



# Fishers Twilight Townhall

City-Wide Trash Contract

10/2/2024

# Contract Overview

## Republic Services 10 Year Contract

### Why Republic?

- Lower Monthly Rate in year 1 for ~85% of residents, per city survey
- 60% of the Fishers Residents Market
- Snowbird Service
- Long Standing Presence & Familiarity with Fishers

**Start Date:** January 13<sup>th</sup>, 2025

Year	Monthly Rate
1	\$16.39
2	\$17.33
3	\$18.32
4	\$19.38
5	\$20.51
6	\$21.72
7	\$23.00
8	\$24.36
9	\$25.82
10	\$26.89

# Proposed Contract Overview

- **Weekly** Collection of Solid Waste & Yard Waste
- **Bi-Weekly** Curbside Recycling
- **Containers\*:**
  - **Two 96 Gallon (standard) Containers for Solid** (a 65- gallon option will be provided upon request)
  - **One 96 Gallon Container for Recycling**
    - Acceptable Items include Cardboard, Newspaper, Any Paper Products, Aluminum & Metal Cans, Plastic Bottles/Containers & Jugs, and Glass bottles.
  - Additional residential containers can be rented by the residents directly from the contractor
  - Extra trash bag stickers will be available for residents to purchase
  - \$25 large bulk or heavy items can be collected by appointment, directly purchased through contractor
- **Leaf & Landscaping Waste Pick Up in April and November** (20 extra bags or bundles/house/week of landscape waste)
- **Special Needs Service** (for residents who are physically unable to walk their bins to the curb)
- **Holiday Pickup:** When a major Holiday (New Year's Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving, and Christmas) land on a weekday, collection routes will be delayed for one day for the remainder of week.

\***Please Note:** Republic's initial priority is to ensure each resident has access to at least 1 trash and 1 recycle bin. Additional bins or less bins may be requested online or on the phone with Republic— after initial implementation is complete.

# Billing Process:

**Billing for trash services will be managed by Fishers Utilities (to individual owners)**

## **Billing Breakdown:**

- **Current Fishers Utilities Sanitary Customers:**
  - The monthly trash fee will be added to your **monthly sanitary sewer bill**
  - Stormwater utility charge will remain as a separate ANNUAL bill
- **If you are NOT a Fishers Utilities Sanitary Customer** (i.e., you are septic or CEG service area)
  - You will begin receiving a monthly trash bill, upon start of service.
- **If you already have a CSS login with Fishers Utilities, trash will be visible on that login and no action is needed**

## **What if my HOA currently bills its residents for trash, sewer, or stormwater?**

- The City of Fishers is transitioning to direct billing of all deeded owners of residential property. HOAs will no longer be permitted to pay utilities on behalf of its residents. Rather, each resident will receive a single monthly bill from Fishers Utilities

# Service Implementation

## Key Dates:

### Republic Bin Drop Off:

Week of December 30<sup>th</sup> & January 6<sup>th</sup>

### WM Bin Collection:

Week of January 6<sup>th</sup> (after collection)

### Last WM Service Date:

January 10<sup>th</sup>, 2025

### Republic Service Start Date:

Monday, January 13<sup>th</sup>\*

\*Request last day of service with WM be on the week of January 6<sup>th</sup>

JANUARY 2025						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
29	30	31	1	2	3	4
	Republic Bin Drop Off (Week of 12/30)					
5	6	7	8	9	10	11
	Republic Bin Drop Off (Week of 1/06)				01/10/25 **Last Day of WM Service in Fishers	
	WM Bin Collection (Week of 1/06)					
12	13	14	15	16	17	18
	01/13/2025 1st Day of Republic Service in Fishers					
19	20	21	22	23	24	25

# What to Expect:

## Current Republic Customer

1. Change in Collection Day  
**(New Route Starts Week of 1/13)\***
2. **Invoicing** -- No longer from Republic  
(see Billing process slide)
3. Keep Existing Carts\*\*
4. **Existing Account:** Republic will transition/ stop billing on existing accounts.

\***WEEK OF 1/6/2025** = CURRENT Collection Schedule

\*\***If you currently do not have recycling with Republic, you will receive 1 recycle bin prior to service starting on 1/13/2025**

## Current WM Customer

1. New Route & Collection Day
2. Bins to be Collected by WM  
**(Week of 1/6)**
3. New Republic Bins Delivered  
**(Weeks of 12/30 & 1/6)**
4. **ACTION ITEM:**  
Cancellation of current WM Service\*

\*Request with WM that week of 1/6/2025 be the last week of services and billing through WM; **Ordinance 041524B**

**Please Note:** Republic's initial priority is to ensure each resident has access to at least 1 trash and 1 recycle bin. Additional bins or less bins may be requested online or on the phone with Republic-- after implementation is complete.

# FAQ

## When will I know my new route & pickup day ?

We intend to have route and pick up day information posted and sent to residents in November.

## Do I have to have 2 waste and 1 recycling bin, as specified in the contract?

- No. You can select from multiple options, including a 65 gal. tote, 2 recycling & 1 waste, OR a 4<sup>th</sup> tote (additional cost).
- **Any bin requests must be coordinated with Republic directly (please note bin customization may not be fulfilled until initial implementation is complete)**

## What types of residential units are eligible?

- Single Family Residential Units, Townhomes, and Condos (Up to 4 Units/ Parcel)
- Residence MUST have option for trash bin collection. CANNOT be dumpster pickup.
- Incorporated residents

## Are HOA Clubhouses Included ?

- **HOA Clubhouses or common buildings** are eligible to be included in the city contract. An 'opt in ' form is available online for HOAs to 'opt in' to clubhouse/ common building trash service. Clubhouses will be billed through Republic at the city contract rate **\*If your HOA clubhouse needs dumpster services, or services not included in the city contract, rate will be higher than city rate**

# FAQ

## Who do I call for customer service?

- Day to day service needs (e.g. I need a new bin, or my trash pickup was missed) will be managed by Republic's customer service team
- Any billing related issues OR recurring service issues will be managed by the City of Fishers

## How do I sign up for snowbird service?

- If you are going to be out of town for *2 months or longer*, you may request to pause trash service. During this time, Republic will not collect trash from your address.

## If I need a bulk pick up or additional trash bags, how do I make this request?

- **Bulk Pick Up:** Coordinated with Republic on customer portal OR via phone.
- **Additional Bags:** The city will have overage bag tags for purchase at city facilities. More to come on location



# Next Steps

Stay tuned for communication from the City & Republic in Oct., Nov., and Dec.

Each household will be receiving information on the following:

- **Route Confirmation**
- **Republic's Waste Collection Procedures & Customer Requests**  
(i.e. leaf pickup logistics, eligible recycling, special needs service, bulk pickup details)
- **Republic's Online Services for Creating Account & Requesting Bins, etc.**

**Start Date:** Monday, January 13<sup>th</sup>, 2025

**Resources:**

- [utilities@fishers.in.us](mailto:utilities@fishers.in.us)
- [fishersin.gov/trash](https://fishersin.gov/trash)
  - We will continue to update the FAQ