



Corporate Report

NO: R296

COUNCIL DATE: December 6,

2004

REGULAR

TO: **Mayor & Council** DATE: **November 19,
2004**

FROM: **General Manager,
Finance, Technology &
HR** FILE: **1820-20**

SUBJECT: **Garbage & Recycling Billing Process**

RECOMMENDATION

That Council approve the addition of the garbage and recycling fee to the annual property tax notice beginning in 2005.

DISCUSSION

In November 2000, Council approved a change to the billing process for all flat rate utilities, which includes water, sewer, garbage and recycling. This change resulted in a separate billing in February of each year for all flat rate utilities beginning in 2001.



Due to the success of the Volunteer Residential Metering Program, over 24,000 homes are now metered. This has resulted in two separate billing processes and due dates for residential properties. The current billing process for an average single-family residence is as follows:

Note 1: For this illustration we have included the City portion of property taxes only. The actual billing will include both City taxes and those taxes levied by other authorities.

Now that over 24,000 customers are metered these billing cycles are becoming very confusing, for the public because:

1. Metered customers receive five billings per year compared to non-metered customers who only receive two billings.

2. Customers do not necessarily think of garbage and recycling as a utility. Especially if they are moving from a municipality that includes garbage and recycling as part of the general tax levy.
3. New residents who receive a metered billing, assume it to be their utility bill therefore they do not know to phone the City if they have not received their 'February Utility Bill'.

In order to rectify this confusion, staff is proposing the following billing schedule:



The benefits of this change include the following:

1. Confusion over utility billings for the metered customers is eliminated.
2. Billing for the metered customers is streamlined. This approach is consistent with the promotion of our volunteer metering initiative.
3. Administrative costs related to the processing and collection of a fifth billing (currently 24,000) is eliminated. The billing could be as low as \$12.00 if a customer just pays the recycling charge. This benefit increases as more customers move from non-metered to metered billing cycles.

It is recommended that the annual garbage and recycling fee be placed back on the annual property tax notice beginning in 2005. While this change would have minimal impact on the flat rate utility customers, it would significantly reduce the confusion for our metered customers. It would also eliminate the processing and collection of over 24,000 bills that are generated for garbage or recycling services only. The budget impact of this change is minimal.

A revised bylaw to amend the provisions of "Surrey Rubbish Collection Standards of Service and Charges" is attached in anticipation of the acceptance of this change. This amendment also includes an increase from \$1.25 to \$1.50 for garbage stickers.

CONCLUSION

Since the implementation of a separate annual utility bill and the expansion of the volunteer metering program, our metered customers now receive five separate bills for tax and utility services with varying due dates. This has created confusion for many of our customers, especially new homeowners. The recommendation to move the garbage and recycling fees to the annual property tax bill will help to reduce this confusion and will create one billing process for consumption based charges and one billing process for annual charges. The budget impact of this change is minimal.

Vivienne Wilke, CGA,

General Manager, Finance,
Technology & HR

CITY OF SURREY
BY LAW NO. xxxxx

A by-law to amend the provisions of "Surrey Garbage and
Rubbish Collection Standards of Service and Charges By-law,
1969, No. 3055", as amended.

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The Council of the City of Surrey, in open meeting assembled, ENACTS AS FOLLOWS:

1. "Surrey Garbage and Rubbish Collection Standards of Service and Charges By-law, 1969, No. 3055" as amended, is hereby further amended as follows:
 - a. Schedule A is deleted in its entirety and new Schedule A, attached hereto and forming part of this by-law, is inserted in its place.
2. This By law shall be cited for all purposes as "Surrey Garbage and Rubbish Collection Standards of Service and Charges By-law, 1969, No. 3055, Amendment By-law, 2004, No. xxxxx".

PASSED THREE READINGS on the _____ day of _____, 2004.

RECONSIDERED AND FINALLY ADOPTED, signed by the Mayor and Clerk, and sealed with the Corporate Seal on the _____ day of _____, 2004.

_____MAYOR

_____CLERK

**SURREY GARBAGE AND RUBBISH COLLECTION STANDARDS
OF SERVICE AND CHARGES BY-LAW, 1969, NO. 3055**

SCHEDULE "A"

In this Schedule "A", "Regular Maximum" shall mean 154 litres or two (2) standard garbage receptacles for single family dwellings; or 77 litres or one (1) standard garbage receptacle for secondary suites as provided for in "Surrey Sanitation By-law, 1969, No. 3052."

Item 1 - Basic Standard of Service

The following minimum charges shall apply to the basic standard of garbage and rubbish collection and removal service provided by the City within "Surrey Garbage and Rubbish Collection Area No. 1", pursuant to the provision of "Surrey

Garbage and Rubbish Collection and Removal By-law, 1969, No. 3054". The charges hereby imposed shall be payable in advance on the 1st day of January in each year and subject to a penalty of five per centum (5%) if paid after the 2nd day of July and subject to an additional penalty of five per centum (5%) if paid after September 2nd. Any amounts remaining unpaid on December 31 will be added to the property tax levy and subject to the same interest rate and collection process as the City of Surrey's property taxes as legislated in the Community Charter.

- 1.1 To all single family dwellings and each single use and occupancy premises where the volume of garbage and/or rubbish picked up each week does not exceed the Regular Maximum and where all garbage and/or rubbish is picked up at one point.

Annual	User	\$183.00
Charge:		

- 1.2 To all dwellings, land and premises containing two (2) or more separate use or occupancy units where the volume of garbage and/or rubbish picked up each week does not exceed the Regular Maximum and where the number of pickup points shall not exceed the number of dwelling units.

Annual User Charge:	\$183.00
Each Additional occupancy unit	\$91.00

Item 2 - Charges for Excess Volume of Garbage and Rubbish

The following minimum charges shall apply to excess volumes of garbage and rubbish collection and removal service provided by the City within "Surrey Garbage and Rubbish Collection Area No. 1", pursuant to the provisions of "Surrey Garbage and Rubbish Collection and Removal By law, 1969, No. 3054".

- 2.1 To all single family dwellings and each single use and occupancy premises where the volume of garbage and/or rubbish picked up each week exceeds the Regular Maximum and where all garbage and/or rubbish is picked up at one point, an additional charge per standard garbage receptacle, or equivalent, shall apply.

The charge for each can, bag or bundle equivalent to or smaller than the standard garbage receptacle of 77 litres, will be \$1.50 each. Labels/tags must be pre-purchased from designated City authorized vendors.

- 2.2 To all dwellings, land and premises containing two (2) or more separate use or occupancy units where the volume of garbage and/or rubbish picked up each week exceeds the Regular Maximum per occupancy unit and where the number of pickup points does not exceed that number of dwelling units, an additional charge per standard garbage receptacle, or equivalent, shall apply.

The charge for each can, bag or bundle equivalent to or smaller than the standard garbage receptacle of 77 litres, will be \$1.50 each. Labels/tags must be pre-purchased from designated City authorized vendors.

Item 3 - Non-Basic Standard of Service (Recycling Only)

The following minimum charges shall apply to all dwellings, land or premises containing two (2) or more separate use or occupancy units where the city does not provide all of the basic standard of garbage and rubbish collection and removal service provided by the City within "Surrey Garbage and Rubbish Collection Area No. 1", pursuant to the provision of "Surrey Garbage and Rubbish Collection and Removal By-law, 1969, No. 3054". The charges hereby imposed shall be payable in advance on the 1st day of January in each year and subject to penalty of five per centum (5%) if paid after the 2nd day of July. Amount remaining unpaid after September 2nd will subject to a penalty of an additional five per centum (5%). Amount remaining unpaid on December 31 will be added to the property tax levy and subject to the same interest rate and collection process as the City of Surrey's property taxes as legislated in the Local Government Act.

Annual User Charge	\$12.00 for each unit
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