

Southlake In Review

Special Edition

City Contracts New Trash & Recycling Provider

Dear Friends:

As you know, our City is committed to providing our community with the highest level of customer service. As part of this ongoing effort, the City Council has made the decision to contract with Republic Waste Services of Texas LTD (Duncan Disposal) to provide recycling and trash/waste pick-up services for Southlake's homes and businesses.



This decision was made after evaluating vendor service levels, benefits offered to our residents under an agreement, community track records, commitments to community involvement, quality of equipment being dedicated to the community and ability to begin service on May 1, 2007. Republic is a leading provider of services in the domestic, non-hazardous solid waste industry. It provides solid waste collection services for commercial, industrial, municipal and residential customers throughout Texas and in 21 other states.

The cost of trash pickup and recycling has not increased in Southlake since 2000. As part of this new contract, the City was able to negotiate a competitive rate with **enhanced services** and **new** equipment being dedicated to the community.

Beginning May 1, 2007, the residential sanitation fee from Republic will be \$10.25 per month per

household-- that means a small increase of a little over one dollar per month. Collection rates were reported to increase in any event with our current or any other vendor—but to offset this small increase under our new agreement, we will receive increased service commitments, repercussions for failures to meet established standards, new and safer equipment being dedicated to Southlake streets and a new, waste collection benefit which creates a custom collection process for pickup of large tree limbs and other sizable debris at your home (this level of service commitment and this exciting new benefit has never been provided under any prior Southlake waste collection agreement).

Please note your pickup days for trash and recyclables may change. Look for the new schedule in your next City utility bill.

In the pages that follow, you will find important information about Republic. Please keep this newsletter so that you will have it close at hand in case you have any questions or concerns as we transition this new service over the coming weeks and months.

Sincerely,

Andy Wambsgans
Mayor

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I Still Have Questions. Where Can I Get More Information?

You can find much more information about the city's new contract with Duncan Disposal on the web, at CityofSouthlake.com by clicking "Latest News." Included is additional information about Duncan Disposal and other service enhancements Duncan will bring to Southlake residential and commercial customers.

Information is also available by calling the City's main number: 817.748.8400.

Those who would like to review the new contract can make a request by email or in person at the City Secretary's Office.

(Contact information for the City Secretary and the Public Works Department is to the left.)

Finally, a special note to Southlake's commercial customers: while the City is not the vendor for commercial customers, the City will be working with Duncan to help establish initial contact with affected businesses.

Commercial customers who have additional questions are asked to call Duncan directly at 972.225.5252.

Public Works Department Contact Information
817.748.8098
(Administration)
817.748.8082
(Operations)

City Secretary's Office Contact Information
817.748.8015
or
lfarwell@ci.southlake.tx.us

City of Southlake Main Number
817.748.8400

City Website
www.cityofsouthlake.com
(look under Latest News)



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Duncan Disposal - 5 Decades of Quality Service

By Nick Stefkovich
Area President,
Republic Waste Services - Texas



Duncan Disposal has been serving the North Texas metro-area for more than 55 years. During that time, we have earned a reputation as a company that delivers the highest quality services for our



customers. The Duncan employees are professionals who care about their customers. We are very pleased to have this opportunity to serve the City of Southlake, one of the premier communities in Texas.

Duncan Disposal is a local division of Republic Services, one of the

nation's leading providers of environmental services including solid waste collection, transfer, disposal, and recycling services.

Our pledge is to provide our customers with service that is reliable, cost-effective and environmentally sound. Our local operation ensures that your needs are taken care of quickly and professionally. Duncan Disposal maintains the strongest and most reliable fleet of service vehicles in the industry. We are ready, willing, and able to make sure you get the first class service you deserve!

Duncan's parent company, Republic Services Inc. is a NYSE traded company. Republic Services was named as one of the Best Managed

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Other Duncan Services:

- **Special waste services**
- **Bulk collection services**
- **Industrial refuse collection**
- **Roll-offs (open tops & compactors)**

Enhanced Solid Waste & Recycling Services for Southlake Residential & Commercial Customers

- New collection trucks
- Large brush (larger than 4-foot unbundled) collection 3 times a year at customer's request
- Duncan supervisor in the city on all collection days.
- 4-day collection cycle (Monday/Thursday or Tuesday/Friday). This provides the opportunity to correct any missed pickups the following day.
- Mulching opportunities
- Company philanthropic opportunities inside the Southlake community

What To Expect From Duncan

By Robert Price, Director of Public Works

On April 30, 2007, Duncan Disposal will take over as Southlake's garbage and recycling provider. Residents will not only see new trucks in the city, but service enhancements (see bottom of page two) unique to Duncan.

Below are some "fast facts" about the new residential rates, the new provider and customer service phone numbers.

In this article we've assembled important information about **acceptable waste** for garbage or recycling pickup. We've also included what's unacceptable or hazardous waste and when it's appropriate to call Duncan for bulk trash pickup. If you have questions please call the City or Duncan at the numbers below. We are committed to working with Duncan to ensure a smooth transition.

Customer Fast Facts

New Monthly Residential Rate:	City Customer Service Hotline:
\$10.25	817.748.8099
New Provider:	8a-5p Mon.-Fri.
Republic Waste of Texas, Ltd,	Pickup Times:
known locally as Duncan Disposal	7am-7pm
Service Starts:	Holidays (No pickup)
April 30, 2007	New Year's Day
Duncan Customer Service:	Independence Day
817.317.2000	Labor Day
8a-5p Mon.-Fri.	Thanksgiving Day
8a-12p Sat.	Christmas Day

Garbage:

- Acceptable waste (acceptable brush, garbage, yard waste & household trash) contained in a can, bag or box no larger than 39 gallons
 - Brush & tree collection if bundled & less than 4 feet in length
 - "Backdoor Service" available to handicapped & disabled customers
- ### Bulk Trash Pickup
- Includes: brush cut into 4 foot (or less) bundles, as well as stoves, water tanks, hot water heaters, washing machines, furniture & refrigerators (with CFC components removed)
 - Large brush (unbundled & larger than 4 feet) picked up 3 times a year at customer's convenience (call Duncan Customer Service for more information)

Recycling:

- Collected once a week depending on route, (more information in City's March/April utility bills)
- Office paper & newsprint
- Magazines & catalogs
- Aluminum cans
- Steel/tin cans
- Glass – clear, brown & green
- HDPE & PET plastic bottles #1 through #7
- Household paper products: including junk mail, envelopes, cereal boxes, cardboard, chipboard & telephone books

Unacceptable waste:

- Building construction debris
- Household hazardous waste*
- Explosives
- Flammable/combustible materials
- Refrigeration units w/CFCs in place

*Under a contract with the City of Fort Worth, Southlake residents may deliver to the Fort Worth Environmental Collection Center, 6400 Bridge Street, Call 817.871.5257 for more information.