

i. Contamination Fees

- When contamination is first identified, the customer is sent a warning letter. There is no charge to the customer for this first offense. The goal is to provide education on proper sorting and notice that the customer will be charged if the contamination continues.
- If contamination is identified a second time, an additional letter is sent to the customer and a one-time contamination charge is assessed to their account.
- If contamination is identified a third time, an additional letter is sent to the customer and a Waste Zero team member will reach out directly to the contact listed on the account. At this point, a 50% volumetric contamination fee will be assessed to the account. The 50% fee is added to the monthly service charges for the commodity that is contaminated. This charge will continue until the customer successfully removes the contaminates and contacts the Waste Zero Specialist.
- If a customer reaches the point of being assessed ongoing contamination fees, the customer will have two months to correct the contamination before these fees will be escalated to the next level. If contamination continues, the monthly contamination charge will be escalated from 50% to 100%.
- The customer can complete a self-assessment that the Specialist will review for compliance or request a Specialist to conduct an audit. If contamination recurs at any point during the following 12-month period, the customer will revert to the step that it was last on.
- If a customer reaches a 100% contamination fee and is unresponsive to ongoing outreach and opportunities to resolve the issue they will have their diversion discount removed. The Diversion Discount removal will be applied to all services the customer subscribes to and is billed for on their account.
- Residential customers will be charged a contamination fee for each instance of contamination.