



Buncombe County New Contract Information

Effective January 1, 2020, Waste Pro USA has entered into a new 5-year exclusive franchise contract with unincorporated Buncombe County for trash and recycling services. Please keep in mind that this is a subscription service meaning you do not have to have trash service. Residents who decide to use Waste Pro must abide by the new contact guidelines. Buncombe County will now require that all residents must have solid waste and recycling carts and offer many advantages:

- Keeping bagged trash off the ground is more sanitary and helps minimize flies and mosquitoes
 - Durability
 - More efficient collection and automation options
 - Increased worker safety
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- Current service will continue as is until January 1st, 2020.
 - The cost of the new service will be \$19.21 per month or \$57.63 per quarter as of 1/1/20 regardless of cart size. This includes both solid waste and recycling carts.
 - New cart delivery will occur between mid-month October and the end of November.
 - If a resident requires additional carts, they can do so as of 4/1/20 at a cost of \$10/month. Bear proof carts will also be available for purchase at \$300.
 - Residents will have the ability to Opt In for trash and recycle services and select their container sizes (96, 64, 48 Gallon) prior to service. Residents must visit the cart selection website to make their selections
 - <https://www.wasteprousa.com/buncombe-county>
 - Residents will not receive a confirmation once selection has been made and changes cannot be made once selection has been made

- Website contains dedicated Waste Pro number for customers who have questions or need assistance with cart selections
- Residents have until October 1st to select containers. If no container is selected by 10/1, Residents will be “opted in” with two 96 Gallon containers. One for solid waste and one for recycling.
- Residents must select a solid waste container, but they do not have to have a recycle container (the website has a dropdown for N/A if Recycle is not included)
- Recycling will take place every other week versus the current weekly service.
- All trash and recycling must be placed in their respective containers (no bags on the ground)
- To complete all cart deliveries, cart changes will not be allowed until April 1st, 2020. A cart change fee will apply.
 - *If the resident decides to take their own trash to the landfill or transfer station, the following rates apply:*
 - *33-gallon bags of household trash (no recycle) = \$2/bag*
 - *Less than 33-gallon bag = \$1/bag*
 - *No charge for recycling and it can be sorted at site*
- Yard Waste, White Goods, TVs/Electronics service is not included in the agreement but may be provided at additional cost