



**City Council Agenda
August 18, 2022**

Minutes Resolution

Discussion Item

Agenda Description:

Discuss changing waste collection billing from the current provider, Information Management Solutions to Waste Connections.

Background Information:

For the last several years the City has been using a third party to send bill mailouts. Waste Connections has offered to take the billing back over for no extra cost. By allowing Waste Connections to bill and collect for services, the city will be able to better control delinquent accounts and those with no accounts. At current, the city has over 111 accounts that are more than 120 days past due that Waste Connections continues to provide services to.

The system that Waste Connection uses notifies the drivers of what addresses to collect from and which accounts are currently past due. If more than 60 days past due, they will not collect until the account is brought current.

Currently, the city provides a list of active accounts and pays Waste Connections accordingly. This list does not import into Waste Connections systems, and makes it very difficult for them to know what addresses to collect from.

Additionally, we have over 200 addresses that do not currently have trash accounts. Angela is currently working to resolve this issue by utilizing data from the tax accessor to determine who has accounts and who does not.

Allowing Waste Connections to take over billing will resolve multiple collection issues.

Financial Information:

Current annual cost of third-party billing is approximately \$1,000 per month. This does include monthly newsletter mailouts that are sent with the trash bill. The current contract expires November 16, 2022.

Waste Connection has offered to do the billing at no additional costs and will amend their current contract to include billing.

City Contact and Recommendations:

Amber Bransom, Assistant City Manager

Staff recommends allowing Waste Connections to take over billing.

Attachments: