

## **TIPS COMMUNICATING WITH YOUR HAULER**

### **1. Recycling Operations**

- Ask how your items need to be prepared for pick up.
- Find out if the hauler offers onsite waste audits, indoor collection containers, signage, educational materials or training to help improve your program.
- Ask how haulers handle different situations such as (1) pick-ups during severe weather, (2) holiday pick-ups, (3) overflowing containers, (4) contamination?

### **2. Contract Terms**

- Understand your contract length, contract cancellation terms and contract renewal terms
- Can you change container size or frequency of pick-up without penalty?
- Will containers be clearly marked indicating what should be placed in them?
- Can extra bins/containers be provided for special events? At what cost?
- If your volume of trash decreases during the contractual period can you get a rate reduction?
- What price increases are allowed during the contract period?
- What equipment and containers will the contractor provide?
- What are your options if the hauler does not meet your performance standards?