rare case of messes containing hazardous waste, the Company is limited in what can be done. In the case of messes containing non-hazardous partial liquid spills, the driver will generally take efforts to clean up the mess to the most reasonable extent possible. In the rare case of customer messes containing potentially hazardous materials, the Company will report the mess to El Dorado County.

As routinely communicated to Staff in the past, due to the non-mandatory status as well as the remoteness of the area, there is unfortunately a fair amount of illegal dumping that occurs in the area. The illegal dumping occurs both on the open ground as well as upon paying customers' cans and bins. The level of such activity is unfortunately higher than that which occurs in the neighboring areas that we service where service is mandatory. The Company does not generally report all off-route messes, unless they are substantial enough to create an obvious public safety or environmental issue.

### **Go-Backs**

In cases of customer requested go-backs which are at the fault of the customer (e.g. the customer fails to properly place out garbage in time for collection on the day of service), the Company will make best efforts to accommodate the go-back before the next week's pick-up. In such cases, the charge is six extra can charges.

### **Trip Fees**

In certain cases where customers choose not to bring their garbage close to the curbside or otherwise leave their garbage stored in bear enclosures set back on private property a considerable distance from the public roadway, the Company charges a trip fee. In all cases the Company receives pre-approval from the customer for the service. The customer otherwise has the option to bring the garbage to curbside on the scheduled collection day for regular service without incurring the additional charge. The rate charged for the trip fee service is usually based on a multiple of the extra can rate, and in most reasonably-distanced and reasonably accessible cases the fee is one extra can charge for each trip performed, although in some extreme cases it is two extra can charges per trip performed.

### **A Note on the Applicability of the Franchise Agreement to Residential Trip Fees**

The Revenue received for trip fees is for a service that occurs on private property and the property owner can freely contract with any party to bring the garbage to the curb. Our understanding from operating in other jurisdictions in California is that this rate does not fall under the jurisdiction of the County and is not subject to County rate regulation or imposition of a mandatory franchise fee. As such, the Revenue collected from trip fees would ordinarily not be subject to payment of a franchise fee. In our billing system, however, can credits are applied to both the trip fees charges as well as other supplemental services the customer may have received, which are franchise-able. In cases where the available can credits are not adequate to fully offset all of supplemental service charges received within a billing cycle, there is no way of identifying which services the can credits went towards offsetting. So, given this natural co-mingling that takes place and the complexity it creates, the Company simply includes the trip fee Revenue within the Franchise Fee calculations, voluntarily erring in favor of the County.

## **SUPPLEMENTAL COMMERCIAL SERVICES**

### **Monthly Commercial Dumpster Service**

Base Commercial Rates shown in the attached refer to the monthly subscription amount for regularly-scheduled ongoing Commercial dumpster service, for MSW and Cardboard service.

As a courtesy, for customers legitimately starting or stopping service within a month, the Company prorates the billing for the number of actual pick-ups occurring within the month, using the weekly rate shown in the column

marked "W." This rate is derived by taking the monthly subscription rate divided by 4. Please note that we do not allow customers to continuously stop and immediately re-start service applying the weekly rate to each individual pick-up as we have had abuses of the monthly subscription model in this way in the past.

**Commercial Can Service**

The Commercial Can rates and the customer terms and conditions of service are shown in the attached schedules. Note that the Commercial Can rate is articulated on a per can basis, and is the approved Residential 32-gallon monthly can rate, divided by 4.33, being the average number of weeks in a month throughout the year.

**Supplemental Commercial Services**

Additional Commercial rates are charged for unscheduled Supplemental Commercial services, as outlined in attached schedule of Supplemental Commercial Rates. Please note that Debris Box service is not an exclusive franchised activity under the contract, and thus franchise fees do not apply. Of the services on this schedule, extra bin servicing, Debris Boxes and extra yardage left out on route (over-filled bins), are fairly common. Commercial messes occur occasionally, though the remainder of services listed are generally uncommon and occur infrequently.

Please let me know if you have any questions.

Sincerely,



David Achiro  
Tahoe Truckee Sierra Disposal Company

cc: Kerri Williams

Attachment: Comprehensive Rate Sheets, 5 pages

# **EL DORADO COUNTY (WEST SHORE AREA)**

## **Base Residential Service Rates**

	'11-'12 RATE YEAR			'12-'13 RATE YEAR		
	Base Rate	Fran Fee	Total	Base Rate 5.0%	Fran Fee 5.0%	Total
1 can (32)	\$ 23.28	\$ 1.16	\$ 24.44	\$ 24.44	\$ 1.22	\$ 25.66
2 cans	\$ 30.75	\$ 1.54	\$ 32.29	\$ 32.29	\$ 1.61	\$ 33.90
Senior	\$ 19.00	\$ 0.95	\$ 19.95	\$ 19.95	\$ 1.00	\$ 20.95
Extra Can	\$ 4.00	\$ 0.20	\$ 4.20	\$ 4.20	\$ 0.21	\$ 4.41

**EL DORADO COUNTY (WEST SHORE AREA)**

Supplemental Residential Rates - Schedule of Extra Can charges and Extra Can equivalents

	'11-'12 RATE YEAR			'12-'13 RATE YEAR			Can Credits Apply (Y/N)	
	Base Rate	Fran Fee	Total	Base Rate 5.0%	Fran Fee 5.0%	Total		
Extra Can Rate	\$ 4.00	\$ 0.20	\$ 4.20	\$ 4.20	\$ 0.21	\$ 4.41	Y	
Item Description	Cans							
On-route mess (standard size)	3	\$ 12.00	\$ 0.60	\$ 12.60	\$ 12.60	\$ 0.63	\$ 13.23	Y
Go-backs	6	\$ 24.00	\$ 1.20	\$ 25.20	\$ 25.20	\$ 1.26	\$ 26.46	Y

Notes: Company is not required to pick-up messes exceeding the contents of two 32-gallon cans, or that extend more than thirty feet beyond the area of the refuse containers. For messes exceeding these limits, the Company may clean the mess at the Company's discretion, and charge an additional amount proportionately.

Standard Collection and Processing Bulky Solid Waste items

BBQ	5	\$ 20.00	\$ 1.00	\$ 21.00	\$ 21.00	\$ 1.05	\$ 22.05	Y
Chair Kitchen	3	\$ 12.00	\$ 0.60	\$ 12.60	\$ 12.60	\$ 0.63	\$ 13.23	Y
Chair recliner	5	\$ 20.00	\$ 1.00	\$ 21.00	\$ 21.00	\$ 1.05	\$ 22.05	Y
Chair Wooden	2	\$ 8.00	\$ 0.40	\$ 8.40	\$ 8.40	\$ 0.42	\$ 8.82	Y
Couch	10	\$ 40.00	\$ 2.00	\$ 42.00	\$ 42.00	\$ 2.10	\$ 44.10	Y
Couch Bed	13	\$ 52.00	\$ 2.60	\$ 54.60	\$ 54.60	\$ 2.73	\$ 57.33	Y
Matt/Box D/Q/K	9	\$ 36.00	\$ 1.80	\$ 37.80	\$ 37.80	\$ 1.89	\$ 39.69	Y
Matt/Box Twin Each	7	\$ 28.00	\$ 1.40	\$ 29.40	\$ 29.40	\$ 1.47	\$ 30.87	Y
Toilet	5	\$ 20.00	\$ 1.00	\$ 21.00	\$ 21.00	\$ 1.05	\$ 22.05	Y
Tree (L)	4	\$ 16.00	\$ 0.80	\$ 16.80	\$ 16.80	\$ 0.84	\$ 17.64	Y
Tree (M)	3	\$ 12.00	\$ 0.60	\$ 12.60	\$ 12.60	\$ 0.63	\$ 13.23	Y
Tree (S)	2	\$ 8.00	\$ 0.40	\$ 8.40	\$ 8.40	\$ 0.42	\$ 8.82	Y

Bulky Solid Waste items requiring Special MRF Handling - Tires

Tire (Reg) Each	4	\$ 16.00	\$ 0.80	\$ 16.80	\$ 16.80	\$ 0.84	\$ 17.64	Y
Tire (Truck) Each	5	\$ 20.00	\$ 1.00	\$ 21.00	\$ 21.00	\$ 1.05	\$ 22.05	Y

Bulky Solid Waste items requiring Special MRF Handling - Appliances

Dish Washer	9	\$ 36.00	\$ 1.80	\$ 37.80	\$ 37.80	\$ 1.89	\$ 39.69	Y
Dryer	9	\$ 36.00	\$ 1.80	\$ 37.80	\$ 37.80	\$ 1.89	\$ 39.69	Y
Stove (L)	12	\$ 48.00	\$ 2.40	\$ 50.40	\$ 50.40	\$ 2.52	\$ 52.92	Y
Stove (M)	10	\$ 40.00	\$ 2.00	\$ 42.00	\$ 42.00	\$ 2.10	\$ 44.10	Y
Stove (S)	8	\$ 32.00	\$ 1.60	\$ 33.60	\$ 33.60	\$ 1.68	\$ 35.28	Y
Water Heater	10	\$ 40.00	\$ 2.00	\$ 42.00	\$ 42.00	\$ 2.10	\$ 44.10	Y
Washer	9	\$ 36.00	\$ 1.80	\$ 37.80	\$ 37.80	\$ 1.89	\$ 39.69	Y

Bulky Solid Waste Items requiring Special Route Collection and Special MRF Handling - E Waste

Television (L)	9	\$ 36.00	\$ 1.80	\$ 37.80	\$ 37.80	\$ 1.89	\$ 39.69	Y
Television (M)	8	\$ 32.00	\$ 1.60	\$ 33.60	\$ 33.60	\$ 1.68	\$ 35.28	Y
Television (S)	6	\$ 24.00	\$ 1.20	\$ 25.20	\$ 25.20	\$ 1.26	\$ 26.46	Y

Bulky Solid Waste Items requiring Special Route Collection and Special MRF Handling - Universal Waste

Microwave (L)	5	\$ 20.00	\$ 1.00	\$ 21.00	\$ 21.00	\$ 1.05	\$ 22.05	Y
Microwave (M)	4	\$ 16.00	\$ 0.80	\$ 16.80	\$ 16.80	\$ 0.84	\$ 17.64	Y
Microwave (S)	3	\$ 12.00	\$ 0.60	\$ 12.60	\$ 12.60	\$ 0.63	\$ 13.23	Y
Refrigerator (Unit + Freon Removal)	22	\$ 88.00	\$ 4.40	\$ 92.40	\$ 92.40	\$ 4.62	\$ 97.02	Y

Notes: Extra trash left curbside in bags or cans are picked-up without authorization, for amounts up to 7 extra can charges. For larger amounts of extra trash left out in bags or cans in excess of one yard and resulting in more than 7 extra can charges, the trash is not picked-up without customer pre-authorization of the customer. For extra trash left curbside in bags, 1-2 small bags (or any portion thereof) = 1 extra can charge, and 1 large bag = 1 extra can charge. For reference, one "small bag" equates to a 32-gallon bag that has been tied, and has thus had its capacity reduced to less than what would fit in a 32-gallon can. For reference, one "large bag" equates to a 45-55 gallon bag that has been tied, and has thus had its capacity reduced to approximately what would fit in a 32-gallon can.

For all bulky and special handling items left curbside, customer pre-authorization is required in all cases, to both make sure the customer is aware of the charges, and to also confirm that the item is ready for pickup. Customer call-in for scheduling and authorization is recommended for all bulky and special handling items. Reasonable efforts will be made to seek authorization and accommodate pick-up of items left out on route without prior call-in to schedule, however larger bulky items exceeding 7 extra can charges are not accepted.

**EL DORADO COUNTY (WEST SHORE AREA)**

**Base Commercial Bin Service**

'12-'13 Rate Year

**MSW Bin Rates**

El Dorado County Franchise Fee 5.00%

	SERVICE					W	DEPOSIT
	SERVICE	BASE	TAX	TOTAL			
3YD	EOW	\$ 211.66	\$ 10.58	\$ 222.24			\$ 222
3YD	1XW	\$ 306.90	\$ 15.35	\$ 322.25			\$ 322
3YD	2XW	\$ 548.19	\$ 27.41	\$ 575.60	\$ 80.56		\$ 576
3YD	3XW	\$ 789.59	\$ 39.48	\$ 829.07			\$ 829
3YD	4XW	\$ 1,096.49	\$ 54.82	\$ 1,151.31			\$ 1,151
3YD	5XW	\$ 1,337.78	\$ 66.89	\$ 1,404.67			\$ 1,405
<b>4YD</b>							
4YD	1XW	\$ 383.63	\$ 19.18	\$ 402.81			\$ 403
4YD	2XW	\$ 672.30	\$ 33.62	\$ 705.92			\$ 706
4YD	3XW	\$ 1,030.90	\$ 51.55	\$ 1,082.45	\$ 100.70		\$ 1,082
4YD	4XW	\$ 1,344.60	\$ 67.23	\$ 1,411.83			\$ 1,412
4YD	5XW	\$ 1,703.21	\$ 85.16	\$ 1,788.37			\$ 1,788
<b>6YD</b>							
6YD	1XW	\$ 538.91	\$ 26.95	\$ 565.86			\$ 566
6YD	2XW	\$ 1,021.61	\$ 51.08	\$ 1,072.69			\$ 1,073
6YD	3XW	\$ 1,504.49	\$ 75.22	\$ 1,579.71	\$ 141.47		\$ 1,580
6YD	4XW	\$ 2,043.41	\$ 102.17	\$ 2,145.58			\$ 2,146
6YD	5XW	\$ 2,526.10	\$ 126.31	\$ 2,652.41			\$ 2,652

Note: This 4-yr 4x per week is less than 5% increase to the prior approved rate, and is based on twice the 4-yr 2x per week rate.

**Cardboard Bin Rates**

El Dorado County Franchise Fee 5.00%

	SERVICE					W	DEPOSIT
	SERVICE	BASE	TAX	TOTAL			
3YD	1XW	\$ 165.44	\$ 8.27	\$ 173.71	\$ 43.43		\$ 174
3YD	2XW	\$ 266.84	\$ 13.34	\$ 280.18			\$ 280
<b>4YD</b>							
4YD	1XW	\$ 195.83	\$ 9.78	\$ 205.61	\$ 51.35		\$ 205
4YD	2XW	\$ 298.59	\$ 14.93	\$ 313.52			\$ 314
<b>6YD</b>							
6YD	1XW	\$ 257.78	\$ 12.89	\$ 270.67	\$ 67.67		\$ 271
6YD	2XW	\$ 460.71	\$ 23.04	\$ 483.75			\$ 484

## **EL DORADO COUNTY (WEST SHORE AREA)**

	<u>Commercial Can Rates</u>		
	BASE RATE	FRAN. FEE	TOTAL AMT
'11-'12 Rate Year, per can	\$ 5.37	\$ 0.27	\$ 5.64
	Annual Rate Adjustment: 5.0%		
'12-'13 Rate Year, per can	\$ 5.64	\$ 0.28	\$ 5.92

### **Service Terms:**

Service billed by can, subject to following:

- Minimum monthly charge of 1 can per week, times the number of service weeks in particular month.
- Can credits for any unused weeks apply towards weeks where additional cans are left out.
- Additional cans (up to six total cans per week) charged at the per can rate.

Service Limited to one collection day per week.

Number of cans per week limited to 6 per customer per distinct location, except in cases where there are physical constraints.

Servicing of more than 6 cans per week due to special circumstances requires pre-approval.



# EL DORADO COUNTY (WEST SHORE AREA)

## Schedule of Supplemental Commercial Services

(RATES PER INSTANCE)	'11-'12 Rates			'12-'13 Rates		
	Base Rate	Franchise Fee	Total	Base Rate 5.0%	Franchise Fee 5.0%	Total
Extra Service requested above subscription level:						
3-Yard	\$ 97.60	\$ 4.88	\$ 102.48	\$ 102.48	\$ 5.12	\$ 107.60
4-Yard	\$ 126.48	\$ 6.32	\$ 132.80	\$ 132.80	\$ 6.64	\$ 139.44
6-Yard	\$ 152.86	\$ 7.64	\$ 160.50	\$ 160.50	\$ 8.03	\$ 168.53
3-Yard Cardboard	\$ 57.72	\$ 2.89	\$ 60.61	\$ 60.61	\$ 3.03	\$ 63.64
4-Yard Cardboard	\$ 70.23	\$ 3.51	\$ 73.74	\$ 73.74	\$ 3.69	\$ 77.43
6-Yard Cardboard	\$ 71.68	\$ 3.58	\$ 75.26	\$ 75.26	\$ 3.76	\$ 79.02
Debris Boxes						
6-Yard (Not Franchised)	\$ 125.00	n/a	\$ 125.00	\$ 131.25	\$ 6.56	\$ 137.81
Rock Box (Not Franchised)	\$ 320.00	n/a	\$ 320.00	\$ 336.00	\$ 16.80	\$ 352.80
20-Yard (Not Franchised)	\$ 378.00	n/a	\$ 378.00	\$ 396.90	\$ 19.85	\$ 416.75
30-Yard (Not Franchised)	\$ 465.00	n/a	\$ 465.00	\$ 488.25	\$ 24.41	\$ 512.66
Extra Yardage left out on-route	\$ 18.72	\$ 0.94	\$ 19.66	\$ 19.66	\$ 0.98	\$ 20.64
Commercial Mess cleaned-up on route (at driver discretion):						
Pick-up truck serviced bin	\$ 55.00	n/a	\$ 55.00	\$ 57.75	n/a	\$ 57.75
Frontloader or Roll-off serviced bin	\$ 105.00	n/a	\$ 105.00	\$ 110.25	n/a	\$ 110.25
Excessive Bin Cleaning (3-,4-, or 6- yard Commercial Bins)	\$ 35.71	\$ 1.79	\$ 37.50	\$ 37.50	\$ 1.87	\$ 39.37
Pull-out service (Pick-up truck assisting Frontloader)	\$ 18.72	\$ 0.94	\$ 19.66	\$ 19.66	\$ 0.98	\$ 20.64
Excessive Bin Swap-out:						
3-, 4-, & 6- yard	\$ 52.38	\$ 2.62	\$ 55.00	\$ 55.00	\$ 2.75	\$ 57.75
20- & 30- yard	\$ 100.00	\$ 5.00	\$ 105.00	\$ 105.00	\$ 5.25	\$ 110.25
Dumpster rejection/cancelation (empty dumpster):						
3-, 4-, & 6- yard	\$ 52.38	\$ 2.62	\$ 55.00	\$ 55.00	\$ 2.75	\$ 57.75
20- & 30- yard	\$ 100.00	\$ 5.00	\$ 105.00	\$ 105.00	\$ 5.25	\$ 110.25
Dumpster relocation:						
3-, 4-, & 6- yard	\$ 52.38	\$ 2.62	\$ 55.00	\$ 55.00	\$ 2.75	\$ 57.75
20- & 30- yard	\$ 100.00	\$ 5.00	\$ 105.00	\$ 105.00	\$ 5.25	\$ 110.25
Bin Rental for each additional 3-day period:						
(One 3-day grace period offered at company discretion, depending on seasonal volume).						
3-, 4-, & 6- yard	\$ 52.38	\$ 2.62	\$ 55.00	\$ 55.00	\$ 2.75	\$ 57.75
20- & 30- yard	\$ 100.00	\$ 5.00	\$ 105.00	\$ 105.00	\$ 5.25	\$ 110.25
Removal/return of bin for delinquent accounts	\$ 75.00	n/a	\$ 75.00	\$ 78.75	n/a	\$ 78.75
Weekend service			quoted case-by-case based on incremental overtime labor & truck costs incurred			
Lidded Temporary bin	\$ 71.43	\$ 3.57	\$ 75.00	\$ 75.00	\$ 3.75	\$ 78.75
Bin Repair			At company's cost (materials plus labor plus 10%), performed at company's discretion.			
Overweight Bins (Roll-off)			Pass-thru of Gate Fee (currently \$77.50 per ton)			
Freon			Pass-thru of additional Freon Removal and Disposal Cost (currently \$28.25 per unit)			