

## **Billing Changes for Trash & Recycling Services**

Highland Homeowners,

As of September 2018, your annual property tax bill will now include a solid waste program fee. Homeowners will no longer receive an invoice from Burrtec Waste Industries for residential trash and recycling barrel collection services. Residents will continue to receive periodic newsletters that include important dates, residential service program information, recycling tips and important contact information.

**Below are frequently asked questions and answers to assist with the recent transition.**

### **Why is my residential trash and recycling invoice now being billed on the County Property Tax Bill?**

In June 2018, the City of Highland reviewed and approved a plan submitted by Burrtec for placing the solid waste program fee on the San Bernardino County Property Tax Bill. The property tax billing provides community wide service benefits, cost-effective billing and an environmentally responsible approach to meeting State Mandated Waste Diversion Requirements.

### **When will this change take effect?**

The first property tax bill to include the solid waste program fee will be on the Fiscal 2018/2019 San Bernardino County Property Tax Bill, which covers waste collections services for September 2018 through June 2019. The last bi-monthly invoice from Burrtec included July and August 2018 collection services. Future tax bills will include the costs of services for an entire year, July through June.

### **How will customers know of future rate changes?**

Notices of proposed annual service rate adjustments will be mailed, to property owners at least 45 days in advance, in compliance with state law. All rate adjustments will continue to require a public hearing and City Council approval.

### **Why aren't commercial customers with bin container service switching to the new property tax billing method?**

Billing through property taxes is based on a flat monthly or annual rate as is the solid waste program fee. Commercial customer waste collection service varies from one account to another with regard to type of material, frequency of collection as well as size and quantity of containers. At times these service levels change making it problematic to establish a flat annual fee.

### **Will this affect the bulky item pick-ups per year?**

Yes, as part of the community-wide service benefit adjustment, this service has been increased to allow residents up to 4 bulky item collections per year, including up to 5 items per collection. To schedule a collection, please call Burrtec at (909) 889-1969.

**Who do I contact for billing, service questions or concerns?**

Customers may contact Burrtec's local Customer Service Department at (909) 889-1969 or email at [inlandempirecs@burrtec.com](mailto:inlandempirecs@burrtec.com).

**What happens if I change my trash or recycling service throughout the year?**

After September 2018, customers who request additional services (such as extra barrels or pull-out service) during the year will receive an invoice for those services directly from Burrtec. Customers are required to submit payment directly to Burrtec for the additional services requested throughout the year. Customer's new service level charges will be included in the following year's property tax bill. Customers who decrease service (remove extra barrels or pull-out service) will receive a credit towards the next year's property tax bill or may request a refund directly from Burrtec.

**Do I need to discontinue automatic or recurring payments?**

No action is required for automatic or recurring payments signed up through Burrtec. If you signed up for automatic or recurring payment with your bank, you will need to ask your bank to discontinue the payment.

**What happens when I sell my house?**

When you sell your home, any refund due will be sorted out by the title company during the escrow process, just as your property taxes and other fees on the property tax bill are handled.

**I have property taxes paid through an escrow account with my lender. How will solid waste program fee billing work in this case?**

If the property tax bill is paid by your lender, you will pay for your solid waste program fee through the same process, similar to how you pay for other fees and assessments that appear on the property tax bill.

**Is the solid waste program fee charge tax deductible since they are now on the property tax bill?**

Consult with your tax advisor.

**If you have any further questions, please contact us at 909- 889-1969 or [inlandempirecs@burrtec.com](mailto:inlandempirecs@burrtec.com).**