F.A.Q.

SERVICE RATE ADJUSTMENT

redrock environmental group
Collection, Recycling and Landfill Management
A CAGLIA FAMILY COMPANY

07/01/19

HOW MUCH IS MY NEW BILL GOING TO BE?

All service rates vary by service type, frequency, and zone. To determine your new service rate, it is best to call our office during business hours.

HOW ARE THE RATES DETERMINED?

The Consumer Price Index (CPI) in California is examined in February each year. Any change in percentage is then applied to the factors outlined in the contract between Redrock and Madera County. Factors include a fixed component, variable component, and fuel component. Once the percentage is applied and all factors are considered, the rates are adjusted accordingly.

WHY DO THE RATES KEEP GOING UP?

Each year, the franchised haulers in Madera County review rates and makes adjustments in accordance with California's Consumer Price Index (CPI), which outlines the cost of living. The CPI references the cost of consumer goods and services such as fuel, energy, and groceries. Over the last few years, the CPI has continued to increase, which reflect on our service rates. Rate adjustments also take place when there is an increase in disposal fees at the Fairmead Landfill and North Fork Transfer Station, per our contract with Madera County. This year, a percentage of the increase is a recycling surcharge due to declining recycling markets since China's "National Sword".

WHAT IS THE "NATIONAL SWORD"?

The National Sword is what China has named their recent ban on certain plastics that they import from other countries. For more details on the National Sword, please see the July 2019 issue of our quarterly newsletter.

IS FINANCIAL ASSISTANCE AVAILABLE FOR PEOPLE WHO ARE ON LOW OR FIXED INCOME?

No. However, we currently offer a Senior Discount program. In the near future, we plan to also introduce a Military Discount.

WHAT CAN I DO TO REDUCE MY TRASH BILL?

Some customers that are billed quarterly have found it helpful to call in or pay their bill online monthly, instead of paying the quarterly rate all at once.

The best way to reduce your service rate altogether is to adjust the amount of trash you produce. For example, a customer with 2 trash carts and 1 recycling cart could replace their second trash cart with a recycling cart at a lower rate. Not only would this save money, but it would also reduce the amount of unnecessary waste going into the landfill. Customers also have the option of self-hauling their trash/recyclables to the Fairmead Landfill each week.

For a full list of items that can be recycled, visit us online at www.cagliaenvironmental.com

Still Have **Questions?**
Contact us directly

559-665-7300

MON-FRI 8:00 AM - 5:00 PM, SAT 8:00 AM - 12:00 PM