



CITY OF COVINA

125 East College Street • Covina, CA 91723-2199

Frequently Asked Questions for Proposed Refuse Rate Increase Public Hearing – October 18, 2016

1. Why are the trash rates going up?

- Both Residential and Commercial rates have not increased since 2013.
- Negotiations have been ongoing with Athens Services since the last rate adjustment to ensure the lowest incremental cost increase possible for Covina ratepayers.
- Primary reason for the rate increase is due to the closure of the local Puente Hills Landfill and the fact that trash is now hauled to San Bernardino County, which is a further distance from Covina.
- Rate adjustment also includes new minimum wage and sick pay laws; annual adjustments to the consumer price index (CPI); and an increase in landfill disposal costs.

2. When will the new trash rates go into effect?

- If approved, the rate adjustment will be retroactive to July 1, 2016.
- The first billing will reflect retroactive charges in addition to current charges on the December Residential and Commercial invoices.
- Residential invoices will include charges for trash service for December, January and February plus the retroactive rate adjustment for July through November.
- Commercial invoices will include charges for December, as well as, retroactive rates from July through November.

3. Customer Rebate

- In addition, the City has negotiated a customer rebate with Athens Services for all Residential and Commercial accounts for a reduced per ton cost Athens Services received for disposal at the now-closed Puente Hills Landfill between 2011 and 2013.
- The rebate will be applied to every Residential and Commercial account invoice for refuse service collection from July 1, 2016 through June 30, 2017.
- The rebate will no longer be applied on Athens Services invoices after July 1, 2017.

4. What will my new rate be if the proposed rate increase is approved?

- A sample invoice for the December bill for Residential and Commercial accounts is attached that lists the new rate, the one-time retroactive charge dating back to July 1, 2016 and the customer rebate which is detailed above.



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5. I'm on a fixed income, can I sign up for the 60 gallon or 30 gallon service level for residential rates to reduce my bill?

- 60 gallon service level is only available for condominium/townhome developments that utilize barrel service.
- The 30 gallon service level is available for senior citizens 62 years of age or older that meet minimum income requirements and live in a single family home.
- Please call the Environmental Services Section at (626) 384-5480 to determine eligibility.

6. Am I required to have the Organics service listed on the rate sheet?

- Beginning April 1, 2016, the State of California requires jurisdictions to implement an organic waste recycling program in order to divert organic waste generated by businesses and multi-family residential dwellings (with 5 or more units), who generate 8 cubic yards of waste or more per week.
- Effective January 1, 2017, commercial businesses and multi-family units generating 4 cubic yards of waste or more per week would also be required to have Organics service.
- Businesses and multi-family units requiring Organics service will be notified of the requirement directly.
- At this time, all single family homes will not be required to have Organics service.

7. Why did I receive multiple Notices in the mail?

- The Covina City Council will be holding a public hearing on October 18, 2016 at 7:30 p.m. to consider the adoption of a resolution increasing rates for residential and commercial refuse collection service.
- The notice you received is pursuant to Proposition 218 and Section 53755 of the Government Code which requires that a notification be sent 45 days in advance for the public hearing to the address which the City mails the refuse service bill and for each identified parcel upon which any or new increased rate or charge is being proposed.
- Each Athens Services customer of record, as well as, each identified parcel within the City of Covina will receive a Notice for each property/parcel.
If you own multiple parcels/properties in Covina, you will receive a notice for each property.

8. Can I object to (“protest”) the trash rate increase?

- Yes, the City of Covina will hold a public hearing on October 18, 2016.
- If you oppose any of the proposed rate increases, your protest must be submitted in writing to be considered, even if you plan on attending the Public Hearing.



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- Your written protest must be received (not postmarked) by the City Clerk prior to the close of the public hearing.
- Oral, telephonic, and email protests will not be accepted.
- The protest must be signed by you and include 1) your name; 2) your street address and assessor's parcel number(s); 3) your City of Covina refuse service account number and; 4) indication of whether you are a residential and/or commercial customer.
- Please indicate on the front of your envelope, whether mailed or submitted in person, that the enclosed letter is for the "Refuse Rate Increase Public Hearing".
- Mail or deliver your written protest to "City of Covina, City Clerk's Office, 125 E. College Street, Covina, CA 91723."

For additional information about the proposed rate increase, please contact Sharon Gallant, Environmental Services and Transportation Manager at sgallant@covinaca.gov, Michele Saint, Management Analyst Trainee at msaint@covinaca.gov or Department of Public Works, Environmental Services Section at (626) 384-5480.



Covina Disposal

Waste Collection-Recycling-Transfer-Disposal-Street Sweeping

Visit our website: www.athensservices.com
 Customer Service: (888) 336-6100

Service Address:

123 MAIN AVE
 COVINA CA 91723-2113

Account Number:	
Invoice Number:	
Invoice Date:	12/01/2016
Due Date for Current Services:	12/16/2016
Billing Period:	DECEMBER 2016 SERVICES

Current Invoice Amount
\$154.38

Total Amount Due
\$154.38

Account Summary	Amount
Current Charges	\$154.38
Current Invoice Amount	\$154.38

DATE	DESCRIPTION	QUANTITY	AMOUNT	
12/01/2016	3YD-TRASH BIN-WEEKLY # P/U: 1	1.00	\$165.25	
12/01/2016	RETRO ADJUSTMENT	1.00	\$ 64.65	
12/01/2016	CUSTOMER REBATE	1.00	(\$75.52)	
<u>DECEMBER 2016 SERVICES</u>				
<ul style="list-style-type: none"> Your invoice reflects an adjustment based on the changes in the consumer price index, as well as, disposal changes. Your invoice includes a one-time retro adjustment for July through November 2016 as the rate adjustment was effective July 1, 2016. <ul style="list-style-type: none"> Your invoice also includes a customer rebate for July through December 2016. 				
0 - 30 DAYS	31 - 60 DAYS	61 - 90 DAYS	90+ DAYS	TOTAL DUE
\$154.38	\$0.00	\$0.00	\$0.00	\$154.38

PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT



Covina Disposal

Waste Collection-Recycling-Transfer-Disposal-Street Sweeping

Account Number:	
Invoice Number:	
Invoice Date:	12/01/2016
Due Date for Current Services:	12/16/2016
Total Amount Due	Amount Enclosed
\$154.38	

Send payment to:

**Athens Services
 P.O. Box 60009
 City of Industry, CA 91716-0009**

123 MAIN AVE
 COVINA CA 91723-2113



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Waste Collection-Recycling-Transfer-Disposal-Street Sweeping

Visit our website: www.athensservices.com
 Customer Service: (888) 336-6100

Service Address:

123 MAIN AVE
 COVINA CA 91722-3115

Account Number:	
Invoice Date:	12/01/2016
Due Date for Current Services:	12/16/2016
Billing Period:	DEC, JAN, FEB 2017 SERVICES

Current Invoice Amount
\$85.36

Total Amount Due
\$85.36

Account Summary	Amount
Previous Balance	\$81.15
Payments Received	(\$81.15)
Current Charges	\$85.36
Current Invoice Amount	\$85.36

DATE	DESCRIPTION	QUANTITY	AMOUNT	
12/01/2016	90GL G/W BBL-WEEKLY	1.00		
12/01/2016	90GL RECY BBL-WEEKLY	1.00		
12/01/2016	90GL TRASH BBL-WEEKLY	1.00	\$89.67	
12/01/2016	RETRO ADJUSTMENT	1.00	\$14.20	
12/01/2016	CUSTOMER REBATE	1.00	(\$18.51)	
<u>DEC 2016, JAN 2017, FEB 2017 SERVICES</u>				
<ul style="list-style-type: none"> Your invoice reflects an adjustment based on the changes in the consumer price index, as well as, disposal changes. Your invoice includes a one-time retro adjustment for July through November 2016 as the rate adjustment was effective July 1, 2016. <ul style="list-style-type: none"> Your invoice also includes a customer rebate for July 2016 through February 2017. 				
0 - 30 DAYS	31 - 60 DAYS	61 - 90 DAYS	90+ DAYS	TOTAL DUE
\$85.36	\$0.00	\$0.00	\$0.00	\$85.36

PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT



Covina Disposal

Waste Collection-Recycling-Transfer-Disposal-Street Sweeping

Account Number:	
Invoice Date:	12/01/2016
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Athens Services
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123 MAIN AVE
 COVINA CA 91722-3115