



## FREQUENTLY ASKED QUESTIONS

### Delinquent Solid Waste Accounts

#### **Why am I on a delinquent list?**

Properties with unpaid trash bills that are 60 or more days past due are placed on a delinquent list. As the property owner, you are responsible for the past due amount.

#### **Why was I never informed that my account was delinquent?**

Property owners are notified when an account is over 60 days past due and are given an opportunity to correct past due accounts prior to the lien process. Burrtec mails out notices to the owner contact address that is on file. Please contact Burrtec to confirm the correct contact address. Burrtec's customer service number is (909) 987-3717.

#### **Why won't the City go after my tenants for non-payment since the account is in their name?**

The lien comes after failed attempts to collect on the debt. As the property owner, you are ultimately responsible for the upkeep of your property per Municipal Code Section 8.17.170.

#### **Is there an early warning program that informs property owners when tenants are not keeping up with their trash bill?**

Property owners are notified by Burrtec when an account is over 60 days past due. Burrtec mails out notices to the owner's contact address that is on file. Please make sure that Burrtec has your current contact address. Burrtec's customer service line is (909) 987-3717.

#### **How do I clear the debt and have my name removed from the delinquent list?**

Contact Burrtec Waste Industries' Customer Service line at (909) 987-3717 between the hours of 8:00 a.m. - 5:00 p.m. Monday through Friday.

#### **When is the final deadline to pay off my debt to avoid the lien?**

Burrtec will accept payments until close of business day **July 11, 2022**.

#### **Am I required to attend the public hearing after I have cleared my debt?**

No. The City Council schedules a public hearing in the event that property owners want to file or voice a protest against the delinquency notice.



## Mandatory Trash Service

### Why does the City mandate weekly trash service?

Weekly trash service is required for all occupied properties by the Department of Public Health. The Rancho Cucamonga City Council adopted the ordinance for mandatory trash service and payment due to problems in the community with illegal dumping and trash stockpiling on properties.

### How do I submit a protest?

Phone calls to City staff **DO NOT** count as a protest. Property owners can file a written protest no later than 4:00 p.m., on May 17, 2022, at the City Clerk's office, 10500 Civic Center Drive, Rancho Cucamonga, 91730 or email them to [City.Clerk@cityofrc.us](mailto:City.Clerk@cityofrc.us)

### What is Burrtec's billing cycle?

Residential service: Customers receive a bill every two months.

Commercial service: Customers receive a bill every month.

### What are the current rates?

Effective July 1, 2021, the following solid waste rates apply:

Standard Residential Barrel Service: \$29.01 per month, \$58.02 per billing cycle

Senior Residential Barrel Service: \$19.44 per month, \$38.88 per billing cycle

Commercial service: Varies based on bin size and service frequency.

Please contact Burrtec customer service for specific questions related to your account at (909) 987-3717.