



NEWS RELEASE

Town of Fountain Hills | Public Information Office

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FOR IMMEDIATE RELEASE

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Fountain Hills Addresses Recent Republic Services Audit

This week the Town of Fountain Hills learned that Republic Services recently completed an audit of its customer accounts. As a result of the audit, the company discovered that as many as 500 households may have been receiving free services, using a different solid waste company, or accessing public trash dumpsters or other residents' trash bins. Following the audit, the company began notifying some residents that they were going to start receiving bills for their services. Unfortunately, Republic Services did not consult the Town about this audit in advance until after the town began receiving complaints.

In response to the Republic Services customer audit, the Town of Fountain Hills has the following factual statements to inform residents about their solid waste and recycling services:

- In light of the notifications that went out to some residents, **Republic Services has requested residents call Republic's Customer Service Division directly with inquiries or questions at 602-237-2078.** In the event services were billed in error, the Town has been assured that Republic will correct the error.
- The Town has not amended its ordinances recently. The last ordinance to be changed was in 2010 when the Town went to a single-hauler system for solid waste collection. The ordinance requires residents to use the Town-authorized solid waste provider (currently Republic Services).
- The Town does not receive any payments or other financial benefits for contracting with Republic Services for solid waste and recycling services. Waste disposal is a service the Town is obligated to provide to its residents, whether directly or through a private provider.
- In 2018 the Town of Fountain Hills initiated a standard bidding process for its solid waste and recycling services as the multi-year contract with Republic Services was going to end later in the year. After Republic Services submitted a proposal with the lowest cost of solid waste providers, the Town negotiated a multi-year contract with the company.
- Republic Services provides recycling per the Council-approved contract along with other services, including a household hazardous collection day, an electronics recycling collection event, one free bulk pick up event each year, and green waste disposal.
- Residents are allowed to suspend service for up to 6 months at no cost.
- Due to State and County health and sanitation laws, solid waste providers, whether they are cities/towns or private companies, are required to collect solid waste twice weekly. The recycling bin counts as a second pick-up for purposes of the laws.
- One regular residential solid waste pick-up plus recycling costs less than 2 regular pick-ups of solid waste. One or the other are required by State and County law.
- While residents are encouraged to recycle, they are not forced to utilize the recycling bin provided by Republic Services. Due to the mandate for twice a week solid waste pickups, there are no discounts for only utilizing solid waste collection.